

PREFACE

By the grace and blessing of the Almighty God, the writer has completed the final paper entitled: **“THE INFLUENCE OF INSTAGRAM DIGITAL MARKETING ON CUSTOMER PURCHASE INTENTION AT ALAN’S KITCHEN CATERING (PETISAH BRANCH) IN MEDAN”.**

This final paper is written as a partial fulfillment of the academic requirements to obtain the degree of *Sarjana Manajemen* at Hospitality Management Study Program, Faculty of Economy and Business, Universitas Pelita Harapan Medan Campus.

The writer would like to express his/her sincere gratitude to the following people for their valuable contributions in assisting and supporting the writer from the beginning until the completion of this final paper:

1. Dr. (Hon). Jonathan L. Parapak, M. Eng. Sc., as the Rector of Universitas Pelita Harapan
2. Mr. Arifin, SE, MM, MBA, CBV, CMA, CSMA as the Associate Dean of Faculty of Economics and Business UPH Medan Campus
3. Dr. Alfonsius, SE, M.Si as the Department Chair of Management Study Program UPH Medan Campus
4. Dr. Andi Wete Polili, M. Hum as the Final Paper Advisor who has guided and given valuable instructions and guidance for the completion of this final paper
5. All UPH Medan Campus lecturers who have transferred knowledge from

6. the first till the last semester during the entire study period at UPH Medan Campus
7. All UPH Medan Campus administrative staff who have assisted in the writing of this final paper
8. The President/Director/Manager/Supervisor of Alan's Kitchen Catering (petisah banch) and their team for the opportunity to do the research and provision of valuable information and data needed
9. My beloved parents Amy Kemala and Hariman Taher
10. My beloved friends Priscillia, Angele, Sheryn, Veren, and Stephanie
11. Everyone who has provided suggestions, critics, encouragement, and motivation in order to finish this final paper

Finally, the writer acknowledges that there may still be inaccuracies and errors in this final paper. Therefore, constructive comments as well as inputs from the readers aimed at the improvement of this final paper content are welcomed and highly appreciated.

Medan, 26 June, 2021

The Writer,



Shania Taher

03013170081

TABLE OF CONTENTS

	Page
COVER PAGE	
TITLE PAGE	
DECLARATION OF AUTHENTICITY OF FINAL PAPER AND UPLOAD AGREEMENT.....	ii
APPROVAL PAGE BY FINAL PAPER ADVISOR	iv
APPROVAL PAGE BY FINAL PAPER DEFENSE COMMITTEE	v
ABSTRACT	vi
ABSTRAK	vii
PREFACE.....	viii
TABLE OF CONTENTS.....	x
LIST OF FIGURES	xiii
LIST OF TABLES	xiv
LIST OF APPENDICES.....	xvi

CHAPTER I INTRODUCTION

1.1 Background of the Study	1
1.2 Problem Limitation.....	7
1.3 Problem Formulation.....	7
1.4 Objective of The Research.....	8
1.5 Benefit of The Research	8
1.5.1 Theoretical Benefit	8
1.5.2 Practical Benefit.....	9

CHAPTER II LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT

2.1	Theoretical background	10
2.1.1	Hospitality Management	10
2.1.2	Hospitality Industry	11
2.1.3	Digital Marketing	12
2.1.3.1	Digital Marketing Indicators	13
2.1.4	Social Media	13
2.1.4.1	Social Media Indicators.....	13
2.1.4.2	Social Media Characteristics.....	14
2.1.4.3	Types of Social Media	15
2.1.4.4	Social Media Marketing	15
2.1.4.5	Social Media Marketing Indicators	16
2.1.5	Customer Purchase Intention	16
2.1.5.1	Purchase Intention Indicators.....	17
2.1.5.2	Factors That Influence Customer Purchase Intention	17
2.1.5.3	Level of Purchase Intention	18
2.1.6	The influence of Instagram Digital Marketing on Customer Purchase Intention.....	19
2.2	Previous Research.....	19
2.3	Hypothesis Development.....	21
2.4	Research Model	22
2.5	Framework of Thinking.....	23

CHAPTER III RESEARCH METHODOLOGY

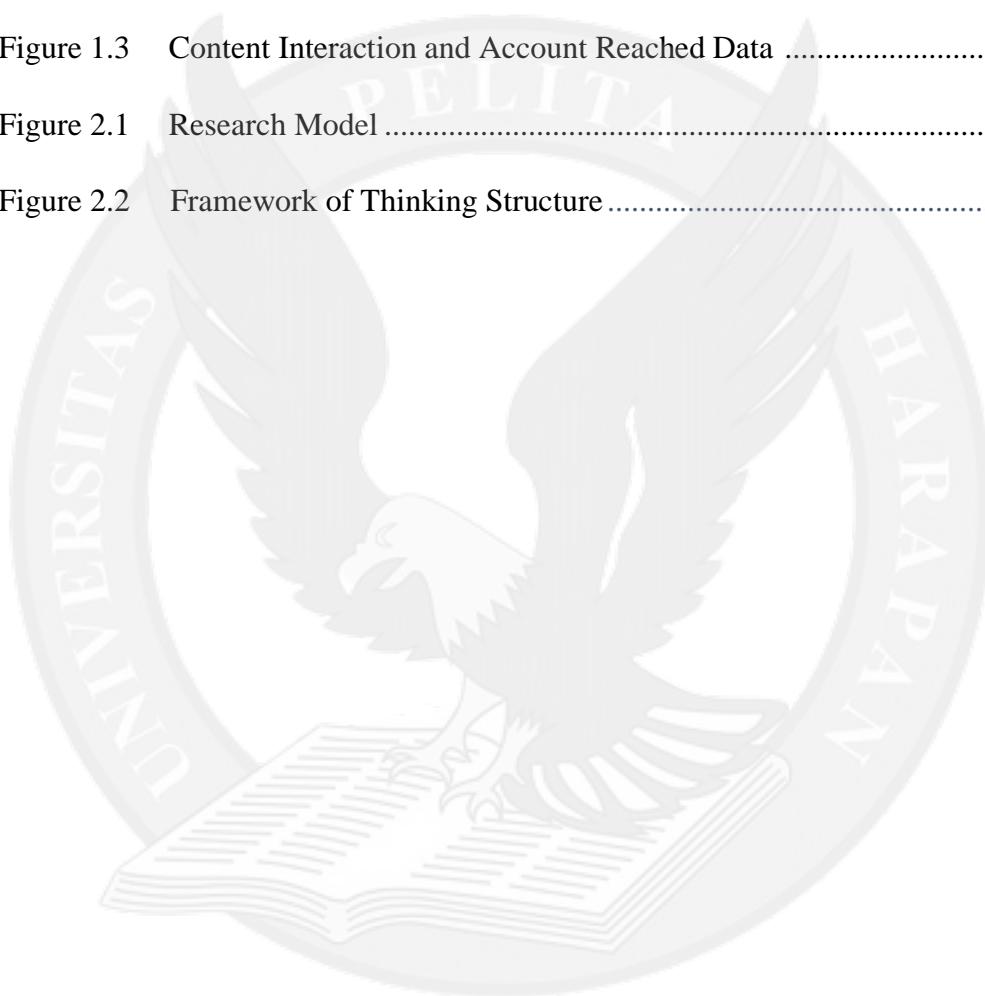
3.1	Research Design	24
3.2	Population and Sample	25
3.3	Data Collection Method.....	26
3.4	Operational Variable Definition and Variable Measurement.....	29
3.5	Data Analysis Method	30

CHAPTER IV RESEARCH RESULT AND DISCUSSION

4.1	General View Of “Research Object”	41
4.2	Research Result	43
4.2.1	Descriptive Statistic	43
4.2.2	Instrument Testing	54
4.2.3	Result of Data Quality Testing	55
4.2.4	Result of Hypothesis Testing	58
4.3	Discussion.....	61
CHAPTER V CONCLUSION		
5.1	Conclusion	63
5.2	Recommendation	64
REFERENCES.....		66

LIST OF FIGURES

	Page
Figure 1.1 Social Media User Over Time Data.....	2
Figure 1.2 Comment about Alan's Kitchen Catering (Petisah branch)	4
Figure 1.3 Content Interaction and Account Reached Data	6
Figure 2.1 Research Model	22
Figure 2.2 Framework of Thinking Structure	23



LIST OF TABLES

Table 3.1	Table of Operational Variable Measurement	28
Table 3.2	Cronbach's Alpha Criteria	31
Table 3.3	Correlation Coefficient Interpretation	38
Table 4.1	Respondent's Characteristics based on gender	42
Table 4.2	Respondent's Characteristics based on age	42
Table 4.3	Respondent's Characteristics based on Occupation.....	43
Table 4.4	Respondent's Characteristics based on Purchase Record.....	43
Table 4.5	Respondent's Answer on Instagram Digital Marketing Q1	44
Table 4.6	Respondent's Answer on Instagram Digital Marketing Q2	45
Table 4.7	Respondent's Answer on Instagram Digital Marketing Q3	45
Table 4.8	Respondent's Answer on Instagram Digital Marketing Q4	46
Table 4.9	Respondent's Answer on Instagram Digital Marketing Q5	46
Table 4.10	Respondent's Answer on Instagram Digital Marketing Q6	47
Table 4.11	Respondent's Answer on Instagram Digital Marketing Q7	47
Table 4.12	Respondent's Answer on Instagram Digital Marketing Q8	48
Table 4.13	Respondent's Answer on Customer Purchase Intention Q9	48
Table 4.14	Respondent's Answer on Customer Purchase Intention Q10	49
Table 4.15	Respondent's Answer on Customer Purchase Intention Q11	49
Table 4.16	Respondent's Answer on Customer Purchase Intention Q12	50
Table 4.17	Respondent's Answer on Customer Purchase Intention Q13	50
Table 4.18	Respondent's Answer on Customer Purchase Intention Q14	51
Table 4.19	Descriptive Statistics.....	52
Table 4.20	Instagram Digital Marketing Validity Test.....	53
Table 4.21	Customer Purchase Intention Validity Test	54
Table 4.22	Instagram Digital Marketing and Customer Purchase Intention Reliability Test.....	55
Table 4.23	Result of Normality Test.....	56
Table 4.24	Linearity test	56
Table 4.25	Heteroscedasticity Test	56

Table 4.26	Simple Linear Regression	57
Table 4.27	Coefficient Correlation	58
Table 4.28	Coefficient of Determination	59
Table 4.29	T-test	60



LIST OF APPENDICES

APPENDIX A: QUESTIONNAIRE.....	A-1
APPENDIX B: DATA RESPONDENTS FROM PRE-TEST	B-1
APPENDIX C: SPSS INSTRUMENT TESTING RESULT.....	C-1
APPENDIX D: DATA RESPONDENT FROM MAIN TEST.....	D-1
APPENDIX E: SPSS DATA OUTPUT RESULT.....	E-1
APPENDIX F: RESEARCH LETTER	F-1