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The Influence of Electronic Word of Mouth and Product Quality on the Decision to Purchase Car Carpet Products at CJ Accessories Stores at BSD Autopart

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A B S T R A C T

This study analyzes the influence of *electronic word of mouth* (E-WOM) and product quality on the decision to purchase car carpets at CJ Accessories Store, BSD Autopart. The method used was quantitative associative with a questionnaire to 93 consumers. The results of the partial test showed that E-WOM (X1) had a significant positive effect on the purchase decision (t count 3.787 > t table 1.986; sig. 0.000 < 0.05). Product quality (X2) also had a significant effect (t count 4.360 > 1.984; sig. 0.000 < 0.05) and had a more dominant influence than E-WOM. Simultaneous tests showed that both had a significant effect on purchasing decisions (F count 81.424 > F table 3.10; sig. 0.000 < 0.05). These findings confirm that consumers are more influenced by consistent, innovative, and expected product quality, although positive reviews on social media also play an important role in building trust and buying interest. Therefore, an effective marketing strategy requires a combination of improving product quality with the use of E-WOM. The researcher recommends CJ Accessories Stores to focus on strengthening product quality while optimizing digital promotions, especially through popular platforms such as TikTok, to increase customer satisfaction and ensure stable sales.

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INTRODUCTION

Companies rely on marketing initiatives to help them stay ahead of the competition and even grow their business. A company's success is determined by purchasing decisions since they impact customer loyalty, reputation, and financial performance. Here, the two most important factors influencing customer actions are advertising and product quality. The pandemic has changed consumer shopping patterns, where many rely on technology as a source of product information due to limited physical access to stores (Yuliastuti, 2022). *Electronic word of mouth* (E-WOM) is an effective marketing strategy that shapes consumer perception of brands (Sari, 2017). Through positive reviews, consumers can increase buying interest, while negative reviews encourage reconsideration before buying (Suwatno & Priansa, 2019). CJ Accessories stores utilize TikTok as a promotional medium and interact with customers, display products as well as respond to complaints. However, sales data for 2022–2024 shows that the target has not been achieved despite an increase in sales every year.

Product quality is also a determinant of purchasing decisions. Based on 2022–2024 complaint data, problems such as untidy stitches, unrealistic appearances, limited choices, and suboptimal product quality are still often found. Compared to competitors such as Dragonjaya Accessories, CJ Accessories has higher complaints about the aspect of product selection. This shows the need for quality improvement to meet consumer expectations.

In addition to physical quality, consumers' perception of product quality is also influenced by after-sales service. According to Kotler & Keller (2019), good after-sales service is able to increase customer satisfaction and encourage repurchases. In the case of CJ Accessories, increased response to complaints and providing quality guarantees can be a supportive strategy to retain old customers while attracting new customers.

Table 1. Complaints Regarding the Product Quality of CJ *Accessories Store*

No	Types of Complaints	Year 2022-2024		
		2022	2023	2024
1	Sewing Carpet Products Not Neatly	47	52	52
2	Product Display Not Up to Expectations	39	37	46
3	Limited Product Selection	65	76	80
4	Poor product quality	40	36	39
Total		191	201	217

Source: CJ Accessories Store

The fluctuation in the number of consumers in 2024 shows that both E-WOM and product quality have not been utilized optimally to increase purchases. CJ Accessories stores excel in certain qualities but still lose in product variety. Marketing strategies that combine digital promotion and quality

improvement are believed to be able to boost sales while building a positive image.

With this background in mind, the purpose of this study is to examine the impact of E-WOM and product quality on the choice to buy automobile carpets from CJ Accessories BSD Autopart Stores, in a partial and simultaneous fashion. Marketing tactics that boost sales and customer happiness are another target of this research.

LITERATURE REVIEW

Electronic Word of Mouth

Electronic Word of Mouth (e-WOM) is a form of internet-based marketing communication that allows consumers, both potential and former users, to convey positive or negative statements about a product or service through digital media such as social media, websites, blogs, online videos, or mobile applications, which can affect brand image and consumer buying interest (Hasan, 2016). E-WOM has a strategic role in building trust and brand perception because reviews shared by consumers are often considered more credible than advertisements. There are four main indicators to measure the effectiveness of e-WOM, namely positive reviews, product or brand recommendations, quality of information that includes relevance, timeliness, accuracy, and completeness, and the volume of reviews that show the level of popularity of the product (Immanuel & Maharia, 2020). The higher the positive quality and quantity of e-WOM, the greater the potential for increased consumer buying interest, as seen in CJ Accessories' marketing strategy that utilizes reviews on social media to attract the attention of potential buyers.

Product Quality

The term "product quality" refers to a service's or good's capacity to fulfil its intended use, offer an advantage over similar offerings, and ultimately satisfy its target audience (Assauri, 2019). There is a strong correlation between the value that consumers perceive and the quality of a product, as the former affects the latter directly. High-quality products are not only free from damage, but also in accordance with specified specifications and able to meet the tastes and needs of the market. In marketing, quality is one of the main means to build positioning and increase competitiveness. Product quality indicators include performance, reliability, features, durability, consistency, and design (Sopiah & Sangadji, 2016). Performance assesses key product functions, reliability and durability measures service life, features add value, consistency ensures standards are met, and design affects consumer perception and satisfaction. The higher the quality in all these indicators, the greater the chance of a product being chosen by consumers over similar products.

Purchase Decision

Purchasing decisions are the consumer's process of recognizing needs or wants, seeking information, evaluating alternatives, and finally choosing products or brands that are considered capable of meeting their needs (Fahmi, 2016). This process is influenced by external stimuli such as product information,

promotions, and the social environment, which are then adjusted to the personal characteristics of the consumer. In marketing, purchasing decisions are an important factor as they determine sales success and customer loyalty. Purchase decision indicators include six aspects, namely product selection, brand selection, distribution location, purchase time, purchase amount, and payment method (Kotler & Keller, 2016). Product selection focuses on suitability to needs, while brand selection considers the differentiation offered. The selection of distributors is influenced by location, price, and stock availability. The purchase time varies between consumers, while the number of purchases is influenced by needs and purchasing power. Payment methods are becoming more diverse, including cash, cards, and digital payments, which can also influence decisions. Understanding these indicators helps companies develop the right marketing strategies to increase consumer interest and loyalty.

Hypothesis Development

According to Sugiyono (2018), arguing that "a hypothesis is a temporary conjecture or answer where the truth is still in doubt, therefore it must be tested empirically". Based on the formulation of the problem determined, the hypothesis formulation made is as follows.

H01: $\rho 1 = 0$: It is suspected that there is no influence of Electronic Word Of Mouth on the decision to purchase carpet products partially at the CJ Accesoris Store at BSD Autopart.

Ha1: $\rho 1 \neq 0$: It is suspected that there is an influence of Electronic Word Of Mouth on the decision to purchase carpet products partially at the CJ Accesoris Store at BSD Autopart.

H02: $\rho 2 = 0$: It is suspected that there is no influence of Product Quality on the decision to purchase carpet products partially at the CJ Accesoris Store at BSD Autopart.

Ha2: $\rho 2 \neq 0$: It is suspected that there is an influence of Product Quality on the decision to purchase carpet products partially at the CJ Accesoris Store at BSD Autopart.

Ha3: $\rho 3 \neq 0$: It is suspected that there is an influence of Electronic Word of Mouth and Product Quality on the decision to purchase carpet products simultaneously at the CJ Accesoris Store at BSD Autopart.

METHODOLOGY

This study analyses the cause-and-effect relationship between the independent variables of Electronic Word of Mouth (X1) and Product Quality (X2) and the dependent variable of Purchase Decision (Y) using a quantitative technique based on positivist philosophy. The goal is to test the hypothesis. Using the Slovin algorithm in conjunction with random sampling approaches, 93 respondents were selected for the research. CJ Accessories BSD City had 1,236 consumers in 2024. Interviews, surveys using Likert scales, and participant observation served as primary data sources, while records and scholarly articles

served as secondary sources. Descriptive statistics, instrument tests (validity and reliability), classical assumption tests, correlation tests, determination coefficients, and hypothesis tests (t test and F test) were used in SPSS v26 for data analysis. The goal was to determine the partial and simultaneous influence of independent variables on dependent variables through simple and multiple linear regression analysis, correlation tests, and determination coefficients.

RESEARCH RESULTS

Descriptive Respondents

In order to ensure that every member of the population has an equal chance of becoming a sample, this study used probability sampling techniques to calculate the Slovin formula and then picked 93 CJ Accessories users in 2024 to be the respondents. We used an offline questionnaire to collect primary data, which we subsequently analysed with SPSS version 26. The items in the questionnaire represented research indicators. Most respondents were male (66.67%), between the ages of 25 and 30, employed (36.71%), and this was their first purchase from CJ Accessories BSD Autopart (66.67%), with the remaining customers having made multiple purchases.

Descriptive Research Variables

One variable that emerged from the descriptive study was the prevalence of electronic word of mouth obtained an average of 3.76 (good), product quality 3.82 (good), and purchase decision 3.43 (good). The highest score was found in easy and secure payment methods (4.10) and lowest in bulk purchases (3.47). These findings indicate that consumers give a positive rating to CJ Accessories' online recommendations, quality, and ease of transactions, but there are still opportunities for improvement in adding product features and marketing strategies to encourage larger purchases and more frequent purchases.

Validity and Reliability Test Results

One variable that emerged from the descriptive study was the prevalence of electronic word of mouth obtained an average of 3.76 (good), product quality 3.82 (good), and purchase decision 3.43 (good). The highest score was found in easy and secure payment methods (4.10) and lowest in bulk purchases (3.47). These findings indicate that consumers give a positive rating to CJ Accessories' online recommendations, quality, and ease of transactions, but there are still opportunities for improvement in adding product features and marketing strategies to encourage larger purchases and more frequent purchases.

Table 2. Reliability Test Results

Variabel	Cronbach's Alpha	Standard Grades Reliable	Information
Electronic Word Of Mouth	0.824	0.70	Reliabel
Product Quality	0.811	0.70	Reliabel

Purchase Decision	0.734	0.70	Reliabel

Source: Primary data processed, 2025

All statements for the electronic word of mouth, product quality, and purchase decision variables have Cronbach's alpha values more than 0.70, indicating that they are reliable, according to the reliability test results in Table 2.

Classical Assumption Test Results

Normality Test Results

Table 3. Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		93
Normal Parametersa,b	Mean	.0000000
	Hours of deviation	3.14362845
Most Extreme Differences	Absolute	.081
	Positive	.081
	Negative	-.052
Test Statistic		.081
Asymp. Sig. (2-tailed)		.170
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Source: Primary data processed, 2025

The data in this study is normally distributed, according to the findings of the normalcy test in table 4.10. The Kolmogorov-Smirnov test yielded an Asymp.Sig (2-tailed) value of 0.170, which is greater than 0.05.

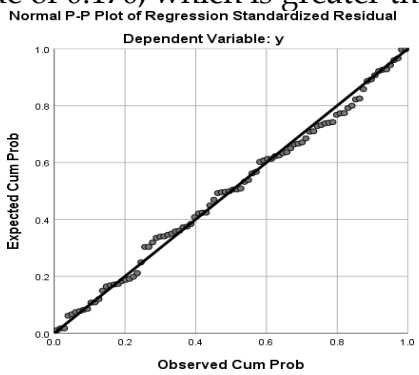

Figure 1. Probability Plot Test Results

Figure 1 shows that the data in this study follows a normal distribution according to the findings of the normality test with Probability Plot. This is evident from the data points' distributions that surround and adhere to the diagonal line. The results show that the data follows a normal distribution.

Multicollinearity Test Results

Table 4. Multicollinearity Test Results

Variabel	Collinearity Statistics		Information
	Tolerance	BRIGHT	
Quality of Service	0.366	2.730	No Multikolinearitas
Audience			
Service Recovery	0.366	2.730	No Multikolinearitas

Source: Primary data processed, 2025

According to table 4's multicollinearity test results, the tolerance value for electronic word of mouth and product quality, two independent variables, was larger than 0.10, and the value for the variance inflation factor, or VIF, was less than 10. Given that the regression model does not exhibit multicollinearity, it follows that product quality and electronic word of mouth do not impact purchase decisions.

Heteroscedasticity Test Results

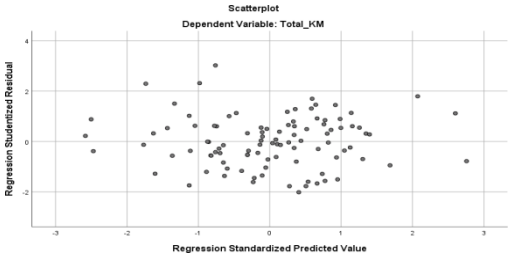

Figure 2. Heteroscedasticity Test Results

Autocorrelation Test

Table 5. Autocorrelation Test Results

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.803[a]	.644	.636	3.17837	1.496

a. Predictors: (Constant), x2, x1

b. Dependent Variable: y

Table 6. Run Test

Runs Test

	Unstandardized Residual
Test Value[a]	.03472
Cases < Test Value	46
Cases >= Test Value	47
Total Cases	93
Number of Runs	40
Z	-1.563
Asymp. Sig. (2-tailed)	.118

a. Median

It was not possible to determine the presence or absence of autocorrelation based on the Durbin-Watson (DW) test results, which yielded a value of 1.496 that fell within the range of 1,100-1.550. Consequently, more tests were executed utilising the Run Test. We may conclude that the residual is random and that this research model does not exhibit any symptoms of autocorrelation because the Run Test value of Asymp. Sig (2-tailed) was 0.118 > 0.05.

Regression Test

Simple Linear Regression Test Results

Table 7. Results of Simple Linear Regression Test of *Electronic Word of Mouth* Variables on Purchase Decisions

Model	*Unstandardized Coefficients*		*Standardized Coefficients*	*t*	*Itself.*
	B	*Std. Error*	*Beta*		
(Constant)	11.569	2.114		5.472	.000
Electronic Word Of Mouth	.606	.055	.754	10.958	.000

a. Dependent Variable: Purchase Decision

Source: Primary data processed, 2025

This section explains the basic linear regression equation using the regression test results from table 7:

Y= 11.569 + 0.606X

If the value of electronic word of mouth is zero, the purchase decision will remain at 11.569, as shown in the regression equation. Assuming all other factors remain equal, a one-unit increase in the electronic word-of-mouth regression coefficient of 0.606 will lead to a 0.606-unit increase in the purchase decision.

Table 8. Results of Simple Linear Regression Test Product Quality Variables on Purchase Decisions

Model	*Unstandardized Coefficients*		*Standardized Coefficients*	*t*	*Itself.*
	B	*Std. Error*	*Beta*		
(Constant)	9.664	2.202		4.389	.000
Product Quality	.647	.057	.766	11.380	.000

a. Dependent Variable: Purchase Decision

Source: Primary data processed, 2025

This section explains the basic linear regression equation using the regression test results from table 8:

Y= 9.664 + 0.647X

A constant of 9.664 is shown in the regression equation, meaning that the purchasing decision stays at 9.664 even if the product quality is zero. Assuming

all other factors remain constant, a positive product quality regression coefficient of 0.647 indicates that a 0.647 rise in this variable will lead to a 0.647 increase in the purchase decision.

Multiple Linear Regression Test Results

Table 9. Multiple Linear Regression Test Results

Model	Unstandardized Coefficients		Standardiz ed Coefficients		
	B	**Std. Error**	**Beta**	**t**	**Itself.**
(Constant)	7.864	2.110		3.726	0.000
Electronic WordOf Mouth	0.316	0.084	0.394	3.787	0.000
Product Quality	0.382	0.088	0.453	4.360	0.000
a. Dependent Variable: Purchase Decision (Y)					

Source: Primary data processed, 2025

The following is an explanation of the linear regression equation based on the regression test results shown in table 9:

$$Y = a + b_1 X_1 + b_2 X_2 + e$$

$$Y = 7.864 + 0.316X_1 + 0.382X_2 + e$$

The following will be explained based on the regression equation that was shown earlier: The buying decision stays at 7.864 if electronic word of mouth and product quality do not exist or have no value. If the product's quality remains same, a 1% rise in the electronic word of mouth (β_1) coefficient will result in a 0.316 increase in the likelihood of making a purchase. The purchasing decision will increase by 0.382 for every 1% increase in the product quality coefficient (β_2), provided that the electronic word of mouth stays the same. With a beta value of 0.453 compared to 0.394 for electronic word of mouth, product quality is clearly the more important factor in determining whether or not a consumer makes a purchase.

Correlation Coefficient Test (r)

Table 10. Results of the Correlation Coefficient of the Electronic Word Of Mouth Variable (X1) to the Purchase Decision Variable (Y)

Correlations

		Electronic_word_of_mouth	Keputusan_Pembelian
Electronic_word_of_mouth	Pearson Correlation	1	.754**
	Sig. (2-tailed)		.000
	N	93	93
Keputusan_Pembelian	Pearson Correlation	.754**	1
	Sig. (2-tailed)	.000	
	N	93	93

**. Correlation is significant at the 0.01 level (2-tailed).

Source: Primary data processed, 2025

Table 10 shows that the electronic word of mouth variable had a correlation coefficient of 0.754. There is a strong and positive association between electronic word of mouth and purchase decision, as the value falls within the

range of 0.600 - 0.799 according to the criteria for interpreting correlation coefficients.

Table 11. The results of the correlation coefficient of the product quality variable (X2) to the purchase decision variable (y)

Correlations

		Keputusan_Pembelian	Kualitas_Produk
Keputusan_Pembelian	Pearson Correlation	1	.766**
	Sig. (2-tailed)		.000
	N	93	93
Kualitas_Produk	Pearson Correlation	.766**	1
	Sig. (2-tailed)	.000	
	N	93	93

**. Correlation is significant at the 0.01 level (2-tailed).

Source: Primary data processed, 2025

Table 11 shows that the Service Quality variable has a correlation coefficient of 0.766. According to the rules for interpreting correlation coefficients, the number falls somewhere between 0.600 and 0.799, indicating a very significant positive association between product quality and purchase decision.

Table 12. Electronic Word of Mouth (X1) Variable Correlation Coefficient Test Results and the product quality variable (x2) against the purchase decision variable (y)

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	.803[a]	.644	.636	3.17837	.644	81.424	2	90	.000

a. Predictors: (Constant), Kualitas_Produk, Electronic_word_of_mouth

Source: Primary data processed, 2025

A value of 0.803 for the correlation coefficient (R) was derived from table 12. The association between the variables Electronic Word of Mouth and Product Quality on Purchase Decisions is strong and positive, with a value in the range of 0.80 - 1,000 according to the rules for interpreting the correlation coefficient.

Determination Coefficient Test Results (R2)

Table 13. Test Results of the Determination Coefficient of the *Electronic Word of Mouth* Variable (X1) to the Purchase Decision Variable (Y)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.754[a]	.569	.564	3.47871

a. Predictors: (Constant), Electronic_word_of_mouth

Source: Primary data processed, 2025

A determination coefficient with an R-squared value of 0.569 was derived from the data in table 13. It follows that X1 (Electronic Word of Mouth) influences Y (Purchase Decision) by 56.9%, with other variables accounting for the remaining 43.1%.

Table 14. Test Results of Coefficient of Determination of Product Quality Variable (X2) to Purchase Decision Variable (Y)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.766[a]	.587	.583	3.40342

a. Predictors: (Constant), Kualitas_Produk

Source: Primary data processed, 2025

The determination coefficient, as shown by the R Squared value of 0.587, was derived from table 14. It follows that 58.7 percent of the variation in the purchase decision (Y) is attributable to product quality (X2) and 41.3 percent is attributable to other variables.

Table 15. Test Results of Determination Coefficient of Electronic Word of Mouth Variable (X1) and Product Quality Variable (X2) on Purchase Decision Variable (Y)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.803[a]	.644	.636	3.17837

a. Predictors: (Constant), Electronic_word_of_mouth, Kualitas_Produk

Source: Primary data processed, 2025

A determination coefficient with an R-squared value of 0.644 was derived from the data in table 15. It follows that X1 and X2 of Instagram's social media and service quality factors impact Y, the purchase decision variable, by 64.4%, with other variables accounting for the remaining 35.6%.

Hypothesis Test

Results of the t-test (partial)

Table 16. Results of the t-test (partial)

Hipotesis	Variabel	t-count	T-Table	Prob.sig	Itself	Information
H1	*Electronic Word Of Mouth*	3.787	1.986	0.000	0.05	Accepted
H2	Quality Product	4.360	1.986	0.000	0.05	Accepted

Source: Primary data processed, 2025

With a 0.05 threshold of significance and 91 degrees of freedom (df), the t-value from the table was 1.986 in this study. There was a significant difference between the computed t value of 3.787 and the table t value of 1.986 for the electronic word of mouth (X_1) variable, and the significance value was 0.000 < 0.05, according to the test results. We can conclude that H_1 is correct since electronic word of mouth significantly influences consumers' decisions to buy. The estimated t-value of 4.360 for the product quality variable (X_2) is higher than the table t-value of 1.986 (4.360 > 1.986), and the significance value is 0.000 < 0.05. This supports the acceptance of H_2, which states that product quality significantly influences consumers' decisions to buy.

Test F Results (Simultaneous)

Table 17. Simultaneous Test Results (F)

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Itself.
1	Regression	1645.099	2	822.549	81.424	.000
	Residual	909.181	90	10.102		
	Total	2554.280	92			

a. Dependent Variable: Y
b. Predictors: (Constant), X2, X1

Source: Primary data processed, 2025

According to table 17, which displays the results of the simultaneous test, the computed value of F is 81,424 > F of table 3.10, and the significance value is 0.000, which is less than 0.05 (5%). It follows that product quality and electronic word of mouth variables both have a substantial impact on consumers' propensity to make a purchase.

DISCUSSION

The Influence of Electronic Word Of Mouth (X1) on Purchase Decisions (Y)

A correlation coefficient of 0.754 indicates a strong association between Electronic Word of Mouth (X_1) and purchasing decision (Y), as seen in the equation $Y = 11.569 + 0.606X_1$, which was obtained from a simple regression study. Electronic Word of Mouth accounts for 56.9% of the variance in purchase decisions, with other factors beyond the scope of the study accounting for the remaining 43.1% ($R^2 = 0.569$). H_0 is rejected and H_a is accepted since the t-test has a t-count of 3.787 > t-table of 1.986 and a significance level of 0.000 < 0.05. Therefore, it can be concluded that E-WOM influences consumer behaviour in a positive and partially statistically significant way.

The Influence of Product Quality (X2) on Purchase Decisions (Y)

$Y = 9.664 + 0.647X_2$ was the equation that came out of a basic regression analysis; a correlation coefficient of 0.766 showed that there was a substantial association between product quality (X_2) and the choice to buy (Y). With a score of 0.587 for the determination coefficient (R^2), product quality explains 58.7 percent

of the variance in purchase decisions, while extraneous variables account for 41.3 percent. With a significance level of 0.000 < 0.05, the t-test reveals that t count 4.360 > t table 1.986, leading to the rejection of H_0 and acceptance of H_a. In other words, there is a positive and substantial relationship between product quality and consumer choice.

The Influence of Electronic Word of Mouth (X1) and Product Quality (X2) on Purchase Decisions (Y)

The equation $Y = 7.864 + 0.316X_1 + 0.382X_2$ was obtained from the multiple regression analysis. The correlation coefficient of 0.803 shows that there is a substantial association between Electronic Word of Mouth (X_1) and product quality (X_2) on purchase decisions (Y). These two variables explain 64.4% of the variance in purchase decisions, with other factors accounting for the remaining 35.6% (as indicated by the determination coefficient (R^2) of 0.644). Because the significance level of 0.000 is less than 0.05 and the F count of 81.424 is greater than the f table value of 3.10, we can reject H_0 and accept H_a. What this means is that CJ Accessories BSD Auto Parts' carpet sales are positively impacted by both electronic word of mouth and the quality of their products.

CONCLUSIONS AND RECOMMENDATIONS

A strong relationship level (R^3 of 56.9%, 58.7%, and 64.4%, respectively) between Electronic Word of Mouth (X_1) and Product Quality (X_2) influences the purchase decision of car carpets at CJ Accessories BSD Auto Part, both partially and simultaneously. These results show that both criteria are significant in shaping customers' choices. There may be additional aspects that have not been investigated because of the small sample size (93 participants) and the narrow range of variables used in this study. The analysis's findings suggest that businesses could work on their social media engagement tactics, promote their products more heavily in relation to their superior characteristics, and launch a double purchase program to boost sales consistently.

ADVANCED RESEARCH

Based on existing limitations, further research is recommended to expand the scope of the variables studied, not only limited to *Electronic Word of Mouth* and Product Quality, but also to include other factors such as service, promotion, or customer satisfaction that have the potential to influence purchasing decisions. In addition, the number of respondents should be increased so that the results of the research are more representative. Data collection methods can also be expanded, for example by adding in-depth interviews to dig into more detailed information and ensure the accuracy of answers, so that future research can produce more comprehensive and accurate findings.

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