

## The Influence Of *E-Service Quality* On The *Customer Satisfaction* In Bandung

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### **Abstract**

With the rapid development of technology today, people do digital activities everyday. The benefits of technological development felt by the community are that online food delivery (OFD) are increasingly popular. Gofood is a food delivery service provided by Gojek and has worked with more than hundreds of thousands of merchants throughout Indonesia. Gofood is run by motorcycle, taxi drivers who have become Gojek members. The number of Goek drivers makes ordering Gofood services faster. The purpose of this study is how much influence e-service quality has an customer satisfaction with Gofood services. The metjod used in this research is qquantitaive method with descriptive approach. Likert scale is used as a measurement scale and the data analysis used is multiple linear regression, partial test (t-test), simultaneous test (F test) and the coefficient of determination. In this study using non probability sampling techniques with purposive sampling type. By sing the Bernoulli formul, the the questionnaire was distributed to 400 respondents and data processing using SPSS. The research results from descriptive analysis reveal that the variable studied, namely e- service quality and customer satisfaction, are in the good category with a percentage of each variable, namely e-service quality of 74.4% and customer satisfaction of 74.8%. then for the results of hypothesis testing both partially and simultaneously, both show that there is a significant influence between e-service quality on Gofood customer satisfaction in Bandung. The contribution of the influence of the independent variable e-service quality on the dependent variable customer satisfaction is 69.8%, while the remaining 30.2% is the contribution of the influence of other variables outsidethis study such as e-strust, product and price.

Keywords-e-service quality,customer satisfaction

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### **I. INTRODUCTION**

Indonesia is one of the countries with the highest population of internet users in the world. According to the We Are Social report, as of January 2022, he has 204.7 million internet users in the country. This figure increased by 1.03% over the previous year. As of January 2021, there were 202.6 million internet users in Indonesia. The trend in the number of Internet users in Indonesia has continued to increase over the past five years. Compared to 2018, the numberof internetusers across the country is now up by 54.25%.

Technology is growing from day to day making people's lifestyles even more dynamic or changing, including online transportation services. Online transportation services are transportation with service applications that allow drivers and passengers to meet in one system and participate in trips. Currently, online transportation services have developed to include public transportation (such as buses and motorbikes) and private transportation such as taxis and ride sharing. This system allows users to travel easily using just the app, as well as enabling drivers to earn money simply by sharing their time and their vehicle. Online transportation services also contain features that allow users to search fortaxis at certain locations, order trips for specified routes or determine special faresfor specified trips. One of which is online food delivery services, food servicesavailable through certain applications or websites. This allows customers to orderfood or drinks from local rogue merchants and deliveries will be delivered to a specified location.

The more people are interested in it, the more it proves that it has not been completely successful in creating customer satisfaction. This is evidenced by the existence ofcomplaints related to e-service quality towards Go Food services which greatly impact customer dissatisfaction. This study builds on previous research conducted by Yanto, R., Anjarsari, A (2021) under the study title 'Effects of electronic service quality on e-commerce customer

satisfaction (a case study of Shopee online store users)' Also supported by magazines. The magazine states that the quality of electronic services influences customer satisfaction. It can be interpreted that the higher the quality of electronic services and the higher the quality of a company's electronic services, the higher the customer satisfaction.

**II. LITERATURE RIVIEW**

**A. Service Management**

According Gronroos (2015) service management is a methodology in which management procedures are tailored to the characteristics of service and the nature of service competition. Service management is also a customer-oriented approach. Service management understands how to manage business in service competition, that is in competitive situation where service is the key to success in a marketplace, regardless of whether the core of the offering is a service or product manufacturing.

**B. Service Quality**

Kotler and Armstrong (2014) service quality is set of features and characteristics of a product or service that depend on its ability to meet expressed or implied needs. A seller can be said to have provided quality when the product or service meets the expectations of the consumer. Service quality should start with consumers' needs and end with their perceptions, where consumers' perceptions of service quality form an overall assessment of service excellence.

**C. E-service Quality**

According Chase et al (2013) E-Service Quality is latest version of Quality of Service (Quality of Service). E-service quality was developed to evaluate services provided on the Internet. E-service quality is defined as the extension of a website's ability to facilitate efficient and productive purchasing and distribution activities.

**D. Research Framework**

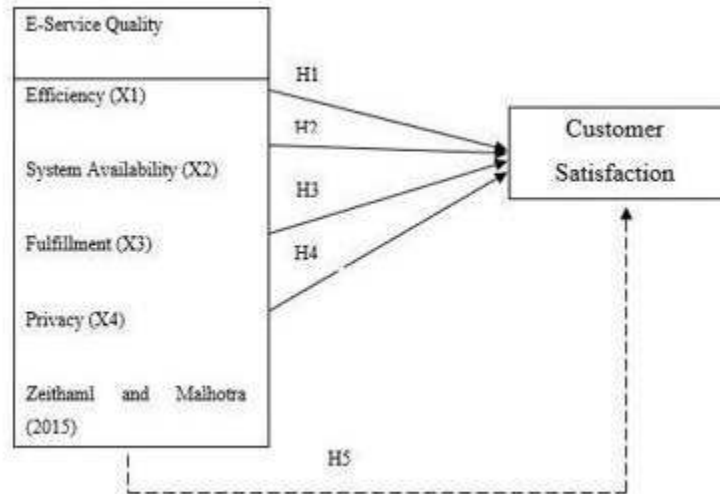


Figure 2.1. Research Framework

Source:author

**E. Hypothesis**

The hypothesis is a temporary answer to the research problem formulation, therefore the research problem houses are usually arranged in the form of a question sentence. It is said temporarily, because the answers given are only based on relevant theories, not yet based on empirical facts obtained through data collection Sugiyono (2018).

H1: Efficiency significantly affects customer satisfaction.

H2: System availability significantly affects customer satisfaction.H3: Fulfillment significantly affects customer satisfaction.  
 H4: Privacy significantly affects customer satisfaction  
 H5: There is significant affects of the influence of e-service quality on the customer satisfaction of Gofood in Bandung.

**III. RESEARCH METODOLOGY**

The type of research used is descriptive and causal methods. According to (Indrawati,2015) descriptive research is a scientific way to obtain data with specific goals and uses, researchers already know the factors or variables to measure an object or field. But do not know the relationship between these factors or variables. While causal research is a causal relationship, there are independent variables (variables that influence) and dependent (influenced). According Creswell (2012) variable refer to characteristic or attribute of individual or an organization that can be measured or observed and that varies among that people or organization being studied. A variable typically will vary in two or more categories or continuum of scores, and it can be measured. Variables can be examined, so that it producescategory data (discrete/nominal data) or continuum data ordinal interval and ratio). Based on the above notions, it can be formulated here that the research variable is an attribute or natureor value of people objects organizations or activities that have certain variations determinedby researchers to be studied and then concluded. The population is the whole element to be suspected of its characteristics. The population does not have to be in the form of other people or living creatures, but can be inanimate objects. Population is not just the size of the subject orelement studied, but including the characteristics, nature of the subject or element (Suliyanto,2018). The population in this study are all individuals who live, have used and used Go food service application in Bandung.

$$n = \frac{[Z \frac{\alpha}{2}]^2 pq}{e^2}$$

Information:

n = number of samples required

z<sup>2</sup> = price in the normal curve for deviation p = Correct chance q= chance of wrong

e = sample error level

$$n = \frac{[1.96]^2(0.5)(0.5)}{(0.05)^2}$$

$$n = 384.16$$

The coefficient of termination is to measure how far the model's ability to explain the variation of the independent variables Ghozali (2013). The value of the coefficient of determination is between zero and one, a small R<sup>2</sup> value means that the ability of the independent variables to explain the variation in the dependent variable is very limited. A value close to one means that the independent variables provide almost all the information needed to predict the variation of the dependent variable, with the formula:

$$Kd = r^2 \times 100\%$$

**IV. RESULT AND DISCUSSION**

**A. Characteristics of Respondents**

This research was conducted on Go food customers who use the Go Jek application, by filling out a questionnaire via Google Docs which has been distributed on social media, the questionnaire was distributed to 400 respondents, namely the people of Bandung who have made transactions through Go food to serve as a research sample. The questionnaire is considered valid if the statements on the questionnaire are answered in full and in each statement there is only one answer.

Table 4. 1 Characteristics of Respondents Based on Gender, Age, and Occupation

| Gender             | Total | Percentage |
|--------------------|-------|------------|
| Woman              | 301   | 75%        |
| Man                | 99    | 25%        |
| Age                | Total | Percentage |
| <18 years          | 50    | 12%        |
| 18-24 years        | 228   | 57%        |
| 25-27 years        | 99    | 25%        |
| >27 years          | 23    | 6%         |
| Base on Occupation | Total | Percentage |
| Students           | 238   | 59%        |
| Employee           | 96    | 24%        |
| Private employees  | 43    | 11%        |
| Others             | 23    | 6%         |

Source: Processed Data (2023)

Based on Table 4.1 above related to work, as many as 238 people or (59%) of the research respondents were students/students. Respondents who work as employees consist of 96 people (24%). In addition, as many as 43 people (11%) were respondents who worked as entrepreneurs. While the remaining 23 people (6%) are working on other jobs. Based on these percentages, it can be seen that the research respondents were dominated by students/students.

B. Validity and Reliability Test

To test the validity, the researcher used the correlation formula, or what is known as Pearson, which is known as the moment product correlation formula. This research uses a significance level of 5% and a validity coefficient 0.361 (rtableof n = 30).

Table 4. 2 Validity Test

| Variabler Count                      | r Table | Information |
|--------------------------------------|---------|-------------|
|                                      | 0,685   | Valid       |
|                                      | 0,698   | Valid       |
| Efficiency (X1)                      | 0,649   | Valid       |
|                                      | 0,679   | Valid       |
|                                      | 0,675   | Valid       |
|                                      | 0,539   | Valid       |
|                                      | 0,695   | Valid       |
| System Availability <sup>0,721</sup> | 0,361   | Valid       |
| (X2) <sup>0,743</sup>                | 0,361   | Valid       |

|  |       |       |       |
|--|-------|-------|-------|
|  | 0,609 | 0,361 | Valid |
|  | 0,543 | 0,361 | Valid |
|  | 0,685 | 0,361 | Valid |
| <i>Fulfillment (X3)</i> 0,741          |       | 0,361 | Valid |
|  | 0,783 | 0,361 | Valid |
|  | 0,663 | 0,361 | Valid |
|  | 0,724 | 0,361 | Valid |
| <i>Privacy (X4)</i> 0,792              |       | 0,361 | Valid |
|  | 0,777 | 0,361 | Valid |
|  | 0,706 | 0,361 | Valid |
| <i>Customer Satisfaction (Y)</i> 0,795 |       | 0,361 | Valid |
|  | 0,772 | 0,361 | Valid |
|  | 0,600 | 0,098 | Valid |

Source: Processed Data (2023)

The questionnaire is declared valid if the r count value obtained is greater than r table (0.098). Based on the test results in table 1 above, it is known that the calculated r value of all questionnaire items is greater than the r table value. In accordance with the basic provisions of the validity test, namely r count > r table, it can be concluded that the questionnaire items used in the study have passed the validity test and are considered suitable for use.

Table 4. 3 Reliability Test

| Variable                         | Cronbach's Alpha | N of Items | Information |
|----------------------------------|------------------|------------|-------------|
| <i>Efficiency (X1)</i>           | 0,728            | 6          | Reliable    |
| <i>System Availability (X2)</i>  | 0,639            | 4          | Reliable    |
| <i>Fulfillment (X3)</i>          | 0,720            | 5          | Reliable    |
| <i>Privacy (X4)</i>              | 0,644            | 3          | Reliable    |
| <i>Customer Satisfaction (Y)</i> | 0,689            | 4          | Reliable    |

Source: Processed Data (2023)

Based on Table above, it can be concluded that Cronbach's alpha can be inferred from each variable > 0.60; all variables in this study are declared reliable. So that the measurements are carried out reliably and remain consistent when repeating measurements.

C. Descriptive Analysis

In this research, the descriptive analysis explains the independent variable, namely the endorsement, and the dependent variable in this study, namely the purchasing interest. The following are the results of the responses of all respondents, which can be seen in the table.

Table 4.4 Descriptive Analysis

| No                | Statement  | SA (5) | A (4) | QA (3) | D (2) | SD(1) | Total Score | Ideal Score | Category |
|-------------------|--|--------|-------|--------|-------|-------|-------------|-------------|----------|
| 1.                | Can find customer needson Go food easily.                        | 98     | 163   | 118    | 16    | 5     | 1.533       | 2.004       | Good     |
|                   |  |        |       |        |       |       | 76,4%       |             |          |
| 2.                | Can search/browse everything on Go food                          | 67     | 156   | 91     | 46    | 20    | 1.444       | 2.004       | Good     |
|                   |  |        |       |        |       |       | 72,1%       |             |          |
| 3.                | Can complete transactions on Gofood quickly.                     | 114    | 111   | 85     | 56    | 34    | 1.415       | 2.004       | Good     |
|                   |  |        |       |        |       |       | 70,6%       |             |          |
| 4.                | The information contained in Gofood is organized/well organized. | 98     | 140   | 86     | 40    | 36    | 1.424       | 2.004       | Good     |
|                   |  |        |       |        |       |       | 71,1%       |             |          |
| 5.                | Can use Gofood easily  | 112    | 141   | 92     | 39    | 16    | 1.494       | 2.004       | Good     |
|                   |  |        |       |        |       |       | 74,5%       |             |          |
| 6.                | Gofood allows customers to doit quickly                          | 133    | 145   | 100    | 16    | 6     | 1.583       | 2.004       | Good     |
|                   |  |        |       |        |       |       | 78,9%       |             |          |
| <b>Effeciency</b> |  |        |       |        |       |       | 8.893       | 12.024      | Good     |

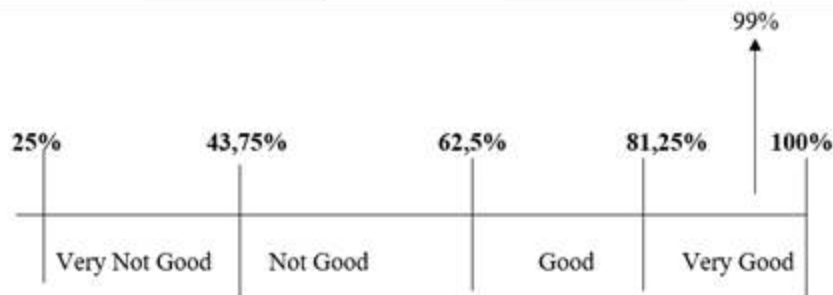
Source: Processed Data (2023)

Table 4.5 Descriptive

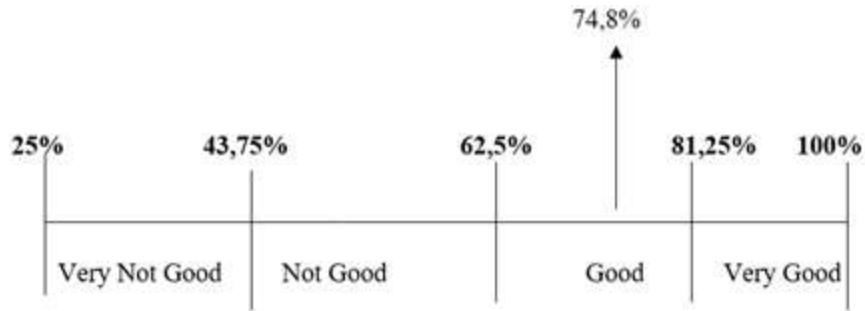
| No                           | Statement   | SA<br>(5) | A (4) | QA<br>(3) | D<br>(2) | SD(1) | Total<br>Score | Ideal<br>Score | Category |
|------------------------------|---|-----------|-------|-----------|----------|-------|----------------|----------------|----------|
| 1.                           | The range of services offered by Go Food satisfies customer needs | 80        | 150   | 116       | 38       | 16    | 1.440          | 2.004          | Good     |
|                              |   | 103       |       |           |          |       |                | 71,8%          |          |
| 2.                           | Go Food is the service provider of choice for customers           |           | 148   | 102       | 43       | 4     | 1.503          | 2.004          | Good     |
|                              |   |           |       |           |          |       |                | 75%            |          |
| 3.                           | I will recommend this service to friends                          | 103       | 115   | 89        | 78       | 15    | 1.413          | 2.004          | Good     |
|                              |   |           |       |           |          |       |                | 70,5%          |          |
| 4.                           | Customers are satisfied and will remain loyal to this service     | 150       | 165   | 65        | 17       | 3     | 1.642          | 2.004          |          |
|                              |   |           |       |           |          |       |                | 81,9%          |          |
| <b>Customer Satisfaction</b> |   |           |       |           |          |       | 5.998          | 8.016          | Good     |
| <b>Percentage</b>            |   |           |       |           |          |       |                | 74,8%          |          |

Source: Processed Data (2023)

Based on the respondents' responses regarding the variable E-Service Quality (X) it can be shown on the continuum line as follows:



Based on picture 4.6 the responses of respondents using Go food in Bandung, it can be concluded that the E-Service Quality variable with a percentage of 74.7% and can be seen in the continuum line above, this score is included in the very good category.



Based on the picture above, the responses of respondents from Go food users in Bandung, it can be interpreted that the variable Customer satisfaction (Y) with a proportion of 74.8% and can be seen in the continuum line above, this score is included in the good category.

D. Normality Test

The normality test used in this study is the Monte Carlo exact test with the Kolmogorov-Smirnov test to see the normality of the data.

Table 5. Normality Test

|                                  |                | Unstandardized Residual |
|----------------------------------|----------------|-------------------------|
| N                                |                | 400                     |
| Normal Parameters <sup>a,b</sup> | Mean           | .0000000                |
|                                  | Std. Deviation | 2.11138404              |
| Most Extreme Differences         | Absolute       | .039                    |
|                                  | Positive       | .023                    |
|                                  | Negative       | -.039                   |
| Test Statistic                   |                | .039                    |
| Asymptotic Sig. (2-tailed)       |                | .153 <sup>c</sup>       |

<sup>a</sup>. Test distribution is Normal.

<sup>b</sup>. Calculated from data.

<sup>c</sup>. Lilliefors Significance Correction.

Source: Processed Data (2023)

E. Multiple Collinierity Test

Table 6. Multiple Collinierity



| Model |                     | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. | Collinearity Statistics |       |
|-------|---------------------|-----------------------------|------------|---------------------------|-------|------|-------------------------|-------|
|       |                     | B                           | Std. Error | Beta                      |       |      | Tolerance               | VIF   |
| 1     | (Constant)          | -.136                       | .820       |                           | -.166 | .868 |                         |       |
|       | Efficiency          | .154                        | .028       | .223                      | 5.510 | .000 | .794                    | 1.260 |
|       | System Availability | .129                        | .034       | .142                      | 3.771 | .000 | .920                    | 1.087 |
|       | Fulfillment         | .253                        | .034       | .304                      | 7.421 | .000 | .774                    | 1.291 |
|       | Privacy             | .441                        | .050       | .350                      | 8.856 | .000 | .832                    | 1.203 |

a. Dependent Variable: Customer Satisfaction  
 Source: Processed Data (2023)

Based on the test in the table above in the Collinearity Statistics section above, it is known that the Tolerance value of all variables is > 0.10 with a Variance Inflation Factor < 10.00. Given the Tolerance value of the two variables > 0.10 and the Variance Inflation Factor value < 10.00, it can be concluded that there are no symptoms of multicollinearity in the regression model.

F. Hypothesis Testing

Table 7. Partial Test (t-Test)

**Coefficients<sup>a</sup>**

| Model |                     | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. |
|-------|---------------------|-----------------------------|------------|---------------------------|-------|------|
|       |                     | B                           | Std. Error | Beta                      |       |      |
| 1     | (Constant)          | -.136                       | .820       |                           | -.166 | .868 |
|       | Efficiency          | .154                        | .028       | .223                      | 5.510 | .000 |
|       | System Availability | .129                        | .034       | .142                      | 3.771 | .000 |
|       | Fulfillment         | .253                        | .034       | .304                      | 7.421 | .000 |
|       | Privacy             | .441                        | .050       | .350                      | 8.856 | .000 |

a. Dependent Variable: Customer Satisfaction  
 Source: Processed Data (2023)

Table 8. Simultaneous Test (F-Test)

**ANOVA<sup>a</sup>**

| Model |            | Sum of Squares | df  | Mean Square | F      | Sig.              |
|-------|------------|----------------|-----|-------------|--------|-------------------|
| 1     | Regression | 1689.271       | 4   | 422.318     | 93.784 | .000 <sup>b</sup> |
|       | Residual   | 1778.719       | 395 | 4.503       |        |                   |
|       | Total      | 3467.990       | 399 |             |        |                   |

a. Dependent Variable: Customer Satisfaction

b. Predictors: (Constant), Privacy, System Availability, Efficiency, Fulfillment

Source: Processed Data (2023)

Based on the test of the coefficient of determination shown in Figure 4.5 above, it is known that the Adjusted R Square value is 69,8% . This value means that the variables Efficiency (X1), System Availability (X2), Fulfillment (X3), and Privacy (X4) are able to predict changes in Customer Satisfaction (Y) by 69.8%, while the remaining 30.2% is influenced by other variables which is not researched.

## V. CONCLUSION AND SUGGESTION

Based on the results of the questionnaire research on the people of Bandung who used a questionnaire regarding the effect of e-service quality on customer satisfaction, based on the results of the study the following conclusions were obtained: E--Service Quality on Go food Based on the results of the descriptive analysis and the respondents' responses, it was found that overall the e-service quality provided by Go food was good. This was evidenced by the average respondent's questionnaire results of 73.9%. The statement that gets a high percentage is "Go food allows customers to do it quickly". This means that Go food processes orders quickly. Customer Satisfaction Respondents' responses stated that overall customer satisfaction at Go food was good, this was evidenced by the average respondent's questionnaire results of 74.8%. The statement that gets a high percentage is "Customers are satisfied and will remain loyal to this service." This means that the customer is very satisfied with this service. Based on the results of data processing that has been carried out researchers, it can be concluded that e-service quality has an effect on customer satisfaction at Go food and has an influence of 69.8%. This shows that the better the quality of e-service quality at Go food, the higher customer satisfaction will be at Go food

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