

CHAPTER 5

CONCLUSION

5.1 Conclusion

The result of the research concluded as follows:

1. EWOM in relationship with online Repurchase Intention have a significant affect.
2. Result as mediating variables as follows:
 - a. The result of regression test showed that there is mediating effect of EWOM towards Online Repurchase Intention towards Trust, the relationship between EWOM towards Online Repurchase Intention and Trust is also significant.
 - b. The result of regression test showed that there is mediating effect of EWOM towards Online Repurchase Intention towards Perceived Usefulness, the relationship between EWOM towards Online Repurchase Intention and Perceived Usefulness is also significant.

5.2 Managerial Implication

Based on the result of the research, some managerial implications as follows:

1. The result from multiple regression both from Trust meditate the effect of EWOM towards online repurchase intention and perceived usefulness meditate the effect of EWOM towards online repurchase intention suggest that both have significant effect. Therefore, it is important for Shopee to provide a transparent and reliable platform for its merchant and customer to comfortably and worry free while making a purchase both goods and or services. By having a transparent platform, a customer could leave a comment about the service that provided by the merchant and that comment could be used as consideration for potential customers.

2. Cooperating with the government that regulates e-commerce industry to create a set of guidance and or rules to ensure transparency and trustworthy for the customer, the merchant, and the platform itself.

5.3 Limitation

Like any other research, this research has its own limitation. Those limitation as follows:

1. There is not a simple answer of had make a purchase or not in the questionnaire. Therefore, the writer assumes that all respondents had make purchase in Shopee.
2. Based on the result of the research, the number of respondents is only 118. With larger respondents, the result may be different.
3. Based on the result of adjusted R-square in this research (.372-.490), meaning that the predictors account for 37% to 49% to the trust and perceived usefulness. With that, with other predictors in larger sample size might result in different outcomes.

5.4 Suggestion for Future Research

The writer suggests the following for future research:

1. Future research should add explanation about does the respondent had or had not make any purchase in Shopee.
2. Future research should broaden the number of respondents to better describe the relation effect of EWOM, online repurchase intention, trust, and perceived usefulness.

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Appendix 1

Regression Result

H1: EWOM Quantity has a positive and direct effect on online Repurchase Intention.

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.782	.430		4.141	.000
	EQUAN	.543	.099	.454	5.491	.000

a. Dependent Variable: RI

H2: EWOM Credibility has a positive and direct effect on online Repurchase Intention.

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.825	.324		5.628	.000
	ECRED	.579	.081	.555	7.189	.000

a. Dependent Variable: RI

H3: EWOM Quality has a positive and direct effect on online Repurchase Intention.

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.497	.335		4.476	.000
	EQUALI	.661	.083	.594	7.947	.000

a. Dependent Variable: RI

H4: The relationship between EWOM Quantity and online Repurchase Intention is mediated by Trust in the online vendor.

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	21.673	2	10.837	35.659	.000 ^a
	Residual	34.948	115	.304		
	Total	56.621	117			

a. Predictors: (Constant), TRUST, EQUAN

b. Dependent Variable: RI

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.598	.433		1.380	.170
	EQUAN	.241	.102	.201	2.353	.020
	TRUST	.646	.113	.490	5.734	.000

a. Dependent Variable: RI

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.619 ^a	.383	.372	.55127	.383	35.659	2	115	.000

a. Predictors: (Constant), TRUST, EQUAN

H5: The relationship between EWOM Credibility and online Repurchase Intention is mediated by Trust in the online vendor.

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	22.915	2	11.457	39.090	.000 ^a
	Residual	33.707	115	.293		
	Total	56.621	117			

a. Predictors: (Constant), TRUST, ECRED

b. Dependent Variable: RI

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.846	.378		2.238	.027
	ECRED	.309	.098	.296	3.158	.002
	TRUST	.533	.123	.405	4.318	.000

a. Dependent Variable: RI

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.636 ^a	.405	.394	.54139	.405	39.090	2	115	.000

a. Predictors: (Constant), TRUST, ECRED

H6: The relationship between EWOM Quality and online Repurchase Intention is mediated by Trust in the online vendor.

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	23.583	2	11.791	41.043	.000 ^a
	Residual	33.039	115	.287		
	Total	56.621	117			

a. Predictors: (Constant), TRUST, EQUALI

b. Dependent Variable: RI

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.794	.376		2.113	.037
	EQUALI	.390	.110	.350	3.536	.001
	TRUST	.463	.130	.351	3.551	.001

a. Dependent Variable: RI

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.645 ^a	.416	.406	.53600	.416	41.043	2	115	.000

a. Predictors: (Constant), TRUST, EQUALI

H7: The relationship between EWOM Quantity and online Repurchase Intention is mediated by Perceived Usefulness of the website.

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	26.016	2	13.008	48.879	.000 ^a
	Residual	30.605	115	.266		
	Total	56.621	117			

a. Predictors: (Constant), PU, EQUAN

b. Dependent Variable: RI

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.033	.434		-.075	.940
	EQUAN	.232	.092	.194	2.520	.013
	PU	.723	.099	.566	7.340	.000

a. Dependent Variable: RI

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.678 ^a	.459	.450	.51588	.459	48.879	2	115	.000

a. Predictors: (Constant), PU, EQUAN

H8: The relationship between EWOM Credibility and online Repurchase Intention is mediated by Perceived Usefulness of the website.

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	28.231	2	14.115	57.175	.000 ^a
	Residual	28.391	115	.247		
	Total	56.621	117			

a. Predictors: (Constant), PU, ECRED

b. Dependent Variable: RI

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.062	.385		.161	.872
	ECRED	.316	.080	.303	3.977	.000
	PU	.644	.097	.504	6.608	.000

a. Dependent Variable: RI

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.706 ^a	.499	.490	.49687	.499	57.175	2	115	.000

a. Predictors: (Constant), PU, ECRED

H9: The relationship between EWOM Quality and online Repurchase Intention is mediated by Perceived Usefulness of the website.

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	28.168	2	14.084	56.925	.000 ^a
	Residual	28.453	115	.247		
	Total	56.621	117			

a. Predictors: (Constant), PU, EQUALI

b. Dependent Variable: RI

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.096	.383		.250	.803
	EQUALI	.357	.091	.321	3.941	.000
	PU	.599	.104	.469	5.760	.000

a. Dependent Variable: RI

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.705 ^a	.497	.489	.49741	.497	56.925	2	115	.000

a. Predictors: (Constant), PU, EQUALI

Appendix 2

Questionnaire

Bagian 1, Profil responden

Nama:

Gender: L/P

Umur:

Terakhir bertransaksi di Shopee:

Petunjuk pengisian kuisisioner:

Pilihlah salah satu jawaban diantara 5 pilihan berikut dengan memberi tanda centang (√) pada pilihan yang menurut Anda paling tepat sesuai dengan pengalaman Anda.

1. STS : Sangat Tidak Setuju
2. TS : Tidak Setuju
3. N : Netral
4. S : Setuju
5. SS : Sangat Setuju

Bagian 2, *EWOM Characteristic*

No	Pernyataan	STS	TS	N	S	SS
<i>EWOM Quantity</i>						
1.	Website Shopee mencantumkan banyak review dari konsumen					
2.	Jumlah informasi review dalam website Shopee tergolong banyak					
3.	Cukup banyak konsumen yang memberi review pada website Shopee					
<i>EWOM Credibility</i>						
1.	Menurut saya rekomendasi konsumen pada website Shopee dapat dipercaya					
2.	Menurut saya rekomendasi konsumen pada website Shopee dapat dipercaya (1 sama 2 emang sama ya?)					

3.	Menurut saya rekomendasi konsumen pada website Shopee terpercaya					
EWOM Quality (Timeliness)						
1.	Komentar pada website Shopee tepat waktu					
2.	Komentar pada website Shopee temutakhir					
3.	Komentar pada website Shopee mutakhir (Gak tau temutakhir sma mutakhir tu sama apa beda)					
EWOM Quality (Comprehensiveness)						
1.	Review konsumen cukup luas dan dalam					
2.	Review konsumen mencakup semua nilai yang diperlukan					
3.	Review konsumen mencukupi kebutuhan saya					
EWOM Quality (Relevance)						
1.	Review konsumen cukup relevan dengan keputusan pembelian saya					
2.	Review konsumen sangat berguna					
3.	Review konsumen membantu saya dalam keputusan pembelian saya					
EWOM Quality (Accuracy)						
1.	Review konsumen akurat					
2.	Review konsumen benar					
3.	Review konsumen dapat diandalkan					

Bagian 3, Trust

Trust (Honesty)						
1.	Menurut saya penjual dapat memenuhi komitmennya					
2.	Menurut saya informasi yang disediakan oleh penjual tulus dan jujur					
3.	Menurut saya, saya dapat percaya dengan janji yang Shopee berikan					
Trust (Benevolence)						

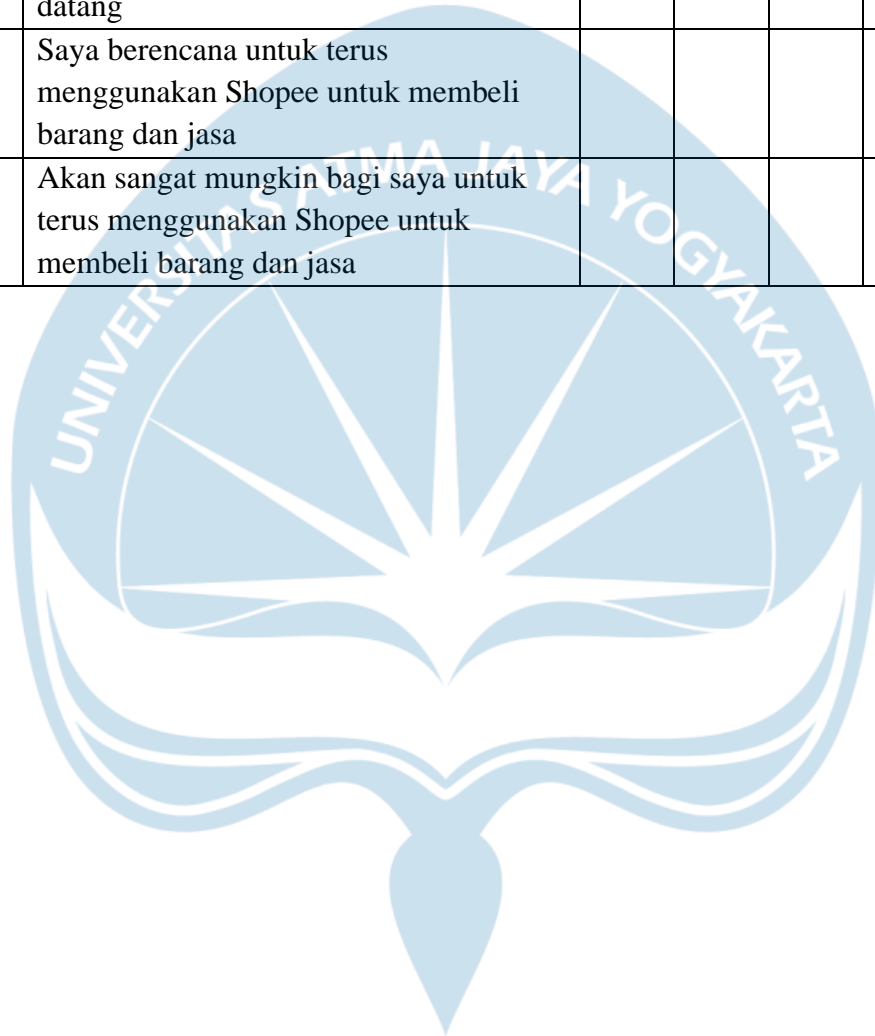
1.	Menurut saya penjual ingin mencapai keuntungan bersama dengan konsumen					
2.	Menurut saya penjual khawatir dengan masa sekarang dan keinginan konsumen dalam waktu yang akan datang					
3.	Menurut saya penjual tidak secara sengaja melakukan segala sesuatu yang dapat melukai konsumennya					
Trust (Competence)						
1.	Menurut saya penjual memiliki cukup pengalaman untuk menjual barang dan jasanya					
2.	Menurut saya penjual mempunyai sumber daya yang dibutuhkan untuk melakukan kegiatan komersialnya					
3.	Menurut saya penjual mengetahui konsumennya dengan baik untuk menawarkan barang dan jasa disesuaikan dengan kebutuhan konsumennya					

Bagian 4, Perceived Usefulness

Perceived Usefulness						
1.	Shopee sangat berguna untuk mencari informasi yang saya butuhkan untuk melakukan pembelian saya					
2.	Shopee membuatnya sangat mudah untuk mencari dan membeli barang dan jasa					
3.	Shopee memungkinkan saya untuk mencari barang dan jasa secara cepat					
4.	Shopee meningkatkan efektifitas saya dalam mencari dan membeli barang dan jasa (efektivitas)					

Bagian 5, *Repurchase Intention*

<i>Repurchase Intention</i>						
1.	Jika memungkinkan, saya akan terus menggunakan Shopee untuk membeli barang dan jasa di masa yang akan datang					
2.	Saya berencana untuk terus menggunakan Shopee untuk membeli barang dan jasa					
3.	Akan sangat mungkin bagi saya untuk terus menggunakan Shopee untuk membeli barang dan jasa					



Appendix 3 Questionnaire Result

EQUAN1	QUAN2	QUAN3	CEED1	CEED2	CEED3	TIM1	TIM2	TIM3	COMPR1	COMPR2	COMPR3	RELEV1	RELEV2	RELEV3	ACC1	ACC2	ACC3	HCN1	HCN2	HCN3	BEENV1	BEENV2	BEENV3	COMPE1	COMPE2	COMPE3	PU1	PU2	PU3	PU4	RI1	RI2	RI3
5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
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