

CHAPTER 5

CONCLUSION

5.1 Conclusion

Based on the comprehensive analysis provided, it's evident that several factors play crucial roles in influencing customer retention at the Haile Resort Hotel in the Republic of Ethiopia.

1. The quality of service is identified as a crucial factor that has a favourable influence on client retention.
2. Social media marketing emerges as another impactful element, exerting a substantial favourable impact on customer retention, underscoring the need of having a strong online presence and active interaction with customers.
3. The presence of brand image does not seem to act as a mediator in the connection between service quality and customer retention.
4. Brand awareness has a favourable effect on mediating the relationship between service quality and customer retention.
5. Brand image serves as an intermediary in the connection between social media marketing and customer retention, indicating the vital significance of perception and reputation in initiatives aimed at retaining customers.
6. Customer satisfaction plays a crucial role by positively mediating the connection between service quality and customer retention, as well as between

social media marketing and customer retention. This highlights the significance of guaranteeing client happiness in order to promote loyalty and retention.

7. Brand image has a direct impact on client retention, emphasizing the need of effectively managing and cultivating the hotel's image and reputation.

5.2 Managerial Implications

The study's findings have important managerial implications for Haile Resort Hotels in Ethiopia:

Importance of Service Quality: According to the study, service quality has a vital role in customer retention. Hotels should seek to continuously improve the quality of their services in a range of areas, including reliability, responsiveness, assurance, empathy, and tangibles. This can help to create a positive customer experience and long-term partnerships. To reach high service standards, it is critical to invest in employee training, follow best practices in customer service, and regularly assess service delivery (Torres,2024).

Leverage Social Media Marketing: The study discovered that social media marketing has a significant impact on client retention. Hotels should spend in developing and implementing successful social media strategies to boost brand recognition. Develop a favourable brand image and engage customers. This can help to attract new customers and retain existing ones. This technique not only attracts new customers, but it also retains existing ones by actively engaging and educating them (Horng et al., 2024).

Improve Customer Satisfaction: The study demonstrates that customer satisfaction serves as a mediating factor in the interactions between service quality, social media marketing, and customer retention. Hotels should prioritize understanding and meeting client needs and expectations in order to achieve high levels of customer satisfaction, which can lead to loyalty and retention.

Balanced Approach: The data show that, while brand awareness is important, it is insufficient for increasing customer retention. To achieve long-term client retention, hotels should pursue a balanced strategy that includes offering

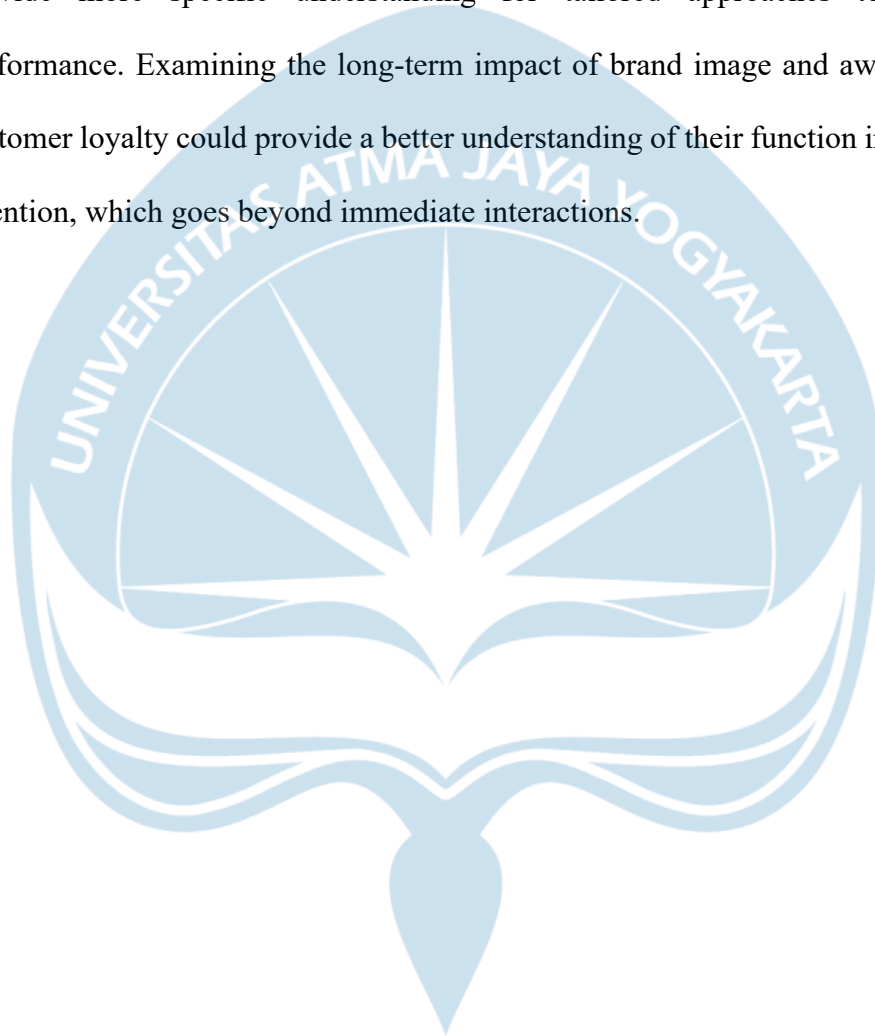
exceptional service quality, performing efficient social media marketing, and developing a strong brand image and high customer satisfaction.

The data also indicates that brand image does not serve as a link between service quality and client retention. However, it plays an important role in bridging the gap between social media marketing and customer retention. As a result, it is critical to make efforts to strengthen the hotel's brand image through strategic marketing campaigns and public relations activities that highlight the hotel's unique value propositions and positive client experiences (Smith & Zook, 2024). Customer satisfaction is vital in the relationship between service quality, social media marketing, and client retention. As a result, managers must build effective feedback systems in order to continuously analyse customer satisfaction levels and respond quickly to any problems. By ensuring high levels of consumer satisfaction, not only will it foster loyalty, but it will also encourage repeat visits and positive word-of-mouth. Although brand recognition does not directly affect customer retention, it is nevertheless an important part of the overall marketing strategy. Managers should try to increase brand awareness through targeted advertising and collaborations, but recognize that this alone is insufficient for client retention (Lorenza & Octafian, 2024). Alternatively, implementing a comprehensive strategy that combines brand recognition with activities to increase service quality, brand reputation, and customer satisfaction would produce better outcomes.

5.3 Recommendations

The study's limitations indicate that future research should expand the geographical coverage, examine various hotel brands, employ multiple data sources to verify findings, adopt a longitudinal design to track changes over time, and integrate qualitative methods to obtain a more thorough comprehension of the factors that impact customer retention in the hospitality sector. An important limitation was the challenge of identifying the suitable type of participants, which could have influenced the process of gathering data. Additional research is required

to examine the specific elements of service quality that exert the most significant impact on customer retention at the Haile Resort Hotel. A comprehensive examination of factors such as responsiveness, empathy, and reliability could provide more specific understanding for tailored approaches to improve performance. Examining the long-term impact of brand image and awareness on customer loyalty could provide a better understanding of their function in customer retention, which goes beyond immediate interactions.



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The logo of Universitas Atma Jaya Yogyakarta is a light blue circular emblem. It features a central sunburst or starburst design with multiple rays emanating from the center. The text "UNIVERSITAS ATMA JAYA YOGYAKARTA" is written in a circular path around the inner edge of the emblem. The emblem is partially obscured by the large, bold, black text of the title.

**QUESTIONNAIRE AND
RESPONDENT
ANSWERS
ATTACHMENT**

Questionnaire

A. Service Quality

No.	Statement	SA	A	N	D	SD
1.	Overall, this hotel provides a good and consistent quality services					
2.	Employees at this hotel provide efficient and speedy services					
3.	Employees at this hotel deliver the promised services in a consistent and accurate manner.					

B. Brand Image

No.	Statement	SA	A	N	D	SD
1.	The Hotel is distinguishable					
2.	The hotel has personality					
3.	The hotel has a unique image					
4.	The hotel is unlike any other					
5.	The hotel is fascinating					

C. Brand Awareness

No.	Statement	SA	A	N	D	SD
1.	This hotel has a good reputation					
2.	I can easily remember services in this hotel					
3.	This hotel immediately comes to mind when I think about hotels					

D. Social Media Marketing

No.	Statement	SA	A	N	D	SD
1.	The social media of the hotel was enjoyable					
2.	The content shared by the social media of the hotel was enjoyable					
3.	It was possible to share the information in social media of the hotel					

4.	The discussion and exchange of opinions in the social media of the hotel was possible					
5.	The expression of opinions in the social media of the hotel was easy					
6.	The information shared in the social media of the hotel was up to date					
7.	The use of social media of the hotel was modern					
8.	The information that you need could be found in the social media of the hotel					
9.	The social media of the hotel alleviated my concerns regarding the hotel's service					
10.	The social media of the hotel alleviated my concerns about staying in the hotel					

E. Customer Satisfaction

No.	Statement	SA	A	N	D	SD
1.	The staying experience at this hotel made me satisfied					
2.	My choice to stay at this hotel was a wise one					
3.	Overall, I feel satisfied about this hotel					

F. Customer retention

No.	Statement	SA	A	N	D	SD
1.	I consider this hotel as my first choice compared to other hotels					
2.	I have a strong intention to visit this hotel					
3.	I consider participating in loyalty programs or exclusive offers to enhance my connection in the hotel					

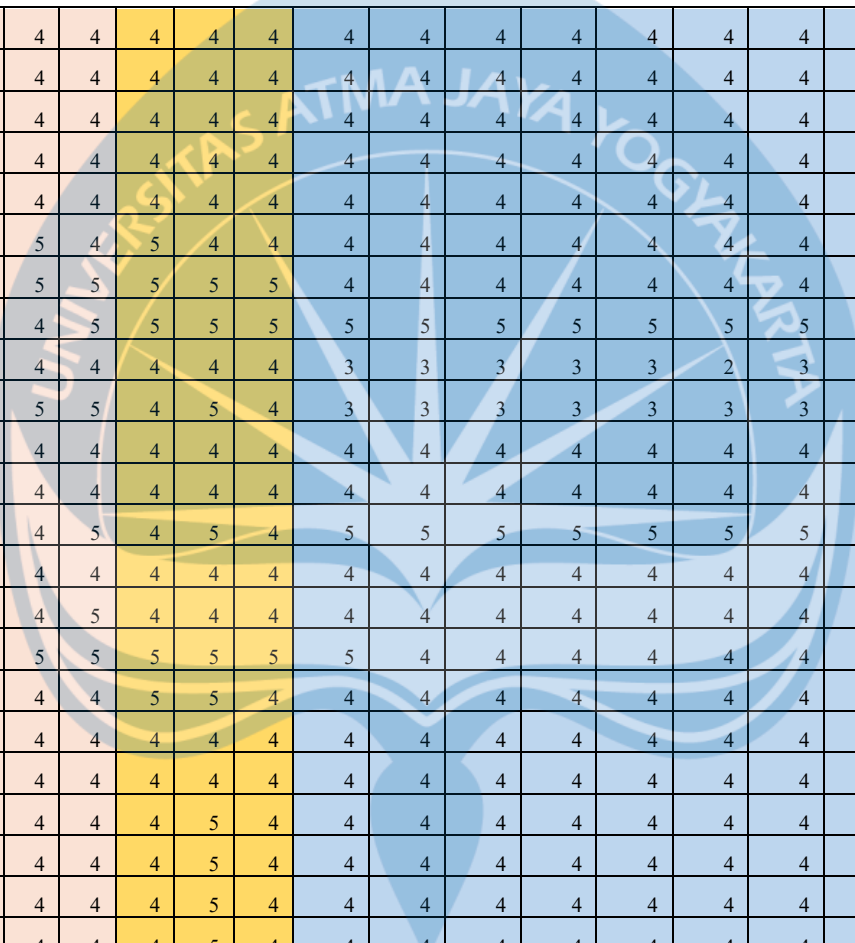
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