CHAPTER 5 CONCLUSION

5.1. Conclusion

Based on the result and discussion of this research, this research could conclude that:

- The influence of social media marketing activities has an influence on selfexpressive brands (inner self). Social media marketing activities that Erigo created will significantly increase self-expressive brands (inner self). Therefore, hypothesis (H1) social media marketing activities influences self-expressive brands (inner self), is accepted.
- 2. The influence of social media marketing activities has an influence on self-expressive brands (social self). Social media marketing activities that Erigo created will significantly increase self-expressive brands (social self). Therefore, hypothesis (H2) social media marketing activities influences self-expressive brands (social self), is accepted.
- 3. The influence of social media marketing activities has an influence on brand love. Social media marketing activities that Erigo created will significantly increase brand love. Therefore, hypothesis (H3) social media marketing activities influences brand love, is accepted.
- 4. The influence of Self-expressive brands (inner self) has an influence on brand love. This finding confirms that there is no significant effect between self-expressive brands (inner self) and brand love. Therefore, hypothesis (H4) self-expressive brands (inner self) influences brand love, is rejected.
- 5. The influence of self-expressive brands (social self) has an influence on brand love. Self-expressive brands (social self) that Erigo created will significantly increase brand love. Therefore, hypothesis (H5) selfexpressive brands (social self) influences brand love, is accepted.
- 6. The influence of brand love has an influence on brand loyalty. Brand love that Erigo created will significantly increase brand loyalty. Therefore, hypothesis (H6) brand love influences brand loyalty, is accepted.

- 7. Self-expressive brands (inner self) mediates the effect between social media marketing activities and brand love. This finding confirms that selfexpressive brands (inner self) is unable to mediate the effect between social media marketing activities and brand love in Erigo.
- 8. Self-expressive brands (social self) mediates the effect between social media marketing activities and brand love. This finding confirms that self-expressive brands (social self) can mediate the effect between social media marketing activities and brand love in Erigo.

5.2. Managerial Implications

Based on the result of this research, it claims that social media marketing activities gives impact to self-expressive brands (inner self). Therefore, Erigo should create a content or campaign that able to show the customer that their brand are able to improve the confidence of the customers. This strategy can be performed by encouraging customers to share their outfits in social media. Social media marketing activities is also significant in positively influencing self-expressive brands (social self). This means the social media marketing activities that are conducted by Erigo can influence the customer's perception of their brand selfexpressiveness. Therefore, Erigo should show their brand self-expressiveness by creating a campaign where they encourage their customer to express their fashion taste without worrying about the general public opinions.

In Addition, social media marketing activities gives impact to brand love. Therefore, Erigo can improve their social media marketing activities by creating content marketing that tells stories that inspire the brand. For example, the content tells us that the brand donate used clothing to people who are in need. Hence, if Erigo successfully increase their social media marketing activity it could increase the customer love for the brand.

In this Study, this research examines those self-expressive brands (social self) affects brand love. In this regard, Erigo must emphasize the similarity between the personality and identity of the brand contributes with the customer "ideal self" which can contribute to customer love for the brand. The researcher suggests to

focus on defining the brand and knowing the target customer, so that Erigo can evoke an emotional response from their target customer segment, which in turn incites a positive reaction from the customers and leading them to purchase Erigo's products.

Finally, this research also found that brand love affects brand loyalty. In this regard, Erigo must able to communicate on why their customer love for the brand is important to build their brand loyalty. The researcher suggests Erigo to focus on establishing emotional connection with their customer by improving their loyalty program through providing rewards such as discount and coupons which can be used to purchase the product.

5.3. Limitation of the Research

Based on the progress of this research that has been done, these are several limitations in this research as follows:

1. The research result of outer loadings on social media marketing activities values are below 0.50. According to Hair et al. (2019) the value of outer loadings must exceed 0.50, however, the outer loadings values in questionnaire item that are below 0.50 as follows: SMMA11 (0.498) and BL4 (0.335). Therefore, these items are trimmed to get a better result on outer loadings. In this research, the item SMMA8 must be trimmed due to the result of Average Variance Extracted. The lowest value of outer loadings in variable of social media marketing activities is SMMA8. Hence, it is trimmed to get a better result on Average Variance Extracted. Moreover, in this research, the item BL5 must be trimmed due to the result of Fornell-Larcker Criterion. The lowest value of outer loadings in variable of brand love is BL5. Hence, it is trimmed to get a better result on Fornell-Larcker Criterion. Moreover, in this research, item BLO1 must be trimmed due to the result of Cross Loading. The lowest value of outer loadings in variable brand loyalty is BLO1. Hence, it is trimmed to get a better result on the Cross Loading.

- This study only analyze respondents from one generation (Generation Z). Therefore the result of this study are unable to generalize for other generation.
- 3. This research only uses one fashion brand as the object under study, so it cannot be generalized to the overall fashion brand.

5.4. Future Research Suggestions

- 1. Future research should ensure that every questionnaire item of the outer factor is more than 0.5, as this thesis has multiple outer factor values less than 0.5. In addition, the researcher expects that future research would include face validity, so that the questionnaire may be better understood by the public.
- Future research should analyze respondents from other generations (Generation X and Generation Y), in order to determine new results and findings
- 3. Future research can use more fashion brands such as watch brands, glasses, and bags so that they can discover phenomena of broader brand loyalty so that they can represent the overall fashion brands.

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APPENDIX 1 Questionnaire

QR-Code for the respondents to access the questionnaire



Bagian 1 dari 3

Linking Social Media Marketing Activities * : With Brand Love: Perspective on Brand Fashion

Responden yang terhormat,

Perkenalkan nama saya Christoper Situmorang, mahasiswa Manajemen Internasional, Fakultas Bisnis dan Ekonomika Universitas Atma Jaya Yogyakarta.Saat ini saya sedang melakukan penelitian untuk keperluan tugas akhir skripsi saya dengan judul "Linking Social Media Marketing Activities with Brand Love: Perspective on Brand Fashion"

Berkaitan dengan hal tersebut, saya memohon bantuan dari teman - teman untuk mengisi kuesioner ini.Atas ketersediaan dan waktu teman - teman, saya ucapkan terima kasih.

Apakah anda mengetahui produk merk Erigo Apparel?*

🔿 Ya

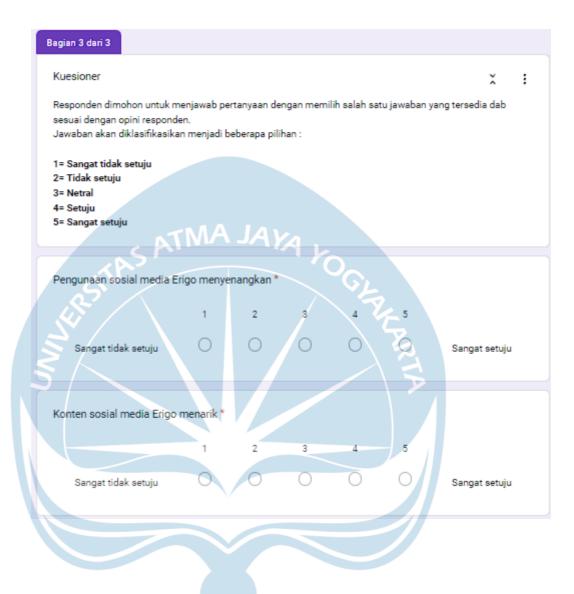
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Apakah anda mengikuti sosial media Erigo Apparel (Instagram, Youtube, Facebook, Twitter)*

) Ya

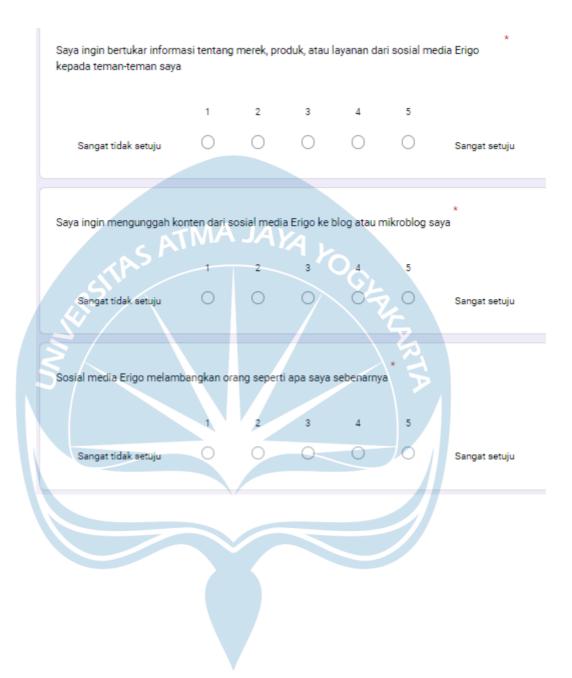
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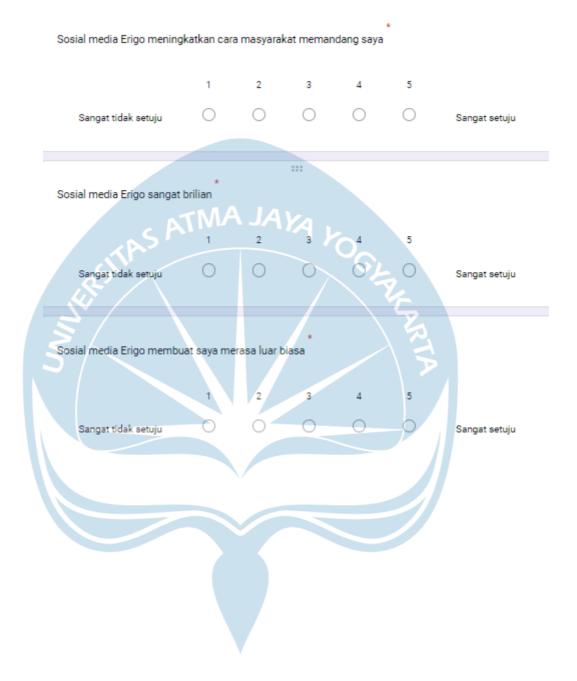
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Saya suka sosial media Erigo!

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APPENDIX 2 Data

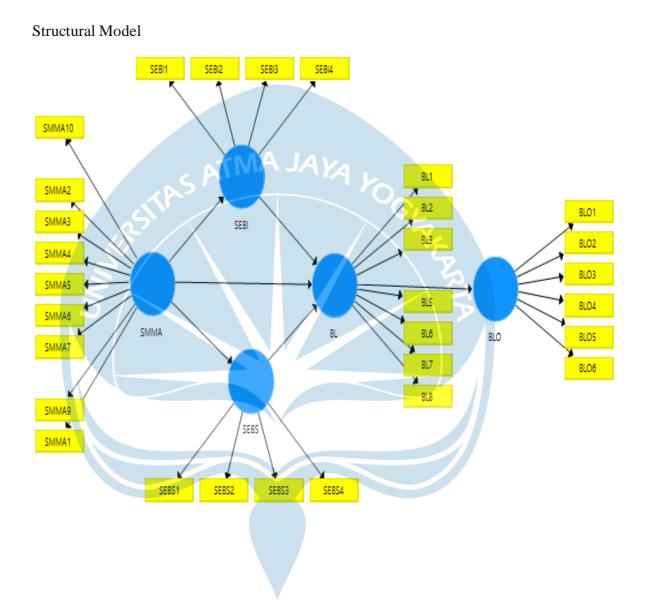
Questionnaire data of Erigo Apparel

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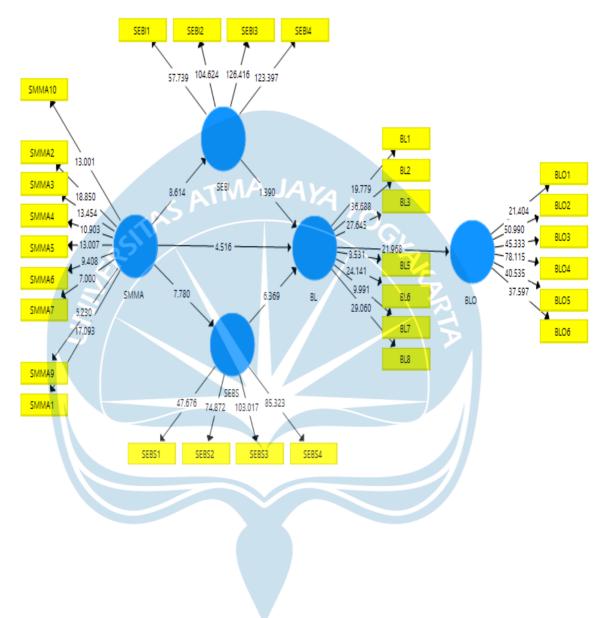
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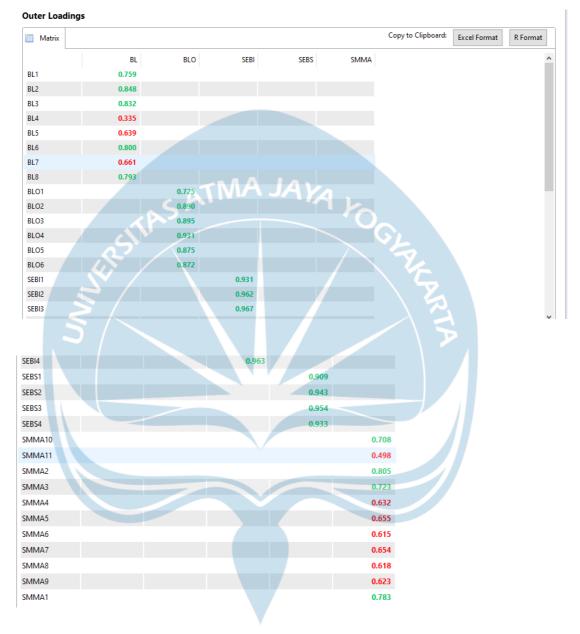
APPENDIX 3 Data Analysis



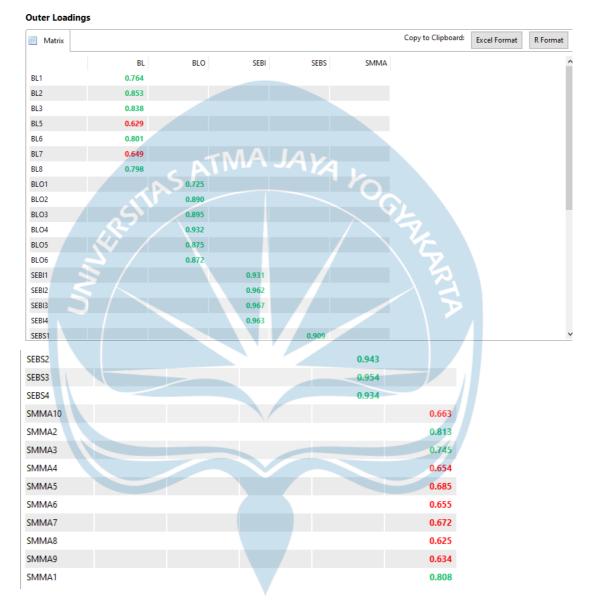
Construct Model



Outer Loadings 1



Outer Loadings 2

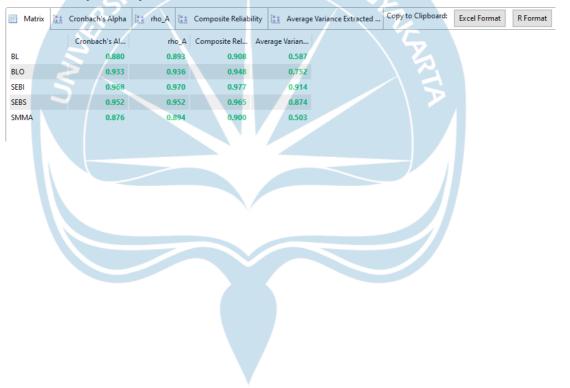


Average Variance Extracted 1

Matrix	Cronbach's Alpha	👫 rho_A	🛔 Composite Reliab	ility	Copy to Clipboard:	Excel Format	R Format
	Cronbach's Al	rho_	A Composite Rel	Average Varian			
BL	0.880	0.89	3 0.908	0.587			
BLO	0.933	0.93	5 0.948	0.752			
SEBI	0.968	0.97	0.977	0.914			
SEBS	0.952	0.95	2 0.965	0.874			
SMMA	0.884	0.90	0.904	0.488			

Average Variance Extracted 2

Construct Reliability and Validity

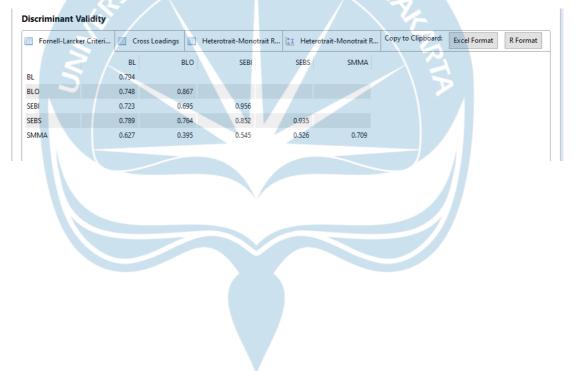


Fornell-Larcker Criterion 1

Discriminant Validity

Fornell-Larck	er Criteri	Cross Loadir	gs 🔲	Heterotrait-Mono	otrait R 👫 H	leterotrait-Monotrait	R Copy to Clipboard:	Excel Format
		3L	BLO	SEBI	SE	s smma		
BL	0.76	i6						
BLO	0.75	6	0.867					
SEBI	0.73	8	0.694	0.956				
SEBS	0.79	6	0.764	0.852	0.93	5		
SMMA	0.61	2	0.396	0.546	0.52	.7 0.709		
			~	ΓMA	JAV	<u>.</u>		

Fornell-Larcker Criterion 2



Cross Loading 1

Discriminant Validity

Fornell-Larcker Cri	iteri 🔲 Cross Loa	dings 🔲 H	eterotrait-Monotrait	R 👯 Heterotra	it-Monotrait R	Copy to Clipboard:	Excel Format	R Forma
	BL	BLO	SEBI	SEBS	SMMA			
BL1	0.779	0.518	0.515	0.576	0.414			
BL2	0.847	0.712	0.673	0.783	0.449			
BL3	0.856	0.563	0.576	0.625	0.550			
BL6	0.812	0.615	0.504	0.579	0.544			
BL7	0.656	0.453	0.515	0.492	0.430			
BL8	0.798	0.654	0.635	0.658	0.590			
BLO1	0.761	0.726	0.646	0.713	0.519			
BLO2	0.695	0.890	0.671	0.703	0.388			
BLO3	0.578	0.894	0.582	0.620	0.234			
BLO4 BLO5	0.597 0.621	0.931	0.568	0.664	0.278			
BLOG	0.553	0.873	0.533	0.559	0.275			
SEBI1	0.662	0.635	0.931	0.782	0.476			
SEBI2	0.714	0.686	0.962	0.832	0.540			
SEBI3	0.700	0.674	0.967	0.827	0.525	y		
SEBI4	0.687		0.659	0.963	0.817	0.541		
SEBS1	0.759		0.715	0.863	0.909	0.511		
SEBS2	0.739		0.735	0.778	0.943	0.457		
SEBS3	0.721		0.702	0.757	0.954	0.485		
SEBS4	0.730		0.704	0.785	0.934	0.513		
SMMA10	0.593		0.561	0.594	0.600	0.674		
SMMA2	0.500		0.249	0.367	0.431	0.819		
SMMA3	0.413		0.302	0.344	0.346	0.768		
SMMA4	0.360		0.239	0.365	0.316	0.673		
SMMA5	0.388		0.257	0.368	0.324	0.708		
SMMA6	0.318		0.129	0.235	0.170	0.658		
SMMA7	0.415		0.160	0.268	0.280	0.658		
SMMA9	0.399		0.166	0.279	0.291	0.583		
SMMA1	0.465		0.230	0.456	0.369	0.808		

Cross Loading 2

Discriminant Validity

Fornell-Larcker C	Criteri 🔲 Cross Loa	adings 🔲 He	terotrait-Monotrait F	R 👫 Heterotrait-	Monotrait R	Copy to Clipboard:	Excel Format
	BL	BLO	SEBI	SEBS	SMMA		
BL1	0.779	0.464	0.515	0.576	0.414		
BL2	0.848	0.654	0.673	0.783	0.449		
BL3	0.856	0.507	0.576	0.625	0.550		
BL6	0.811	0.548	0.504	0.579	0.544		
BL7 BL8	0.657 0.797	0.417	0.515	0.492	0.430		
BLO2	0.695	0.373	0.671	0.703	0.388		
BLO3	0.578	0.932	0.582	0.620	0.234		
BLO4	0.597	0.955	0.568	0.664	0.278		
BLO5	0.621	0.885	0.551	0.648	0.273		
BLO6	0.553	0.902	0.533	0.559	0.285		
SEBI1	0.662	0.592	0.931	0.782	0.476		
SEBI2	0.714	0.637	0.962	0.832	0.540		
SEBI3	0.700	0.618	0.967	0.827	0.525	Z	
SEBI4	0.687	0.610	0.963	0.817	0.541	2	
SEBS1 SEBS2	0.759	0.667	0.863	0.909 0.943	0.511		
EBS3	0.721		0.652	0.757	0.95	4	0.485
EBS4	0.730)	0.642	0.785	0.93	4	0.513
MMA10	0.593	3	0.500	0.594	0.60	0	0.674
MMA2	0.499)	0.195	0.367	0.43	1	0.819
ММАЗ	0.413	3	0.264	0.344	0.34	6	0.768
MMA4	0.360)	0.216	0.365	0.31	6	0.673
MMA5	0.388	3	0.215	0.368	0.32	4	0.708
MMA6	0.318	3	0.071	0.235	0.17	0	0.657
MMA7	0.414	1	0.093	0.268	0.28	0	0.658
MMA9	0.399)	0.102	0.279	0.29	1	0.583
MMA1	0.466	5	0.185	0.457	0.36	9	0.808

Cronbach's Alpha and Composite Reliability

Construct Reliability and Validity

Matrix	Cronbach's Alpha		Composite Reliabil	ity 👫 Average	Variance Extracted	Copy to Clipboard:	Excel Format	R Format
	Cronbach's Al	rho_A	Composite Rel	Average Varian				
BL	0.880	0.893	0.908	0.587				
BLO	0.933	0.936	0.948	0.752				
SEBI	0.968	0.970	0.977	0.914				
SEBS	0.952	0.952	0.965	0.874				
SMMA	0.876	0.894	0.900	0.503				

R Square Adjusted

Matrix	R Square 👫 R Square Adjuste	ed	Copy to Clipboard: Excel Format
	R Square R Sq	uare Adjusted	
BL	0.686	0.680	
BLO	0.454	0.451	
SEBI	0.297	0.292	
SEBS	0.277	0.272	



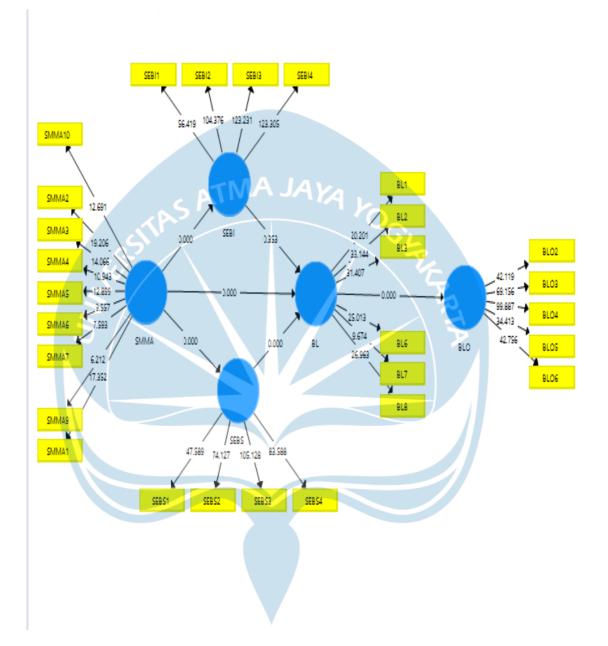


Q-Square Result

Construct Crossvalidated Redundancy	
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Total	Case1	Case2	Case3	Case4 Case	5 🔂 Case6	Case7	Copy to Clipboard:	Excel Format	RF
		SSO	SSE	Q ² (=1-SSE/SSO)					
BL		900.000	526.750	0.415					
BLO		750.000	475.026	0.367					
SEBI		600.000	441.303	0.264					
SEBS		600.000	458.982	0.235					
SMMA		1350.000	1350.000						

Bootstrapping Construct Model



Path Coefficient

Path Coefficients

Mean, STDEV,	T-Values, P-Val	Confidence Int	ervals 🔲 Confi	dence Intervals Bias C	o 🔲 Samples	Copy to Clipboard:	Excel Format	R Forma
	Original Sampl	Sample Mean (Standard Devia	T Statistics (O/	P Values			
BL -> BLO	0.674	0.676	0.048	13.971	0.000			
SEBI -> BL	0.086	0.087	0.092	0.930	0.353			
SEBS -> BL	0.569	0.564	0.087	6.521	0.000			
SMMA -> BL	0.281	0.283	0.057	4.950	0.000			
SMMA -> SEBI	0.545	0.550	0.062	8.829	0.000			
SMMA -> SEBS	0.526	0.532	0.065	8.065	0.000			

Indirect Effect

Specific Indirect Effects

Mean, STDEV, T-Values, P-V	/al 🔲 Confide	ence Intervals	Confidence Inter	vals Bias Co	Samples Copy to Clip	board: Excel Format	R Format
	Original Sa	Sample Mean (St	tandard Devia	T Statistics (O/	P Values		
SMMA -> SEBI -> BL	0.047	0.048	0.051	0.912	0.362	P	
SMMA -> SEBS -> BL	0.299	0.298	0.050	6.006	0.000		
SEBI -> BL -> BLO	0.058	0.059	0.062	0.929	0.353		
SMMA -> SEBI -> BL -> BLO	0.031	0.032	0.034	0.912	0.362		
SEBS -> BL -> BLO	0.383	0.382	0.070	5.492	0.000		
SMMA -> SEBS -> BL -> BLO	0.202	0.202	0.039	5.144	0.000		
SMMA -> BL -> BLO	0.189	0.191	0.039	4.874	0.000		