

# Events' Service Quality and Electronic Word of Mouth: The Mediating Role of Customer Satisfaction

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(Received: October 11, 2025; Revised: November 30, 2025; Accepted: January 29, 2026; Available online: April 27, 2026)

## Abstract

High-touch events emphasize direct artist–fan interaction and have become an important driver of engagement and economic activity in the entertainment industry. However, limited research has examined how service quality in such events influences customer satisfaction and electronic word-of-mouth (e-WOM), particularly in the Philippine context. This study aims to investigate the relationships between high-touch event service quality, customer satisfaction, and e-WOM, as well as the mediating role of customer satisfaction. A quantitative research design was employed using survey data collected from 291 respondents who had attended high-touch events in Metro Manila. Data were analyzed using weighted mean, Pearson correlation, and mediation analysis. The results revealed that service quality has a strong positive relationship with customer satisfaction ( $r = 0.821$ ,  $p < 0.05$ ) and e-WOM ( $r = 0.835$ ,  $p < 0.05$ ). Customer satisfaction also significantly influences e-WOM ( $r = 0.786$ ,  $p < 0.05$ ) and partially mediates the relationship between service quality and e-WOM. These findings indicate that improving service quality in high-touch events enhances customer satisfaction, which in turn promotes positive e-WOM. The study highlights the importance of delivering high-quality interactive experiences to strengthen customer retention and engagement in the event industry.

*Keywords:* High Touch Events, Service Quality, Customer Satisfaction, Electronic Word-of-mouth, Mediation Analysis

## 1. Introduction

The event industry has undergone significant transformation in recent years, driven by increasing competition and the growing demand for immersive and personalized experiences. In this context, service quality has emerged as a critical determinant of event success, influencing not only attendees' immediate perceptions but also their long-term behavioral intentions [1], [2]. Beyond traditional performance metrics, event organizers are now required to deliver holistic experiences that integrate both functional and emotional dimensions of service. This shift underscores the importance of understanding how service quality shapes customer satisfaction and subsequent behavioral outcomes in highly interactive environments.

High-touch events represent a distinctive segment within the entertainment industry, characterized by direct and personalized interactions between artists and fans. These events, including fan meetings, exclusive signings, and interactive concerts, facilitate emotional engagement and relational bonding that extend beyond conventional event experiences [3], [4]. Such interactions are particularly significant as they create memorable experiences that can foster customer loyalty, repeat attendance, and advocacy behaviors. As a result, high-touch events are increasingly recognized as strategic tools for strengthening fan relationships and enhancing the overall value proposition of entertainment offerings.

From a theoretical perspective, service quality is commonly conceptualized through multidimensional frameworks such as SERVQUAL, which includes tangibles, responsiveness, assurance, reliability, and empathy [5], [6]. These dimensions collectively influence customer satisfaction, which is widely acknowledged as a key mediator between service quality and behavioral outcomes [7], [8]. In turn, satisfied customers are more likely to engage in positive

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DOI: <https://doi.org/10.47738/ijaim.v6i1.117>

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electronic word-of-mouth (e-WOM), a critical factor in shaping consumer decision-making in the digital era [9], [10]. The interrelationships among these constructs suggest a complex mechanism through which service experiences translate into broader market impacts.

Despite extensive research on service quality, customer satisfaction, and e-WOM across various industries, limited attention has been given to their application within the context of high-touch events. Existing studies have predominantly focused on sectors such as hospitality, e-commerce, and tourism, leaving a gap in understanding how these relationships operate in highly personalized and emotionally driven event settings [7], [11]. Furthermore, the mediating role of customer satisfaction in linking service quality to e-WOM remains underexplored in niche entertainment contexts, particularly in developing markets.

This research gap is particularly relevant in the Philippine setting, where the entertainment industry has experienced rapid growth alongside increasing digital engagement. Metro Manila, as a central hub for high-touch events, provides a unique context in which artist–fan interactions are both culturally significant and economically impactful. However, empirical evidence examining how service quality influences satisfaction and e-WOM within this context remains scarce. Addressing this gap is essential for both theoretical advancement and practical application in event management.

Accordingly, this study aims to investigate the relationships between high-touch event service quality, customer satisfaction, and electronic word-of-mouth. Specifically, it examines whether service quality significantly influences customer satisfaction and e-WOM, and whether customer satisfaction mediates this relationship. By adopting a quantitative approach, this study seeks to provide empirical validation of these relationships within the context of high-touch events in Metro Manila.

The contribution of this study is twofold. Theoretically, it extends existing literature by applying established service quality and consumer behavior frameworks to a niche yet increasingly relevant segment of the entertainment industry. Practically, it offers insights for event organizers and industry stakeholders on how to enhance service delivery, improve customer satisfaction, and leverage e-WOM to strengthen engagement and retention. Ultimately, this study contributes to a deeper understanding of how experiential quality in high-touch events can drive sustainable success in the evolving entertainment landscape [12].

## 2. Literature Review and Hypothesis Development

### 2.1. High-Touch Events' Service Quality on Customer Satisfaction

Service quality is widely acknowledged as a primary determinant of customer satisfaction in service-based industries. Rooted in the SERVQUAL model, service quality encompasses dimensions such as tangibles, responsiveness, assurance, reliability, and empathy, which collectively shape customers' perceptions of service performance [5], [13]. These dimensions are particularly critical in high-touch events, where direct interaction between service providers and attendees intensifies the evaluation of both technical and relational aspects of service delivery.

Prior studies consistently demonstrate that perceived service quality has a strong and positive effect on customer satisfaction across various contexts, including events, hospitality, and digital services [13], [14], [15]. In experience-driven environments such as high-touch events, responsiveness and empathy play a crucial role in enhancing emotional engagement, which subsequently strengthens satisfaction levels. This aligns with expectation–confirmation perspectives, where satisfaction is formed when perceived performance meets or exceeds customer expectations [7], [16].

However, the relationship between service quality and customer satisfaction may vary depending on contextual factors, such as customer expectations and the presence of alternative value drivers like pricing or product attributes [17]. Despite these variations, the dominant theoretical and empirical consensus supports a significant positive relationship between service quality and customer satisfaction, particularly in interactive and experiential settings. Therefore, in the context of high-touch events, where personalized engagement is central, service quality is expected to significantly influence customer satisfaction.

*H1: High-touch events' service quality significantly affects customer satisfaction.*

## 2.2. Customer Satisfaction on Electronic Word of Mouth

Customer satisfaction plays a crucial role in shaping post-consumption behaviors, particularly electronic word-of-mouth (e-WOM), which has become a dominant communication channel in the digital era. Satisfied customers are more likely to share positive experiences through online platforms, thereby influencing the perceptions and decisions of potential consumers [9], [18]. As such, e-WOM is not only an outcome of satisfaction but also a strategic mechanism that amplifies the impact of customer experiences.

Empirical evidence indicates that customer satisfaction is a strong predictor of positive e-WOM intentions across various industries, including tourism, e-commerce, and service platforms [14], [19], [20]. This relationship is further strengthened by emotional engagement, where highly satisfying experiences generate stronger motivation to communicate and recommend services to others. In high-touch events, the emotional and interactive nature of artist-fan engagement is likely to intensify this effect, increasing the propensity for positive e-WOM behavior.

Moreover, customer satisfaction functions as a key mediating construct that translates service experiences into behavioral outcomes [8], [21]. Although some studies suggest that e-WOM may also influence satisfaction, the predominant direction of influence supports satisfaction as an antecedent of e-WOM. Therefore, higher levels of satisfaction are expected to lead to increased engagement in positive electronic word-of-mouth.

*H2: Customer satisfaction significantly affects electronic word-of-mouth.*

## 2.3. High-Touch Events' Service Quality and Electronic Word of Mouth

The relationship between service quality and electronic word-of-mouth (e-WOM) has been extensively examined, with findings generally supporting a positive association. High service quality enhances perceived value and customer experience, which in turn increases the likelihood of customers sharing favorable opinions through digital channels [18], [22]. In the context of high-touch events, the uniqueness and memorability of personalized interactions further amplify this relationship.

However, the influence of service quality on e-WOM is often indirect and operates through mediating variables such as customer satisfaction and trust [20], [23]. This suggests that while service quality can directly influence e-WOM, its effect is more substantial when it enhances customer satisfaction first. Consequently, service quality is expected to exert both direct and indirect effects on e-WOM, reflecting a complex relational mechanism.

In addition, contextual factors may influence the strength of this relationship. Some studies have reported that service quality does not always directly translate into e-WOM, indicating that customer perceptions and situational dynamics play an important role [24]. Nevertheless, in experience-intensive environments such as high-touch events, where emotional engagement is high, service quality is expected to significantly influence e-WOM behavior.

*H3: There is a significant relationship between high-touch events' service quality and electronic word-of-mouth.*

## 2.4. Customer Satisfaction Mediates Between High-Touch Events' Service Quality and Electronic Word of Mouth

The interrelationship among service quality, customer satisfaction, and electronic word-of-mouth represents a well-established framework in consumer behavior research. Customer satisfaction is widely recognized as a central mediating variable that links service quality to behavioral outcomes [8], [21]. When customers perceive high service quality, they are more likely to develop satisfaction, which subsequently drives positive behavioral intentions such as e-WOM.

This mediating mechanism is particularly relevant in high-touch events, where service experiences are both functional and emotional. The interactive and personalized nature of these events enhances the impact of service quality on satisfaction, which in turn increases the likelihood of customers sharing their experiences online. Thus, customer satisfaction serves as a bridge that transforms service performance into communicative behavior.

Furthermore, prior studies suggest that the mediating role of customer satisfaction is often partial rather than full, as service quality may still exert a direct influence on e-WOM [20], [23]. This indicates that both direct experiential

evaluations and overall satisfaction contribute to the formation of e-WOM. Therefore, in the context of high-touch events, customer satisfaction is expected to partially mediate the relationship between service quality and e-WOM.

*H4: Customer satisfaction mediates the relationship between high-touch events' service quality and electronic word-of-mouth.*

Figure 1 illustrates the proposed research framework of this study, which examines the relationships among high-touch events' service quality, customer satisfaction, and electronic word-of-mouth (e-WOM). As shown in the model, service quality is hypothesized to have a direct effect on customer satisfaction (H1) and e-WOM (H3), while customer satisfaction is also expected to directly influence e-WOM (H2). In addition, customer satisfaction is positioned as a mediating variable that links service quality to e-WOM (H4), reflecting both direct and indirect pathways. This conceptual framework is grounded in established service and consumer behavior theories, which suggest that service quality influences behavioral outcomes both independently and through satisfaction mechanisms [8], [20], [23]. Overall, the model highlights the central role of customer satisfaction in translating service experiences into positive online communication behaviors within the context of high-touch events.

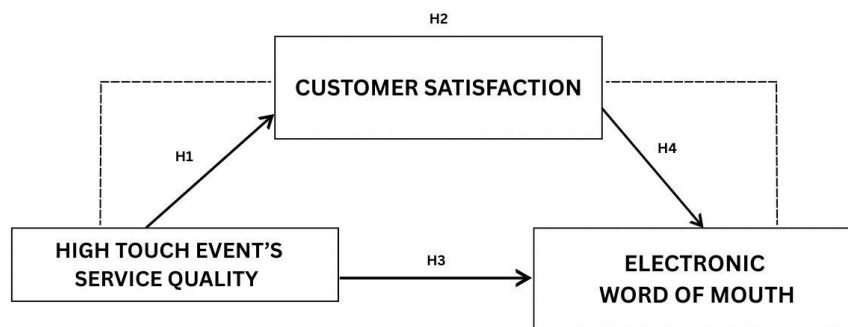


Figure 1. Research Paradigm

### 3. Methodology

This study employed a quantitative research approach using a correlational design to examine the relationships among high-touch events' service quality, customer satisfaction, and electronic word-of-mouth (e-WOM). The correlational design was selected to determine the strength and direction of associations among the variables, while mediation analysis was incorporated to assess whether customer satisfaction functions as an intervening variable between service quality and e-WOM. This approach is appropriate for testing the proposed conceptual framework and validating the hypothesized relationships.

The study was conducted in Metro Manila, Philippines, which serves as a central hub for high-touch events such as concerts, fan meetings, and interactive entertainment activities. The selection of this location was based on its high concentration of event venues and accessibility to the target population. The respondents consisted of individuals who had attended at least one high-touch event within the past year, ensuring that participants possessed relevant and recent experiential knowledge.

A purposive sampling technique was employed to select respondents who met the specified criteria. A total of 377 questionnaires were distributed, of which 291 valid responses were obtained, resulting in a response rate of 77.19%. Data collection was carried out using both online and face-to-face survey methods. Online surveys were disseminated through social media platforms, while in-person data collection was conducted at selected event venues between September 18 and October 6, 2025. This mixed-mode approach enhanced data coverage and minimized sampling bias.

### 3.1. Measurement and Instrumentation

The data were collected using a structured questionnaire consisting of four main sections, namely demographic profile, service quality, customer satisfaction, and electronic word-of-mouth behavior. The measurement of service quality was based on the SERVQUAL framework, which includes five dimensions: tangibles, responsiveness, assurance, reliability, and empathy. Customer satisfaction was measured as an overall evaluation of the event experience, while e-WOM was measured based on respondents' intention to share, recommend, and communicate their experiences through online platforms.

All variables were measured using a five-point Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree), allowing for the quantification of respondents' perceptions and attitudes. The operationalization of variables is presented in table 1.

**Table 1.** Operational Definition of Variables

Variable	Dimensions	Indicators	Source
Service Quality	Tangibles, Responsiveness, Assurance, Reliability, Empathy	Physical facilities, staff responsiveness, trust and assurance, service consistency, personalized attention	SERVQUAL [5]
Customer Satisfaction	Overall evaluation	Satisfaction level, expectation fulfillment, overall experience	[7]
Electronic Word-of-Mouth (e-WOM)	Behavioral intention	Online sharing, recommendation, review intention	[9]

To ensure content validity, the questionnaire was reviewed and evaluated by academic experts in the field. A pilot test was conducted with a small group of respondents to assess the clarity, relevance, and consistency of the items. Reliability was evaluated using Cronbach's alpha coefficient, which measures the internal consistency of the instrument. The formula used is presented below:

$$\alpha = \frac{k}{k - 1} \left( 1 - \frac{\sum \sigma_i^2}{\sigma_t^2} \right) \tag{1}$$

$k$  represents the number of items,  $\sigma_i^2$  denotes the variance of each item, and  $\sigma_t^2$  represents the total variance. A Cronbach's alpha value of 0.70 or higher is generally considered acceptable for reliability.

### 3.2. Data Analysis Techniques

The collected data were analyzed using both descriptive and inferential statistical techniques. Descriptive statistics, including frequency, percentage, and weighted mean, were used to summarize the demographic characteristics of respondents and their perceptions of service quality, customer satisfaction, and e-WOM. The weighted mean was computed using the following formula:

$$\bar{X} = \frac{\sum fx}{N} \tag{2}$$

$\bar{X}$  represents the weighted mean,  $f$  denotes the frequency,  $x$  is the score assigned to each response, and  $N$  is the total number of respondents.

Inferential statistics were employed to test the hypotheses and examine the relationships among variables. The Pearson correlation coefficient was used to determine the strength and direction of the linear relationship between variables. The formula is expressed as follows:

$$r = \frac{\sum(X - \bar{X})(Y - \bar{Y})}{\sqrt{\sum(X - \bar{X})^2 \sum(Y - \bar{Y})^2}} \tag{3}$$

$r$  represents the correlation coefficient, and  $X$  and  $Y$  denote the variables being analyzed.

Furthermore, mediation analysis was conducted to examine the indirect effect of service quality on e-WOM through customer satisfaction. The mediation model follows three regression equations:

$$Y = cX + e \tag{4}$$

$$M = aX + e \tag{5}$$

$$Y = c'X + bM + e \tag{6}$$

$X$  represents service quality,  $M$  represents customer satisfaction, and  $Y$  represents electronic word-of-mouth. The coefficients  $a$ ,  $b$ ,  $c$ , and  $c'$  indicate the direct and indirect effects among variables. A significant reduction in the coefficient  $c$  after including the mediator indicates the presence of mediation.

### 3.3. Ethical Considerations

Ethical standards were strictly observed throughout the research process. All participants were informed about the purpose of the study prior to their participation, and their involvement was entirely voluntary. Respondents were assured that their identities would remain anonymous and that all information provided would be treated with strict confidentiality. Additionally, participants were given the right to withdraw from the study at any stage without any consequences. These measures ensured that the study adhered to ethical research practices and protected the rights and welfare of all respondents.

## 4. Results and Discussion

### 4.1. Descriptive Analysis

Table 2 presents the summary of weighted mean scores for each variable included in the study. The results indicate that all variables fall within the “Agree” range, suggesting that respondents generally have favorable perceptions toward high-touch events’ service quality, customer satisfaction, and electronic word-of-mouth (e-WOM). This overall positive evaluation reflects that respondents perceive high-touch events as delivering satisfactory service experiences.

**Table 2.** Summary of Weighted Mean Scores and Interpretation

Variables	Weighted Mean	Remarks
Responsiveness	4.04	Agree
Reliability	4.38	Agree
Assurance	4.45	Agree
Empathy	4.34	Agree
Tangibles	4.45	Agree
Electronic Word-of-Mouth	4.41	Agree
Customer Satisfaction	4.39	Agree

Among the service quality dimensions, assurance and tangibles obtained the highest mean scores, both at 4.45, indicating that respondents place strong importance on trust, professionalism, and the physical aspects of event delivery such as venue setup, equipment, and overall ambiance. These findings suggest that attendees value not only the experiential aspects of high-touch events but also the credibility and visible quality of service provided. Reliability and empathy also received high evaluations, with mean scores of 4.38 and 4.34, respectively, indicating that consistent service performance and personalized attention contribute significantly to positive customer perceptions.

Responsiveness recorded the lowest mean score at 4.04, although it still falls within the “Agree” category. This suggests that while respondents generally perceive service providers as responsive, there may be opportunities to further enhance promptness and efficiency in addressing customer needs during events. The relatively lower score of responsiveness compared to other dimensions highlights a potential area for improvement, particularly in high-touch environments where real-time interaction is critical.

Customer satisfaction achieved a high mean score of 4.39, reflecting that attendees are generally satisfied with their experiences in high-touch events. Similarly, e-WOM recorded a mean score of 4.41, indicating that respondents are inclined to share positive experiences and recommend events through online platforms. These findings suggest that favorable service evaluations are closely associated with positive behavioral intentions, reinforcing the importance of delivering high-quality service experiences.

### 4.2. Correlation Analysis

Table 3 presents the results of the Pearson correlation analysis conducted to examine the relationships among service quality, customer satisfaction, and electronic word-of-mouth. The results reveal that all hypothesized relationships are positive and statistically significant at  $p < 0.05$ , indicating strong associations among the variables.

**Table 3.** Summary of Correlational Results

Hypothesis	Path	r-value	p-value	Remarks
H1	HTSQ → CS	0.821	0.000	Supported
H2	CS → E-WOM	0.786	0.000	Supported
H3	HTSQ → E-WOM	0.835	0.000	Supported

The relationship between service quality and customer satisfaction ( $r = 0.821$ ) is strong and positive, indicating that higher levels of perceived service quality are associated with higher levels of customer satisfaction. This finding supports the theoretical assumption that service quality is a primary antecedent of satisfaction, particularly in experience-driven contexts such as high-touch events. The strength of this relationship suggests that improvements in service delivery, including both functional and emotional aspects, can significantly enhance overall customer satisfaction.

The correlation between customer satisfaction and e-WOM ( $r = 0.786$ ) is also strong and significant, indicating that satisfied customers are more likely to engage in positive electronic word-of-mouth. This finding highlights the role of satisfaction as a key driver of post-consumption behavior, where customers who perceive value in their experiences are motivated to share their opinions and recommendations with others through digital platforms. The strength of this relationship emphasizes the importance of satisfaction in influencing customer advocacy.

Furthermore, the relationship between service quality and e-WOM ( $r = 0.835$ ) is the strongest among the three paths, indicating that service quality has a substantial influence on customers' intention to share their experiences online. This suggests that customers may directly respond to high-quality service experiences by engaging in e-WOM, even without the mediating influence of satisfaction. This finding reinforces the importance of delivering high-quality service in stimulating immediate behavioral responses.

Overall, the correlation results provide strong empirical support for the proposed relationships, indicating that service quality, customer satisfaction, and e-WOM are closely interconnected in the context of high-touch events.

### 4.3. Mediation Analysis

Table 4 presents the results of the mediation analysis conducted to examine the role of customer satisfaction as a mediator between service quality and electronic word-of-mouth. The analysis follows a standard mediation framework, where service quality is treated as the independent variable, customer satisfaction as the mediator, and e-WOM as the dependent variable.

**Table 4.** Results of the Mediation Analysis

Path	$\beta$	t	p-value	Remarks
X → M (Path A)	0.994	24.417	<0.05	Supported
M → Y (Path B)	0.297	5.745	<0.05	Supported
X → Y (Direct, Path C')	0.642	25.775	<0.05	Supported

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X → M → Y (Indirect)	5.55	10.807	<0.05	Supported (Partial Mediation)
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The results indicate that service quality has a very strong and significant effect on customer satisfaction ( $\beta = 0.994$ ), suggesting that improvements in service quality almost proportionally enhance customer satisfaction levels. This highlights the central role of service quality as a key determinant of customer evaluations in high-touch events.

Customer satisfaction also demonstrates a significant positive effect on e-WOM ( $\beta = 0.297$ ), indicating that higher levels of satisfaction increase the likelihood of customers engaging in positive online communication. Although the magnitude of this effect is moderate compared to the direct effect of service quality, it remains statistically significant and meaningful in explaining behavioral outcomes.

The direct effect of service quality on e-WOM remains significant even after including customer satisfaction in the model ( $\beta = 0.642$ ), indicating that service quality influences e-WOM both directly and indirectly. This finding suggests that while satisfaction plays an important mediating role, service quality itself also directly drives customers' intention to share their experiences.

The significance of the indirect effect, supported by the Sobel test, confirms the presence of partial mediation. This implies that customer satisfaction acts as an important mechanism through which service quality influences e-WOM, but it does not fully account for the relationship. In other words, customers may engage in e-WOM both because they are satisfied and because they directly perceive high-quality service experiences.

#### 4.4. Discussion

The findings of this study provide comprehensive insights into the relationships among service quality, customer satisfaction, and electronic word-of-mouth in the context of high-touch events. The strong and significant effect of service quality on customer satisfaction confirms that both functional and emotional aspects of service delivery are critical in shaping customer experiences. In high-touch events, where interaction and personalization are central, the quality of service plays an even more prominent role in influencing customer perceptions.

The significant relationship between customer satisfaction and e-WOM further demonstrates that satisfied customers are more likely to engage in positive communication behaviors. This highlights the importance of creating memorable and emotionally engaging experiences that not only meet but exceed customer expectations. In such environments, satisfaction becomes a key driver of customer advocacy, influencing how experiences are shared within digital communities.

Moreover, the findings reveal that service quality has both direct and indirect effects on e-WOM, indicating a complex relationship among the variables. The partial mediation effect of customer satisfaction suggests that while satisfaction enhances the impact of service quality on e-WOM, customers may also respond directly to high-quality service experiences without necessarily relying on overall satisfaction as an intermediary. This reflects the unique nature of high-touch events, where immediate emotional responses may trigger behavioral intentions.

Overall, the results emphasize the strategic importance of service quality in shaping both customer satisfaction and behavioral outcomes. Event organizers should focus on delivering high-quality, consistent, and emotionally engaging service experiences to enhance satisfaction and stimulate positive electronic word-of-mouth. By doing so, they can strengthen customer relationships, increase retention, and improve the overall success of high-touch events.

#### 5. Conclusion and Recommendation

This study examined the relationships among high-touch events' service quality, customer satisfaction, and electronic word-of-mouth (e-WOM) within the context of Metro Manila. The findings revealed that service quality has a strong and significant positive effect on customer satisfaction, indicating that improvements in service delivery enhance attendees' overall evaluation of their experiences. In addition, service quality was found to significantly influence e-WOM, suggesting that high-quality event experiences encourage customers to share positive feedback and recommendations through digital platforms.

Furthermore, the results confirmed that customer satisfaction significantly affects e-WOM, reinforcing its role as a key driver of post-consumption behavior. The mediation analysis demonstrated that customer satisfaction partially mediates the relationship between service quality and e-WOM. This indicates that service quality influences e-WOM both directly and indirectly by first enhancing customer satisfaction. These findings highlight the importance of delivering high-quality and engaging service experiences in fostering customer satisfaction and encouraging positive online communication.

From a practical perspective, the study provides valuable insights for event organizers and industry practitioners. Enhancing service quality, particularly in terms of responsiveness, personalization, and reliability, can significantly improve customer satisfaction and increase the likelihood of positive e-WOM. Event organizers are encouraged to focus on creating interactive and emotionally engaging experiences that align with customer expectations, as these factors play a crucial role in shaping customer perceptions and behaviors.

Despite its contributions, this study has several limitations. The research was limited to respondents in Metro Manila and employed a purposive sampling technique, which may restrict the generalizability of the findings. In addition, the study relied on self-reported data, which may be subject to response bias.

Future research is recommended to expand the scope of the study by including a broader geographic area and a more diverse sample. Researchers may also consider collecting data immediately after event participation to capture more accurate and immediate customer responses. Furthermore, incorporating qualitative methods such as interviews or focus group discussions could provide deeper insights into customer experiences and the underlying factors that drive satisfaction and e-WOM in high-touch events.

## 6. Declarations

### 6.1. Author Contributions

Conceptualization: M.J.B.M., J.A.A., G.M., M.B.O., and J.O.G.; Methodology: M.J.B.M., J.A.A., and J.O.G.; Software: M.J.B.M.; Validation: M.J.B.M., J.A.A., and J.O.G.; Formal Analysis: M.J.B.M., M.B.O., and J.O.G.; Investigation: M.J.B.M., G.M., and M.B.O.; Resources: J.A.A. and G.M.; Data Curation: M.B.O. and J.O.G.; Writing Original Draft Preparation: M.J.B.M., M.B.O., and J.O.G.; Writing Review and Editing: M.J.B.M., J.A.A., and J.O.G.; Visualization: M.J.B.M. and M.B.O.; All authors have read and agreed to the published version of the manuscript.

### 6.2. Data Availability Statement

The data presented in this study are available on request from the corresponding author.

### 6.3. Funding

The authors received no financial support for the research, authorship, and/or publication of this article.

### 6.4. Institutional Review Board Statement

Not applicable.

### 6.5. Informed Consent Statement

Not applicable.

### 6.6. Declaration of Competing Interest

The authors declare that they have no known competing financial interests or personal relationships that could have appeared to influence the work reported in this paper.

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