

Article

The Impact of Service Quality on Customer Loyalty through Customer Satisfaction in Mobile Social Media

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Abstract: In today's emerging and competitive mobile social media market, companies continuously endeavor to improve service quality and customer satisfaction in order to gain a competitive advantage and ensure long-term sustainability. The objective of this study is to identify the relationship between service quality, customer satisfaction, and customer loyalty in mobile social media. Moreover, this study examines the role of customer satisfaction as a mediator. The proposed research model consists of four dimensions of mobile service quality (usefulness, convenience, design, and security/privacy) as well as customer satisfaction and customer loyalty. The survey used the self-administrated method. A total of 256 responses were used in the data analysis. We estimated the hypothesized relationships of the research model using a structural equation modeling technique. The results are as follows: first, usefulness, convenience, design, and security/privacy significantly and positively affect customer satisfaction. Second, customer satisfaction has a significant and positive impact on customer loyalty. Third, customer satisfaction mediates the relationship between service quality and customer loyalty; in particular, convenience, design, and security/privacy are completely mediated while usefulness is partially mediated. These results can serve as a valuable reference for mobile social media providers to manage services and improve service quality and customer satisfaction.

Keywords: mobile social media; service quality; customer satisfaction; customer loyalty; mediation



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1. Introduction

The smartphone market has experienced steady growth in recent years, becoming increasingly prevalent as people rely on smartphones for various tasks, including communication, gaming, navigation, and social networking. ResearchAndMarkets.com [1] reported that the smartphone market reached a volume of 1277.70 million units in 2022. The report also projects a Compound Annual Growth Rate (CAGR) of 3.5% for the market, with an estimated volume of approximately 1570.62 million units by 2028.

People use smartphones to connect with people both locally and globally through their social networks. Social networks are online platforms that allow people to connect and share information with others [2,3]. Social networks offer numerous advantages, such as the ability to connect with people worldwide, to share information quickly and easily, and to discover new opportunities for personal and professional growth [4]. However, there are also some disadvantages to using social networks. One of the primary concerns is privacy. Social networks have the potential to collect users' personal information, which can then be used for targeted advertising or other purposes [4].

With the popularization of smartphone use, the social network or social media market is rapidly expanding, and the number of companies providing relevant services is increasing. As the market has recently become consumer-centered, users have been demanding improvements in service quality (SQ), service variety, and customization with consideration of their preferences. They also want to enhance their security and privacy in

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