



The Effect of Product Quality, Service Quality and eWOM on Repurchase Intention: Consumer Satisfaction as a Mediating Variable (Study on Consumers of Erigo Official Marketplace Products in Malang)

Yusuf Sya'roni ^{a*} and Nur Laili Fikriah ^a

^a Faculty of Economics, Universitas Islam Negeri Maulana Malik Ibrahim Malang Jl. Gajayana No.50, Dinoyo, Malang City, East Java, 65144, Indonesia.

Authors' contributions

This work was carried out in collaboration between both authors. In order to write journal articles, Author YS searches for topics to write about, gathers drafts of journal articles from introduction to methodology, studies 154 Erigo product users in Malang City, processes and analyzes research data, writes journal article manuscripts, and submits finished manuscripts to journals. Author NLF directed and advised author regarding the actions performed author YS. The final manuscript was read and approved by all writers. Both authors read and approved the final manuscript.

Article Information

DOI: <https://doi.org/10.9734/ajebe/2024/v24i61386>

Open Peer Review History:

This journal follows the Advanced Open Peer Review policy. Identity of the Reviewers, Editor(s) and additional Reviewers, peer review comments, different versions of the manuscript, comments of the editors, etc are available here: <https://www.sdiarticle5.com/review-history/118160>

Original Research Article

Received: 07/04/2024

Accepted: 09/06/2024

Published: 13/06/2024

*Corresponding author: E-mail: yusufsya'roni9@gmail.com;

ABSTRACT

Aims: The purpose of this study was to determine the effect of product quality, service quality and electronic word of mouth on repurchase intentions by mediating customer satisfaction on Erigo products in the shopee marketplace in Malang City.

Study Design: This research uses a descriptive quantitative approach.

Place of Study: Respondents in this study were Erigo consumers who had bought at least 2 times, had a shopee platform and the age of consumers was at least 17 in Malang City.

Methodology: The sampling method applied is nonprobability sampling, specifically through purposive sampling technique. A total of 154 respondents were selected using purposive sampling technique. The data was processed with version 4.0 of smartPLS.

Results: All elements in the statement are legitimate, according to the validity test findings. Furthermore, the results of the hypothesis test show that product quality does not influence the desire to repurchase (P Values 0.362>). P Values 0.002 indicate that service quality influences repurchase intentions, whereas P Values 0.751 indicate that electronic word of mouth does not influence repurchase intentions. 0.05. The following conclusions can be drawn: - Repurchase intention is influenced by customer satisfaction (P Values 0.000 <0.05), which in turn is influenced by product quality (P Values 0.002 <0.05), service quality (P Values 0.005 <0.05), and electronic word of mouth (P Values 0.080 <0.05). - Repurchase intentions are influenced by product quality (P Values 0.002 <0.05), which is mediated by customer satisfaction (P Values 0.007 <0.05), and by electronic word of mouth (P Values 0.077>), which is mediated by customer satisfaction (P Values 0.080 <0.05), which in turn affects repurchase intentions (0.5). 0.05.

Conclusion: Product quality affects customer happiness but has little effect on their propensity to buy again. The quality of service has an effect on customer satisfaction and their propensity to make a repeat purchase. Online recommendations have little effect on consumers' happiness or propensity to buy again. The quality of the product or service does influence the likelihood that a consumer will make a repeat purchase, but the impact of electronic word of mouth on consumer satisfaction is minimal.

Keywords: Product quality; service quality; electronic word of mouth; customer satisfaction; repurchase intention.

1. INTRODUCTION

The rapid development of the internet and information technology has had far-reaching consequences for many sectors of society, including the social, economic, political, and cultural elements of life, as well as people's everyday routines, such as shopping habits [1]. As technology continues to evolve, businesses are recognizing the increasing importance of digital marketing and the advantages it offers over traditional marketing methods [2]. The internet is not only a communication route for transferring large amounts of information, but it is also becoming increasingly diverse in its function, enabling individuals to engage online buying and selling operations [3]. Many individuals saw this trend as an opportunity to earn money, so they began selling stuff online. This eventually resulted in the formation of e-commerce [4]. Adi of Indonesia reported that Shopee was the most popular e-commerce site in the first quarter of 2023, according to SimilarWeb data [5]. Reporting by Menparekraf /

Kabaparekraf, the Minister of Tourism and Creative Economy, and the Director of the Tourism and Creative Economy Agency, among others. According to Uno and Sandiaga Salahuddin, the fashion subsector contributed the most to the national creative economy's export value [6]. In 2023, five local fashion companies were able to enter the global market via Erigo [7].

The findings of this research are similar with those of other relevant studies, such as [8,9], which discovered that consumers are more likely to make repeat purchases when product quality is satisfactory. According to the research described in [10], product quality has no effect on a consumer's tendency to repurchase. Service quality also influences repurchase intentions. According to and [11], the quality of the service impacts repurchase intentions [12,13,14]. However, this suggests that service quality has minimal influence on repurchase intentions and is irrelevant, which contradicts previous study [15]. Electronic word of mouth can also influence

repurchase intentions, this is supported by [16,17], which state that when implemented, electronic word of mouth boosts trust in a product and repurchase intentions. According to research [18], electronic word of mouth has little or a large influence on repurchase intentions.

Studies [19,20] show a favorable correlation between repurchase intentions and customer pleasure. This argues that firms should strive to please their consumers in order to increase repurchase intentions. Contrary to common assumption, a research by Fiona, [15] found no link between customer satisfaction and the probability of repeat purchasing. This is consistent with the results of the research reported in [21,19], which indicate that consumer happiness is directly related to the quality of the things they buy. Contrary to widespread assumption, a research by Maharani & Alam [22] found no link between product quality and consumer satisfaction.

Quality of service is an important factor in guaranteeing satisfied clients. This is consistent with studies indicating that consumers are more happy when they get high-quality service [23,24]. In contrast, a research by Ibrahim & Thawil, [25] indicated that service quality had no positive influence on consumer satisfaction.

The study by Itasari et al. [26], Widyatmoko et al. [27] reveals that consumers will be more happy with a product if they have a pleasant experience with it, and this result supports the concept that electronic word of mouth may help customers. Contrary to widespread opinion, a research by Safitri, [28] found no link between electronic word-of-mouth and higher customer satisfaction. Several research have shown that customer satisfaction mediates the relationship between product quality and repurchase intentions [29,30,31,32,33]. The firm claims that its high-quality items satisfy clients, which motivates them to purchase from them again. In contrast, [34] discovered that customer satisfaction had no mediation influence on repurchase intentions when it came to product quality. According to study performed by Cahyati & Seminari [35], Fared et al. [36], Gunawan et al. [37], Lestari & Ellyawati [38]; Phuong & Trang, [39], Wijayanti & Almaidah, [40], boosting customer satisfaction via the use of high service quality would have an influence on increasing repurchase. Customers' levels of satisfaction influence the effect of service quality on repurchase intentions. Nonetheless, opposing conclusions may be

found in a research by Fiona, [15], which claims that customer happiness does not operate as a mediator between service quality and repurchase intentions.

According to research [41,42,43], customer satisfaction mediates the relationship between electronic word of mouth and repurchase intentions. Specifically, it has been discovered that using excellent electronic word of mouth to generate consumer satisfaction leads to a rise in repurchases. In contrast, [44] discovered that customer satisfaction had no role in moderating the relationship between electronic word of mouth and intentions to repurchase. Considering the conclusions of the prior study mentioned above, it is clear that each researcher generated different research results (research gap). On the above-described occurrences and findings of earlier research, the researcher is interested in taking the research title, namely "The Effect of Product Quality, Service Quality and Electronic Word of Mouth on Repurchase Intention Mediated by Consumer Satisfaction (Study on consumers of Erigo Official Marketplace products in Malang)".

2. HYPOTHESIS DEVELOPMENT

2.1 Product quality on Repurchase Intention

This research suggests that satisfied customers are more likely to make repeat purchases if your products are of high quality [8]. When buyers are pleased with their purchases, they are more likely to buy from the store again. Also, there is room for additional investigation Customers are more likely to make a repeat purchase if they are satisfied with the product's quality [9]. The claim that elements related to a product's quality do not influence the desire to repurchase is put out in [9]. From this narrative, the authors derive a hypothesis:

H1: There is a relationship between product quality and repurchase intention.

2.2 Service Quality on Repurchase Intention

According to Ekaprana et al. [45], if the service is excellent, people will be more likely to buy from you again. Several other studies corroborate this one, finding that service quality does influence repurchase intentions [11]. On the other hand,

[15] proves that service quality is insignificant when it comes to consumers' intents to buy again. This description served as the basis for the authors' hypothesis:

H2: There is a relationship between service quality and repurchase intention.

2.3 Electronic word of Mouth on Repurchase Intention

Customers are more likely to repurchase a product if they have a positive impression of it [16]. The research cited in [17] found that the intention to buy is significantly impacted by electronic word of mouth. There is support for this study from previous research showing that online recommendations affect the likelihood of a consumer making a repeat purchase. Electronic word of mouth, on the other hand, did not significantly impact customers' propensity to repurchase, as per his research [18]. The authors proceeded to use this account to formulate a hypothesis:

H3: There is a relationship between electronic word of mouth and repurchase intention.

2.4 Customer Satisfaction on Repurchase Intention

According to Amroni et al. [19], creating a sense of happiness for consumers would increase their repurchase intentions. They also discovered that customer satisfaction has a positive and significant effect on repurchase intentions. Customer pleasure influences repurchase intentions, according to this research and others [20]. At the same time, his results [15] show that customer happiness has a small and negative influence on repurchase intentions. The authors suggested a hypothesis based on this account:

H4: There is a relationship between consumer satisfaction and repurchase intention.

2.5 Product Quality to Customer Satisfaction

According to Aditia et al. [21]; Maharani & Alam [22], product quality has an impact on consumer satisfaction. Customers will be satisfied with their purchases if they are of great quality. This research, as well as other previous studies, found that product quality increases consumer

contentment. Meanwhile, [46] found no association between product quality and probability of repurchasing. The authors suggested a hypothesis based on this account:

H5: There is a relationship between product quality and consumer satisfaction.

2.6 Service Quality to Customer Satisfaction

According to his results [23] discovered that service quality influences consumer pleasure. Customer contentment is directly proportional to the quality of service they get, thus it is critical to concentrate on delivering exceptional service. Several previous research have shown that service quality influences consumer contentment, providing credibility to this study [24]. In contrast, his data show that service quality has little effect on customer satisfaction [25]. The author suggests the proposal based on this description:

H6: There is a relationship between service quality and consumer satisfaction.

2.7 Electronic Word of Mouth on Customer Satisfaction

According to the findings of Itasari et al., [26], electronic word of mouth has an influence on customer contentment. Prior research has shown that electronic word of mouth influences customer pleasure, so this makes logical sense [27]. However, according to Safitri, [28], there is no link between electronic word of mouth and customer contentment. The authors suggested a hypothesis based on this account:

H7: There is a relationship between electronic word of mouth and consumer satisfaction.

2.8 Product Quality on Repurchase Intention through Customer Satisfaction

According to Mahemba & Rahayu [30], consumer repurchase intention is affected by product quality via the mediation of customer happiness. According to studies cited in Girsang et al. [29], Mulyana, [31]; Natalia & Suparna [32]; Praja & Haryono, [33], customer satisfaction acts as a mediator between product quality and repurchase intention. This contradicts the findings of the study by Tajudinnur et al. [34], which found that customer satisfaction is the most important factor in determining whether or

not a consumer would repurchase a product. The writers proposed a theory based on this account:

H8: There is a relationship between product quality and repurchase intention through consumer satisfaction.

2.9 Service Quality on Repurchase Intention through Customer Satisfaction

This claims that, via customer satisfaction, service quality has a major impact on repurchase intentions [37]. This research recommends that businesses focus offering exceptional customer service. Customers who are satisfied are more inclined to make repeat purchases, which raises their overall contentment. The findings are consistent with prior research, which has demonstrated that service quality influences repurchase intentions via satisfaction [35,36,38,39,40]. Nonetheless, this contradicts the results of Fiona, [15], who found no relationship between service quality and repurchase intentions as judged by customer satisfaction. The authors suggested a hypothesis based on this account:

H9: There is a relationship between service quality and repurchase intention through consumer satisfaction.

2.10 Electronic Word of Mouth on Repurchase Intention through Customer Satisfaction

According to Ginting et al. [41], e-wom promotes consumer happiness, which raises the possibility of repeat purchases. This is consistent with previous research, which revealed that e-wom greatly boosts customer pleasure, which increases the chance of repurchase [42,43]. However, contrary to what is claimed in the research by Ningtias & Sugiyanto, [44], e-wom does not have a positive and significant influence on repurchase intentions via customer satisfaction. The authors suggested a hypothesis based on this account:

H10: There is a relationship between electronic word of mouth and repurchase intention through consumer satisfaction.

The following is a conceptual framework of the above hypothesis:

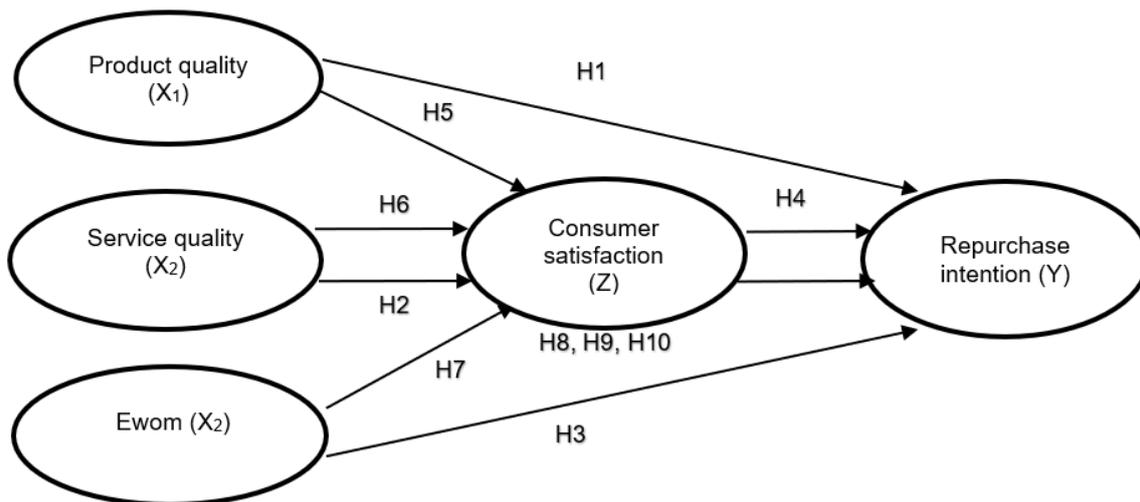


Fig. 1. Framework methodology

3. METHODOLOGY

A descriptive quantitative technique is used in this investigation. Distribution of questionnaires and subsequent filling out by respondents allowed for the collection of data. Two sections make up the survey. The first is the survey's front page, which includes information about the respondents such as their birth year, whether or not they have bought Erigo items, and whether or not they use the Shopee platform. Part three consists of a battery of questions designed to gauge contentment with the product or service, likelihood of future purchase, electronic word of mouth, and product quality.

Performance (2 item), specialization (1 item), durability (1 item), aesthetics (1 item), and perception of quality (1 item) are the metrics used to evaluate product quality in Agustina, [47]. Then, [48] can evaluate the quality of the service using the criteria: concreteness (1), dependability (1), responsiveness (1), assurance (1), and empathy (1). Next, we use the elements from (Rosita, 2021) to measure electronic word of mouth (ewom), which consists of (1) intensity, (2) positive opinions, (2) negative opinions, and (1) substance. Then, the elements from [41]—transactional interest 1 item, referential interest 1 item, and preferential interest 2 items—are used to quantify repurchase intention. Items from [49] are used to assess consumer happiness; they include repurchasing twice, producing word of mouth once, establishing a choice to return once, and building a brand image once. In this study, a Likert scale was used.

Users of the shopee platform in Malang City who purchased Erigo products participated in this research. A total of 154 people from Malang City who regularly drink Erigo were surveyed for this research. Nonprobability sampling, more especially the purposive sampling methodology, is used in this sample process. In all, 154 people filled out the survey, which is exactly equivalent to the 22 items utilized for data collection. The result was 154 after multiplying the original number by 7 Hair et al. [50]. We use smartPLS version 4.0 to process the data. Internal model testing, external model testing, hypothesis testing, and mediation are the phases of data analysis test.

4. RESULTS AND DISCUSSION

This study found that although service quality has a direct impact on repurchase intention, product quality and electronic word of mouth do not. Consumer satisfaction also influences repurchase intentions. This study reveals that product and service quality have an indirect affect on repurchase intention via customer contentment, whereas electronic word of mouth has no indirect influence on repurchase intention through consumer satisfaction.

4.1 Validity Test Results and Reliability Tests

In the validity test, according to Ghozali [51] it is said to be valid if each statement item has a correlation value > 0.60, so that in this study all statement items starting from statement items on product quality variables, service quality, electronic word of mouth, repurchase intentions and customer satisfaction are declared valid because all values of each statement item have a value of more than 0.60. In Table 1, the statement items and correlation values that have been declared valid are presented.

In the reliability test, Ghozali [52] states that a Cronbach's alpha of greater than 0.6 is considered acceptable. The higher the internal consistent dependability, the closer Cronbach's alpha is near 1. All of the study's variables passed the reliability test since their Cronbach's alpha values were greater than 0.6.

Table 1. Validity test results

Item	Value	Item	Value	Item	Value	Item	Value	Item	Value
KP1	0.844	KL1	0.749	WO1	0.605	NB1	0.702	KK1	0.800
KP2	0.725	KL2	0.871	WO2	0.840	NB2	0.794	KK2	0.649
KP3	0.689	KL3	0.663	WO3	0.869	NB3	0.791	KK3	0.740
KP4	0.639	KL4	0.683			NB4	0.727	KK4	0.612
								KK5	0.81

Source: Data Processed by Researchers (2024)

Table 2. Reliability Test Results

Variable	Cronbach's Alpha
Product quality	0.700
Service quality	0.734
Electronic word of mouth	0.660
Repurchase intention	0.747
Consumer satisfaction	0.776

Source: Data Processed by Researchers (2024)

Table 3. Hypothesis and Mediation Test Results

Hypothesis	P Values
Product Quality -> Repurchase intention	0.362
Service quality -> Repurchase intention	0.002
Electronic word of mouth -> Repurchase intention	0.751
Customer satisfaction -> Repurchase intention	0.000
Product quality -> Customer satisfaction	0.002
Service quality -> Customer satisfaction	0.005
Electronic word of mouth -> Customer satisfaction	0.080
Product quality -> Customer satisfaction -> Repurchase intention	0.002
Service quality -> Customer satisfaction -> Repurchase intention	0.007
Electronic word of mouth -> Customer satisfaction -> Repurchase intention	0.077

Source: Data Processed by Researchers (2024)

4.2 Hypothesis Test Results

Hypothesis testing states that if a variable's p-values are less than the significance value, which in this case is 0.05, then the variable is said to have an effect on other variables. Conversely, if the p-values are greater than 0.05, it can be inferred that the relationship between these variables is not significant [53]. Results show that product quality does not influence consumers' intentions to repurchase, and that electronic word of mouth does not influence either consumers' contentment or their intentions to repurchase. Then, repurchase intentions and customer satisfaction are significantly impacted by service quality, which in turn is influenced by product quality, which in turn influences customer contentment, and so on. So, although electronic word of mouth doesn't indirectly increase repurchase intentions via customer pleasure, product and service quality does.

4.3 The effect of Product Quality on Erigo's Repurchase Intention in Malang City

A positive and statistically significant relationship was not discovered when testing the hypothesis that product quality would have an influence on repurchase intention. As the value of 0.362 is more than 0.05, this is evident. The first hypothesis may therefore be dismissed. These findings suggest that the quality of Erigo items sold in Malang City has fallen short of what customers had hoped for. Based on the data, the highest item value in the statement "Erigo provides good and varied product quality" was 3.99. This indicates that customers believe that Erigo offers a selection of high-quality items with varying variances. They still don't want to purchase back from Erigo, despite the fact that they have nice and variety items. Consumers do not yet shown loyalty to Erigo goods, which is a

result of the high level of competition in the market. Even vendors offering a wide selection of high-quality products may struggle to hold on to customers in a fiercely competitive market. If a rival has better items or more successful marketing methods, consumers may simply move to them. The findings of this study are consistent with previous studies that found no significant relationship between product quality and repurchase intentions [30].

4.4 The effect of Service Quality on Erigo's repurchase intention in Malang City

The results of the hypothesis testing showed a statistically significant correlation ($p < 0.05$) between the service quality indicators and the intention to repurchase. So, we may conclude that hypothesis 2 is true. In this way, we can conclude that the high-quality service that Erigo provides allows its goods to live up to customer expectations. An important factor in the exceptional quality of Erigo goods is the great impressions and good recollections that customers have of the wonderful service they got. Customers agree that the Erigo seller is very kind while helping them out and doesn't treat other customers any differently, which is where the phrase "the seller provides services without discriminating against customers" hits a home run. A positive connection between vendors and consumers is fostered by providing service without discrimination. Customers are more inclined to buy from the same vendor again if they are satisfied with the service they received. The findings of this research are in line with [17] research which found that service quality has a beneficial influence on repurchase intentions which is widely known. Customers will most likely buy the item again if they are satisfied with the service they received.

4.5 The influence of Electronic word of mouth on Erigo's repurchase intention in Malang City

Electronic word of mouth has little effect on Erigo's desire to repurchase in Malang City, according to the results of the hypothesis test. The fact that $0.751 > 0.05$ proves this. Thus, hypothesis 3 is not supported. It follows that the excellent and flawless e-wom have not been enough to make Erigo goods live up to customer expectations. In terms of item value, the phrase "I would recommend Erigo products to others" stands out. A successful review will go beyond a simple "good" rating and include specific details about the product. Reviews that highlight the product's usefulness, ease of use, and characteristics tend to sway readers more. Also, make sure the review comes from a reliable source; customers will be more receptive to it if it does. This study's findings are consistent with those of earlier work, including those of Agustina, [47]. Electronic word of mouth does not significantly correlate with repurchase intent, according to his study.

4.6 The effect of Customer Satisfaction on Erigo's Repurchase Intention in Malang City

Customer satisfaction influences repurchase intentions, according to the findings of the hypothesis testing. The fact that $0.000 < 0.05$ makes this obvious. So, we may conclude that hypothesis 4 is correct. In Malang City, it follows that customer satisfaction has a direct bearing on the likelihood of a client's desire to buy Erigo items. As a result, it's safe to say that Erigo goods consistently deliver on client expectations by providing excellent service. We found that the statement "the overall service performance of the Erigo official shop is better than other stores" had the highest item value, which means that customers agree that if the services provided by the Erigo store are very good, then consumers will be satisfied. Customers have a tendency to recall the Erigo shop positively when they had a positive experience there. Research by Haris, [46] corroborated this finding, and the author went on to say that this has a significant effect on the correlation between consumers' propensity to buy and their level of service satisfaction. The likelihood of a consumer making a repeat purchase is directly proportional to their level of satisfaction.

4.7 The Effect of Product Quality on Erigo Customer Satisfaction in Malang City

It follows that the findings of the hypothesis testing show that product quality significantly and positively affects customer happiness in Malang City. Since 0.002 is less than 0.05 , hypothesis 5 is accepted. Therefore, it is reasonable to conclude that the high quality of Erigo goods allows them to meet or exceed customer expectations. The statement "Erigo provides good and varied product quality" had the greatest item value, indicating that customers believe that Erigo's goods are of good quality and come in a number of varieties. The dependability, durability, and optimum performance of Erigo items are influenced by the high standards of production and the use of premium materials. This ensures that customers are satisfied with their purchase and are likely to repurchase. Previous research, such as that of Armaniah et al. [47], has shown similar findings to this study. It states, in Malang City, that Erigo's product quality has a substantial and positive effect on consumer satisfaction.

4.8 The effect of Service Quality on Erigo Customer Satisfaction in Malang City

Customer satisfaction and service quality indirectly affect repurchase intention, according to hypothesis testing. The fact that the P Values are less than 0.05 (0.005) indicates that hypothesis 6 is accepted. It follows that the excellent and flawless service quality offered by Erigo goods allows them to meet or exceed customer expectations. Among the statements, "the seller provides services without discriminating against customers" had the greatest item value. This proves that the buyers feel treated equally by Erigo's vendor, who is known for being very kind. A seller may demonstrate their appreciation for each and every consumer, regardless of demographics, by consistently meeting or exceeding their expectations. Similar findings have been found in earlier studies, such as the one by Cahyati & Seminari, [35]. He argues that high-quality service has a favorable effect on client satisfaction.

4.9 The Effect of Electronic Word of Mouth on Erigo Customer Satisfaction in Malang City

Electronic word of mouth has little effect on consumer satisfaction, according to hypothesis

testing. Since $0.080 > 0.05$, we may conclude that hypothesis 7 is false. It follows that the excellent and flawless e-wom have not been enough to make Erigo goods live up to customer expectations. Customers' agreement that this Erigo product is of excellent quality is shown by the fact that the remark "I would recommend Erigo products to others" had the greatest item value. When consumers see that other people have had good experiences with a product or service, it makes them feel good about buying it. Customers have high expectations for the Erigo store's customer reviews, which leads to ewom having little impact on customer satisfaction. The product or service does not live up to the customer's expectations. Customers may still be unhappy if their expectations aren't completely fulfilled, even if they give great evaluations. This agrees with other studies that found no substantial impact of e-wom on customer happiness [28].

4.10 The Effect of Product Quality on Repurchase intention through Erigo Customer Satisfaction in Malang City

According to the results of the hypothesis test, product quality affects repurchase intentions via customer satisfaction. The fact that $0.002 < 0.05$ indicates the acceptance of hypothesis 8 is evident. It follows that customer happiness with Erigo goods and the ability to mediate product quality impact consumer repurchase intentions. The statement "Erigo provides good and varied product quality" was determined to have the highest value in terms of product quality, while the statement "Erigo official shop service performance as a whole is better than other stores" had the highest influence in terms of consumer satisfaction. This demonstrates that product quality does impact customer happiness, particularly when considering the wide range of Erigo product quality and the high standard of quality that is expected when purchasing Erigo items. Satisfaction with a product's quality might affect the likelihood that a buyer will make a repeat purchase. Customers are more inclined to intend to buy Erigo items in the future if they are pleased with the products' utility and quality. Research further supports this idea, explaining that product quality significantly influences repurchase intentions via consumer satisfaction [31].

4.11 Effect of Service Quality on Repurchase Intention through Erigo Customer Satisfaction in Malang City

Customer satisfaction and service quality influence repurchase intentions, according to hypothesis testing. The acceptance of the 9th hypothesis is shown by the fact that $0.007 < 0.05$. This leads us to believe that customer satisfaction, which is a factor in whether or not consumers plan to buy Erigo goods again, may also operate as a mediator between service quality and customer satisfaction. Superior product quality is a certain way to keep customers happy. The statement "the seller provides service without discriminating against customers" had the highest value in the service quality item, while the statement "The overall service performance of Erigo official shop is better than other stores" had the highest value in the consumer happiness variable. Customers are more likely to develop an emotional connection to brands or vendors when they get service that does not discriminate against them. When deciding whether or not to repurchase, this connection might play a significant role. Rather than being treated like a number, customers would rather be treated like people. Sellers demonstrate their appreciation for each consumer on an equal basis by offering impartial service. Customers are more likely to have faith in a business and its offerings when they see that they are being treated properly. Customers may feel more comfortable making future purchases after establishing this level of trust. This agrees with the findings of the study by Gunawan et al. [37], which illustrates how customer satisfaction mediates the relationship between service quality and repurchase intentions.

4.12 The Effect of Electronic Word of Mouth on Repurchase Intention through Erigo Customer Satisfaction in Malang City

Consumer happiness with electronic word of mouth does not influence repurchase intentions, according to hypothesis testing. Since $0.077 > 0.05$, we may conclude that the tenth hypothesis is false. Therefore, it is possible to conclude that consumer repurchase intentions for Erigo items are not mediated by customer satisfaction, even if customer satisfaction does play a part in this process. "I would recommend Erigo products to others" was the most popular response from e-

women, while "The overall service performance of the Erigo official shop is better than other stores" was the most popular response from consumers. Customer satisfaction is the primary determinant of repurchase intention, and this research shows that e-wom does not influence it. Customers who are satisfied enough to write good evaluations may not intend to buy from you again if you fail to meet their expectations. This may occur if the vendor is ill-informed about the customer's expectations or is unable to fulfill them. One reason for this is because consumers' requirements may and do vary over time. Their preferences could change over time, even if they're happy with a product or service now. This is consistent with the findings of the study by Ningtias & Sugiyanto, [44], which assert that customer satisfaction mediates the absence of a link between e-wom and repurchase intentions.

5. CONCLUSION

So the results of this research can be concluded as follows: (1) In the Malang City Shopee marketplace, there is no relationship between the quality of Erigo products and the likelihood that buyers would repurchase them. (2) In the Malang City Shopee marketplace, customers are more likely to repurchase Erigo items if they are satisfied with the service they received. (3) The likelihood of repurchasing Erigo items was unaffected by electronic word-of-mouth in the Malang City Shopee marketplace. In the Malang City Shopee marketplace, customer contentment and the tendency to repurchase Erigo items are impacted by each other. (5) The success of Erigo products in the Malang City Shopee market depends on happy customers and high-quality goods. (6) Erigo items in the Malang City Shopee marketplace are affected by customer happiness and service quality. (7) In the Malang City Shopee marketplace, customer happiness and electronic word-of-mouth do not significantly impact Erigo items. (8) Customers' contentment, likelihood to repurchase, and the quality of Erigo products are all correlated in the Malang City Shopee marketplace. (9) Erigo products in the Malang City Shopee market are affected by factors including customer happiness, service excellence, and plans to buy again. (7) No relationship was discovered in the Malang City Shopee marketplace between customer satisfaction, electronic word of mouth, and repurchase intention with respect to Erigo items. (7). One important takeaway from this study is an.

DISCLAIMER (ARTIFICIAL INTELLIGENCE)

Author(s) hereby declare that NO generative AI technologies such as Large Language Models (ChatGPT, COPILOT, etc) and text-to-image generators have been used during writing or editing of manuscripts.

ACKNOWLEDGEMENTS

All of the people and organizations who helped fund, license, consult, and gather data for this study have the author's deepest gratitude. Additionally, the author would like to express their gratitude to the supervisor, who has been an invaluable resource throughout the research and article writing processes, to the 154 residents of Malang City who purchased Erigo goods and participated as survey takers, and to the university for providing financial assistance for this study.

COMPETING INTERESTS

Authors have declared that no competing interests exist.

REFERENCES

1. Pranitasari D, Sidqi AN. Shopee Electronic Customer Satisfaction Analysis uses the E-Service Quality and Cartesian Method. *Journal of Accounting and Management*. 2021;18(2):12–31. Available:<https://doi.org/10.36406/jam.v18i02.438>
2. Ahmad K, Pandey N. A Mixed Methods Study to Uncover the Adoption Potential of Digital Marketing in Indian SMEs. *Asian Journal of Economics, Business and Accounting*. 2024;24(4):168–181. Available:<https://doi.org/10.9734/ajebe/2024/v24i41271>
3. Nita N, Ratnasari I. The Influence of E-Service Quality on Repurchase Intention with Customer Satisfaction as an Intervening Variable on the Shopee Marketplace. *J-MAS (Journal of Management And Science)*. 2022; 7(2):867. Available:<https://doi.org/10.33087/jmas.v7i2.510>
4. Farisal Abid, MM, Dinalestari. The influence of e-security and e-service quality on e-repurchase intention with e-satisfaction as an intervening variable

- among lazada e-commerce consumers at faculty of social and political sciences undip. *Journal of Business Administration*. 2020;9(1):93–100.
Available:<https://doi.org/10.14710/jjab.2020.26227>
5. Adi Ahdiat. 5 E-Commerce with the Most Visitors in the First Quarter of 2023. *Katadata*; April, 2023.
Available:<https://databoks.katadata.co.id/datapublish/2023/01/31/5-e-commerce-with-pengunjung-most-kuartal-iv-2022>
 6. Minister of Tourism and Creative Economy. (202 CE). Minister of Tourism and Creative Economy: Fashion Ranks First in Contribution to National Creative Economy Export Value. Ministry of Tourism and Creative Economy/Tourism and Creative Economy Agency.
Available:<https://kemenparekraf.go.id/berita/siaran-pers-menparekraf-fesyen-peringkat-pertama-dalam-kontansi-besar-ekspor-economic-kreatif-nasional>
 7. Nabila A. Proud, these 5 local fashion brands have entered the international arena. *Parapuan*; 2022.
Available:<https://www.parapuan.co/read/533430527/bangga-5-brand-fashion-lokal-inilalu-merambah-kancah-internasional?page=all>
 8. Alam IK, Sarpan S. The influence of product quality, customer satisfaction and sales promotion on repurchase interest in Mazaya Decorative and Skincare at the Tangga Mas Tambun Store. *Ikraith-Ekonomika*. 2022;6(2):284–291.
Available:<https://doi.org/10.37817/ikraith-economica.v6i2.2377>
 9. Qudus MRN, Amelia NS. The influence of product quality, service quality, and price on consumer repurchase interest at Bang Dava Chicken Restaurant. *International Journal of Administration Business and Organization*. 2022;3(2):20–31.
Available:<https://doi.org/10.61242/ijabo.22.207>
 10. Prasetya W, Yulius C. The Influence of Product Quality and Brand Image on Consumer Satisfaction and Repurchase Intention: Study on Eatlah Products. *Journal of Technology*. 2018; 11(2):92–100.
Available:<https://ejournal.akprind.ac.id/index.php/jurtek/article/view/1399>
 11. Ramaputra B. The influence of product quality and service quality on repurchase intention (case study at e-cinema entertainment plaza semarang). *Diponegoro Journal of Social and Political Science* Years. 2017;1–8.
Available:<http://ejournal-s1.undip.ac.id/index.php/>
 12. Lavanya SM, Mahendran K, Hemalatha S, Senthilkumar R. Assessment of Relationship between Service Quality, Consumer Satisfaction and Consumer Loyalty in Retail Outlet Using SEM PLS Analysis. *AJAEES* [Internet]. 2018 May 22 [cited 2024 May 25];25(2):1-8.
Available:<https://journalajaees.com/index.php/AJAEES/article/view/56>
 13. Herawaty MT, Aprillia A, Rahman A, Rohimah L, Taruna HI, Styaningrum ED, Suleman D. The influence of service quality and price on alfamart consumer loyalty with customer satisfaction as mediation variables. *International Journal of Social and Management Studies*. 2022 Apr 1;3(2):246-57
 14. Fiona DR. The Influence of Sales Promotion and E-Service Quality on Repurchase Intention Through Customer Satisfaction (Study of Gopay customers in Jabodetabek). *Journal of Business Administration*. 2020;9(1):333–341.
Available:<https://doi.org/10.14710/jjab.2020.26434>
 15. Arif ME. the Influence of Electronic Word of Mouth (Ewom), Brand Image, and Price on Re-Purchase Intention of Airline Customers. *Journal of Management Applications*. 2019;17(2):345–356.
Available:<https://doi.org/10.21776/ub.jam.2019.017.02.18>
 16. Fajar F, Priharsari D, Rokhmawati RI. The influence of reputation and eWom on consumer repurchase intention in e-commerce. *Journal of Information Technology and Computer Science Development*. 2022;6(6):3007–3016.
Available:<https://j-ptiik.ub.ac.id/index.php/j-ptiik/article/view/11257>
 17. Murdifin I, Ashoer M, Modding B, Basalamah S. What drives consumers repurchase intention in mobile apps? an empirical study from Indonesia. *Revista Espacios*. 2020;14(19):197–211.
 18. Amroni A, Purbasari DM, Aini N. The Influence of Consumer Satisfaction on Repurchase Interest at the Yosin Cake Shop in Plumbon District, Cirebon Regency. *EBI Journal*. 2020;1(1):64–70.
Available:<https://doi.org/10.52061/ebi.v1i1.9>

19. Yusuf JC, Prayogo FR, Andreani F. The Influence of Consumer Satisfaction on Repurchase Intention at Traveloka. *Petra Journal*. 2021;9(1):1–11. Available:www.liputan6.com,
20. Aditia ARR, Wadud M, DP MK. The influence of product quality on consumer satisfaction of NMAX motorcycles at PT yamaha A. Rivai Palembang. *National Journal of Marketing & HR Management*. 2020;1(1):23–37. Available:https://doi.org/10.47747/jnmpsd m.v1i01.4
21. Maharani RAN, Alam IA. The Influence of Product Quality and Price on Consumer Satisfaction During the Covid-19 Pandemic at Kebab Salahuddin. *Sibatik Journal: Scientific Journal for Social, Economic, Cultural, Technological and Educational Sectors*. 2022;1(4):235–242. Available:https://doi.org/10.54443/sibatik.v1i4.22
22. Nanincova N. The influence of service quality on customer satisfaction at noach cafe and bistro. *Agora*. 2019;7(2):1–5.
23. Salman AB, Muzakkir M, Naida N. The influence of service quality on consumer satisfaction at Lamaddukelleng Sengkang Regional Hospital. 2023;2(1): 37–43.
24. Ibrahim M, Thawil SM. the influence of product quality and service quality on customer satisfaction. *Journal of Economics and Management (JECMA)*. 2019;2(1):1–9. Available:https://doi.org/10.46772/jecma.v2 i1.513
25. Itasari AA, Hastuti NH, Supriyadi A. The influence of electronic word of mouth and service quality on customer satisfaction. *Journal of Business Administration*. 2020; 5:52–59.
26. Widyatmoko A, Achmad GN, Wasil M. The influence of e-servqual e-marketing and e-WOM on customer satisfaction. *National Seminar*; 2018.
27. Safitri A. Electronic word of mouth, service quality and cafe atmosphere and its influence on repurchase which are mediated by consumer satisfaction in upnormal warunk. *Paradigm*. 2019;4(2):1– 11. Available:https://doi.org/10.1177/09718907 20000202
28. Girsang NM, Rini ES, Gultom P. The effect of brand image and product quality on repurchase intention with customer satisfaction as intervening variables in consumers of skincare oriflame users – a study on students of north sumatra university, faculty of economics and business. *European Journal of Management and Marketing Studies*. 2020; 5(1):40–57. Available:https://doi.org/10.5281/zenodo.3 627548
29. Mahemba USAK, Rahayu CWE. The influence of product price and quality on consumer repurchase intentions with consumer satisfaction as a mediating variable (study on students using Xiaomi Smartphones at Sanata Dharma University, Yogyakarta). *Proceedings of the National Seminar on Multidisciplinary Sciences*. 2019;1(2):428–439. Available:https://prosiding.respati.ac.id/ind ex.php/PSN/article/view/234
30. Mulyana A. The influence of product quality and service quality on repurchase interest of shao kao kertajaya customers through customer satisfaction Adi. *Agora*. 2019;7(2):1–8.
31. Natalia NKT, Suparna G. Role of customer satisfaction in mediating the effect of product quality and service quality on customers' repurchase intention of a coffee shop in Bali, Indonesia. *European Journal of Business and Management Research*. 2023;8(5):123– 136. Available:https://doi.org/10.24018/ejbmr.20 23.8.5.2138.
32. Praja AD, Haryono T. The effect of brand image and product quality on repurchase intention mediated by consumer satisfaction study at Uniqlo in Solo. *International Journal of Economics, Business and Accounting Research (IJEBAR)*. 2022 Jun 30;6(2):1752-8.
33. Tajudinnur M, Fazriansyah F, Ferdian R, Iskandar I, Ilham I. The influence of price, product quality and digital marketing on repurchase intentions with consumer satisfaction as an intervening variable. *Sebatik*. 2022;26(2):673–687. Available:https://doi.org/10.46984/sebatik.v 26i2.2112
34. Cahyati, NK, Seminari NK The Role of Customer Satisfaction in Mediating the Effect of Service Quality and Marketing Experience on Repurchase Intention (Study in PT Pos Indonesia Expedition Services). 2020;2:128–135.

35. Fared, MA, Darmawan D, Khairi M. Contribution of E-Service Quality to Repurchase Intention with Mediation of Customer Satisfaction: Study of Online Shopping Through Marketplace. *Journal of Marketing and Business Research*. 2021; 1(2):93–106.
Available:<https://doi.org/10.56348/mark.v1i2.37>
36. Gunawan A, Yunikewaty Meitiana. The Influence of Service Quality on Repurchase Intentions Through Satisfaction at KPD Supermarkets in Palangka Raya. *Scientific Development Media*. 2023;17(6):1185–1194.
Available:<https://binapatria.id/index.php/MBI>
37. Lestari VT, Ellyawati J. Effect of E-Service quality on repurchase intention: Testing the role of e-satisfaction as a mediator variable. *International Journal of Innovative Technology and Exploring Engineering*. 2019;8(7C2):158–162.
Available:<https://doi.org/10.35940/ijitee.g5400.0881019>
38. Phuong NND, Trang TTDT. Repurchase intention: The effect of service quality, system quality, information quality, and customer satisfaction as mediating role: A PLS Approach of M-commerce ride hailing service in Vietnam. *Marketing and Branding Research*. 2018;5(2):78–91.
Available:<https://doi.org/10.33844/mbr.2018.60463>
39. Wijayanti HT, Almaidah S. The Influence of Product Quality and Service Quality on Intention to Repurchase D'Fresco Donuts Through Customer Satisfaction as a Mediating Variable. *Economic Bulletin: Management, Development Economics, Accounting*. 2021;18(2):225.
Available:<https://doi.org/10.31315/be.v18i2.5639>
40. Ginting YM, Chandra T, Miran I, Yusriadi Y. Repurchase intention of e-commerce customers in Indonesia: An overview of the effects of e-service quality, e-word of mouth, customer trust, and customer satisfaction mediation. *International Journal of Data and Network Science*. 2023;7(1):329–340.
Available:<https://doi.org/10.5267/j.ijdns.2022.10.001>
41. Mufashih M, Maulana A, Shihab MS The Influence of Product Quality, Electronic Word of Mouth and Brand Image on Repurchase Intention in Coffeeto-Go Shops with Consumer Satisfaction as an Intervening Variable. *Literate Syntax: Indonesian Scientific Journal*. 2022;7(10): 17216–17234.
42. Sekar RA. The effect of e-wom and e-service quality on repurchase intention with e-satisfaction as a mediating variable on skincare brand camille beauty; 2022.
Available:<https://repository.unsoed.ac.id/18382/>
43. Ningtias AS, Sugiyanto S. The influence of e-service quality and e-Wom on repurchase interest through consumer satisfaction on tokopedia marketplace users Ayu. 2023;1(3):1–14.
Available:<https://www.ncbi.nlm.nih.gov/books/NBK558907/>
44. Ekaprana IDGA, Jatra IM, Giantari IGAK. The influence of product quality, service quality and brand image on repurchase intentions. *The SAGE Encyclopedia of Qualitative Research Methods*, 2020 9(8), 2895–2914.
Available:<https://doi.org/10.4135/9781412963909.n349>
45. Haris D. Product Quality and Design in Increasing Consumer Satisfaction and Loyalty (Case Study of Dagadu Yogyakarta Clothing). *Upajiwa Dewantara*. 2018;2(2):125–139.
Available:<https://doi.org/10.26460/mmud.v2i2.3265>
46. Agustina E. The Influence of Product Quality and Price on Customer Satisfaction at Aneka Jaya Pematangsiantar Printing. *Maker: Journal of Management*. 2019;5(1): 38–49.
Available:<https://doi.org/10.37403/maker.v5i1.106>
47. Armaniah H, Marthanti AS, Yusuf F. The influence of service quality on consumer satisfaction at the ahas honda tangerang workshop. *Prospect Journal: Social and Economic Sciences Education*. 2022;4(1): 11–23.
Available:<https://doi.org/10.30872/prospek.v4i1.1321>
48. Rosita V. The influence of electronic word of mouth and website quality on shopper buying interest among IAIN students. *Angewandte Chemie International Edition*. 2021;6(11):951–952. 2013–2015.

49. Hair JF, et. al. A primer on partial least squares structural equation modeling (PLS-SEM). SAGE Publications, Los Angeles; 2017.
50. Ghozali Imam. Structural equation modeling, alternative method with partial least square (PLS). Edition 4. Semarang: Diponegoro University Publishing Agency; 2014.
51. Ghozali I. Application of Multivariate analysis with the IBM SPSS 25 Program. Diponegoro University Publishing Agency: Semarang; 2018.
52. Ilyas GB, Ginting YM, Mustafa H. The effect of price, service quality, product quality on customer satisfaction at PT. Dynamic Buah Nusantara. J. Econ. Manage. Trade. 2023 Oct. 5 [cited 2024 May 25];29(10): 184-201. Available:<https://journaljemt.com/index.php/JEMT/article/view/1154>

© Copyright (2024): Author(s). The licensee is the journal publisher. This is an Open Access article distributed under the terms of the Creative Commons Attribution License (<http://creativecommons.org/licenses/by/4.0>), which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited.

Peer-review history:

The peer review history for this paper can be accessed here:

<https://www.sdiarticle5.com/review-history/118160>