THE INFLUENCE OF SOCIAL MEDIA MARKETING ACTIVITY ON INTENTION TO REPURCHASE

(Case of Instagram Marketing of Salad.Nyo)

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Compiled By:

Antonius Bagus Kurnia Adhi

Student Number: 181224246

Business and Economics Faculty

UNIVERSITAS ATMA JAYA YOGYAKARTA

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Compiled By:

Antonius Bagus Kurnia Adhi

Student Number: 181224246

Has been reviewed and approve by:

Supervisor

W. Mahestu N. K., SE., M. Sc.IB, Ph.D.

6 Juni 2023

SKRIPSI

The Influence of Social Media Marketing Activity on Intention to Repurchase (Case of Instagram Marketing of Salad.Nyo)

yang dipersiapkan dan disusun oleh

Antonius Bagus Kurnia Adhi NPM: 181224246

Telah dipertahankan di depan Panitia Penguji Pada 5 Mei 2023

Dan dinyatakan telah memenuhi syarat untuk diterima Sebagai salah satu persyaratan untuk mencapai gelar Sarjana Manajemen (S1) Program Studi International Business Management Program

SUSUNAN PANITIA PENGUJI

Ketua Panitia Penguji

Anggota Panitia Penguji

W. Mahestu N. Krisjanti, SE., M.Sc.IB., Ph.D.

C. Jarot Priyogutomo. Drs., MBA

Nadia Nila Sari, SE., MBA

allmare

Yogyakarta, 13 Juni 2023

Dekan Fakultas Bisnis dan Ekonomika

Universitas Atma Jaya Yogyakarta

Drs. Badi Suprapto, MBA., Ph.d.

PANIATAS BESTUS DAN ENDISONNA

AUTHENTICITY ACKNOWLEDGEMENT

I, Antonius Bagus Kurnia Adhi, hereby declare that I compiled the thesis with

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Antonius Bagus Kurnia Adhi

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THE INFLUENCE OF SOCIAL MEDIA MARKETING ACTIVITY ON INTENTION TO REPURCHASE

(Case of Salad.Nyo)

Antonius Bagus Kurnia Adhi¹, Wanefrida Mahestu Noviandra Krisjanti²

Student of International Business Management Program, Faculty of Business and Economics Atma Jaya Yogyakarta University¹

Lecturer Faculty of Business and Economics Atma Jaya Yogyakarta University²

International Business Management Program

Faculty of Business and Economics Atma Jaya Yogyakarta University Jalan Babarsari 43-44, Yogyakarta

Abstract

This research was conducted with the aim of analyzing and assessing the influence of Salad.Nyo's Instagram marketing activities on brand awareness, brand image and repurchase intention. Data from this study were collected through questionnaires distributed using Google Forms online. Model testing in this study uses partial least square path modeling (PLS-SEM), with applications SmartPLS 4.0.8.9 software. The purposive sampling technique was used to determine the sample. The information was gathered through online questionnaires distributed to 157 respondents who met the criteria which had seen the Salad.Nyo Instagram account and purchased Salad.Nyo Product. Results obtained from this research show that entertainment, and word of mouth carried out on Instagram have had a positive and significant impact on brand awareness of the Salad.Nyo brand. as entertainment, customization, interaction, and word of mouth have had a positive and significant impact on brand image. Brand awareness and brand image had a positive and significant impact on repurchase intention.

Keywords: entertainment, customization, interaction, trendiness, word of mouth, brand awareness, brand image, repurchase intention