CHAPTER 5 CONCLUSION AND SUGGESTION

5.1 Conclusion

This research seeks to give a solution to the lack of equity in the tourism sectors especially in the promotion as it is an important role that needs to be fulfilled as it is one of the variables of marketing mix. Although the whole application is based on the program called Bangkit 2021 researcher's team have found the way to make media that can help the tourism spots to promote themselves especially the unpopular tourism spots that had have no access to this kind of marketing media. The researcher team successfully created an application that can market the tourism spot and also attract users to explore these places by motivating them with the offered features. These features will include such as personalize recommendation, social media aspect, easier travel planner, nearby places scanner and reward scanner. Furthermore, the application also has the business background that can strengthen the reason for this application to be created on the market so it can be expected to be implemented locally in the near future.

5.2 Limitation

During the making of this research, the researcher faced several limitation which affecting the result of the final product which is the application. The limitation will include:

Due to the limited time given to develop the application, the analysis of problem and the planning of the whole project cannot be fully maximized therefore the researcher's team cannot apply some of the feature into the application as it was previously planned.

Due to the lack of technical skill to develop the application, the researcher's team cannot show fully the true potential of the application and its idea behind it.

Therefore, the application only created based on our minimum knowledge of the study given in the Bangkit Program 2021.

5.3 Suggestion

Based on the conclusion above, the researcher would like to give some suggestion that might be taken into consideration as follows:

5.3.1 Theoretical Suggestion

For the future research of this specific topic, the researcher would suggest to add different kind of features or upgrading the features in this application to open up a different path when facing with the same kind of economy problem in tourism sector.

The researcher would also suggest that the future researcher to increase their literature regarding to the problem statement especially to look for international articles regarding these problems for bigger scope of research.

5.3.2 Practical Suggestion

For the future research of this specific topic that want to recreate the application with the same idea behind, the researcher would suggest that future researcher to learn more about the machine learning, mobile development, and cloud computing so the planning will be easier with having a wider knowledge of these topics and have more higher success rate of finishing the whole application.

The researcher also would suggest that the amount of time to develop this application to be more than 4 week for maximizing the potential of the application with the regard of the problem statement behind it.

REFERENCES

Principles of Marketing. (2010). The University of Minnesota Libraries Publishing.

- Agnihotri, R., Dingus, R., Hu, M. Y., & Krush, M. T. (2015). Social media: Influencing customer satisfaction in B2B sales. *Industrial Marketing Management*, 1-9.
- Alves, H., Fernandes, C., & Raposo, M. (2016). Social Media Marketing: A Literature. Wiley Periodicals, pp. 1029 - 1038.
- Asmara, C. G. (2019, July 15). *Pengembangan 10 'Bali Baru', Jokowi Sebut 6 Kendala Utama*. Retrieved June 10, 2021, from CNBC Indonesia: https://www.cnbcindonesia.com/news/20190715181647-4-85111/pengembangan-10-bali-baru-jokowi-sebut-6-kendala-utama
- Banauli. (2020, February 5). PR Besar! Jumlah Turis Asing Turun di Desember 2019. Retrieved June 7, 2021, from detikTraveler: https://travel.detik.com/travelnews/d-4886163/pr-besar-jumlah-turis-asing-turun-di-desember-2019
- Bazi, S., Filieri, R., & Gorton, M. (2020). Customers' motivation to engage with luxury brands on social media. *Journal of Business Research 112*, 223-235.
- Bilgin, Y. (2018). The Effect Of Social Media Marketing Activities On Brand, Brand Image And Brand Loyalty. BUSINESS & MANAGEMENT STUDIES: AN INTERNATIONAL JOURNAL, Vol.: 6 Issue: 1, 128-148.
- BPS. (2020). Jumlah Kunjungan Wisatawan Mancanegara per Bulan ke Indonesia Menurut Pintu Masuk, 2017-2020. Retrieved June 9, 2021, from Badan Pusat Statistik: https://www.bps.go.id/dynamictable/2018/04/05/1296/jumlahkunjungan-wisatawan-mancanegara-per-bulan-ke-indonesia-menurut-pintumasuk-2017-2019.html
- BPS. (2021, February 10). Banyaknya Wisatawan Mancanegara ke Bali dan Indonesia, 1969-2020. Retrieved June 10, 2021, from Badan Pusat Statistik Provinsi Bali: https://bali.bps.go.id/statictable/2018/02/09/28/banyaknya-wisatawanmancanegara-ke-bali-dan-indonesia-1969-2020.html
- Cennimo, D. J. (2021, March 05). *What is COVID-19?* Retrieved from medscape.com: https://www.medscape.com/answers/2500114-197401/what-is-covid-19
- Chan, F. (2017, October 10). Jokowi plans to replicate Bali's success in 10 other Indonesian spots. Retrieved June 10, 2021, from The Straits Times:

https://www.straitstimes.com/asia/jokowi-plans-to-replicate-balis-success-in-10-other-indonesian-spots

- Chandra, S. (2014). The Impact of Customer Experience toward Customer Satisfaction and Loyalty of Ciputra World Surabaya. *iBuss Management Vol. 2, No. 2*, 1-11.
- Chaudhary, M. A., Chaudhary, N. I., & Ali, A. Z. (2020). Enhancing university's brand performance during the COVID-19 outbreak: The role of ICT orientation, perceived service quality, trust, and student's satisfaction. *Pakistan Journal of Commerce and Social Sciences (PJCSS)*, *ISSN 2309-8619, Johar Education Society, Pakistan (JESPK), Lahore, Vol. 14, Iss. 3*, 629-651.
- Chirani, E., Taleghani, M., & Moghadam, N. E. (2012). Brand Performance and Brand Equity. Interdisciplinary Journal of Contemporary Research in Business Vol 3, No 9, 1033-1036.
- CopyPress. (2013, March 19). *The Power of Social Media Interaction*. Retrieved from Copy Press: https://www.copypress.com/blog/the-power-of-social-mediainteraction/
- Danish, R. Q., Humayon, A. A., Iqbal, H. J., Raza, S., & Shahid, J. (2018). The Impact of Service Quality and Service Value on Customer Satisfaction through Customer bonding: Evidence from telecommunication Sector. European Online Journal of Natural and Social Sciences 2018; Vol. 7, No.1(s) Special Issue on New Trends in Business, Economics and Management, 40-47.
- David E, G. (2014). Doing research in the real world. Londo: SAGE.
- Desai, D. M. (2019). Digital Marketing: A Review . International Journal of Trend in Scientific Research and Development (IJTSRD) , 196-200.
- Desiyanti, N. L., Sudja, I. N., & Martini, L. K. (2018). Effect of Service Quality on Customer Satisfaction, Customer Delight and Customer Loyalty (Study on LPD Desa Adat Sembung and LPD Desa Adat Seseh). International Journal of Contemporary Research and Review ISSN 0976 – 4852 Volume 09 Issue 03, 20660-20668.
- Dimitriadis, G. T. (2014). Brand strategies in social media. *Marketing Intelligence & Planning, Vol. 32 Iss 3*, 328 344.
- Durianto, D. (2001). Strategi Menaklukan Pasar Melalui Riset Ekuitas Merek dan Perilaku Merek. Jakarta: PT. Gramedia Pustaka Utama.
- Ende, D. v. (2019, September 17). *How Social Media Can Keep You Up To Date With The Best Healthcare*. Retrieved from Social Media Explorer:

https://socialmediaexplorer.com/media-journalism/how-social-media-can-keepyou-up-to-date-with-the-best-healthcare/

- engagecustomer.com. (2020, July 19). *Brands benefit from social media interaction*. Retrieved from engagecustomer.com: https://engagecustomer.com/brandsbenefit-from-social-media-interaction/
- Ghozali, I., & Latan, H. (2015). Partial least squares: Konsep, teknik, dan aplikasi menggunakan program smart PLS 3.0 (2nd ed.). Semarang: Universitas Diponegoro Semarang.
- Heliany, I. (2019). Wonderful Digital Tourism Indonesia Dan Peran Revolusi Industri Dalam . *estinesia Jurnal Hospitaliti dan Pariwisata, Vol. 1, No. 1*, pp. 21-35 .
- Hoffman, L. (2018, June 18). Three Ways Effective Communication Improves Customer Satisfaction. Retrieved from mojomedialabs.com: https://www.mojomedialabs.com/blog/effective-communication-strategies
- Hudson, S., Huang, L., Roth, M. S., & Madden, T. J. (2016). The influence of social media interactions on consumer–brand relationships: A three-country study of brand perceptions and marketing behaviors. *International Journal of Research in Marketing 33*, 27-41.
- Jr, J. F., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. G. (2014). Partial least squares structural equation modeling (PLS-SEM). *European Business Review, Vol. 26 No.* 2, 106-121.
- Kemp, S. (2021, February 11). Digital In 2021: Indonesia. Retrieved from datareportal: https://datareportal.com/reports/digital-2021-indonesia
- Kenton, W. (2020, March 19). *Population Definition*. Retrieved from Investopedia: https://www.investopedia.com/terms/p/population.asp
- Kenton, W. (2021, January 04). *Sample*. Retrieved from Invetsopedia: https://www.investopedia.com/terms/s/sample.asp
- Khan, D. F., Al-balushi, H. Y., Algaithi, A. D., & Al-shihi, A. A. (2017). IMPACT OF SOCIAL MEDIA ON CUSTOMERS SATISFACTION: BANK MUSCAT – A CASE STUDY. Ahead International Journal of Recent Research Review, Vol.1, Issue. 11, 154-164.
- Kim, C., & Mauborgne, R. (n.d.). Blue Ocean Strategy & Shift Tools. Retrieved June 25, 2021, from Blue Ocean: https://www.blueoceanstrategy.com/tools/errc-grid/
- Kim, W., & Mauborgne, R. (2005). Blue Ocean Strategy: From Theory to Practice. California Management Review, 47, 105-121.

Kotler, P., & Armstrong, G. (2003). Principles of Marketing, 10 ed. Pearson.

- Leanne. (2014, October 27). Why Is Social Media Communication Important? Retrieved from Social Media Specialist: https://www.socialmediaspecialist.com.au/why-issocial-media-communication-important/
- Lestari, P., & Yusuf, A. (2020). Analis Faktor Penentu Minat Berkunjung Kembali Pada Destinasi Wisata Taman Limo Jatiwangi Bekasi. *Jurnal Ilmu Manajemen dan Akuntansi Terapan (JIMAT), Volume 11 Nomor 2*, pp.180-193.
- Malik, S. U. (2012). Customer Satisfaction, Perceived Service Quality and Mediating Role of Perceived Value. *International Journal of Marketing Studies Vol. 4, No. 1*, 68-76.
- Malik, S. U. (2012). Customer Satisfaction, Perceived Service Quality and Mediating Role of Perceived Value. *International Journal of Marketing Studies Vol. 4, No. 1*, 68-76.
- Montgomery, E. T. (2018, October 15). *The Importance of Interacting on Social Media*. Retrieved from Business 2 Community: https://www.business2community.com/social-media/the-importance-ofinteracting-on-social-media-02128088
- Nurhayati-Wolff, H. (2021, March 8). *Number of total COVID-19 cases in Indonesia as of March 8, 2021*. Retrieved from Statista: https://www.statista.com/statistics/1103469/indonesia-covid-19-total-cases/
- Osterwalder, A., & Pigneur, Y. (2010). *Business Model Generation*. Hoboken, New Jersey: John Wiley & Sons, Inc.
- Oy, T. D. (2015). Mihaleva, Elena.
- Patil, H. M., Sirsikar, S. S., & Gholap, N. N. (2017). Product Design and Development: Phases and Approach. International Journal of Engineering Research & Technology (IJERT), 180-181.
- Point, T. (2017). SDLC Tutorial. Tutorials Point (I) Pvt. Ltd.
- Soewandi, M. (2015). The Impact of Social Media Communication Forms on Brand Equity Dimensions and Consumer Purchase Intention. *iBuss Management Vol. 3, No. 2,* 204-213.
- Sofyan, M. N. (2019). Pengembangan Sektor Pariwisata Indonesia Sebasgai Upaya Pelemahann Ekonomi Global. 2-3.

- Solmaz. (2020, 01 17). *Likert scale: definition and how to use it*. Retrieved from mentimeter: https://www.mentimeter.com/blog/awesome-presentations/likert-scale-definition-and-how-to-use-it
- SolveoCo. (2019, August 5). Social Media vs. other Digital Marketing: Which should you focus on? Retrieved from medium: https://solveoco.medium.com/social-media-vs-other-digital-marketing-which-should-you-focus-on-8ecd289769c4
- Song, S., & Yoo, M. (2016). The role of social media during the pre-purchasing stage. Journal of Hospitality and Tourism Technology, 7(1), 84-99.
- Sultan, P., & Wong, H. Y. (2019). How service quality affects university brand performance, university brand image and behavioural intention: the mediating, effects of satisfaction and trust and moderating roles of gender and study mode. *Journal of Brand Managemet 26*, 332–347.
- Titchener, S. (2019, April 4). *How to Measure Brand Performance*. Retrieved from Clutch: https://clutch.co/agencies/branding/resources/how-to-measure-brandperformance
- Torres, A., & Tribó, J. A. (2011). Customer satisfaction and brand equity. *Journal of Business Research, v. 64, n. 10*, 1089-1096.
- World Health Organization. (2020, July 9). Transmission of SARS-CoV-2: implications for infection prevention precautions. Retrieved from who.int: https://www.who.int/news-room/commentaries/detail/transmission-of-sarscov-2-implications-for-infection-prevention-precautions
- Yang, Y., Khan, Z., & Zhang, Y. (2020). THE INFLUENCE OF SOCIAL MEDIA MARKETING ON APPAREL BRANDS' CUSTOMERS' SATISFACTION: THE MEDIATION OF PERCEIVED VALUE. Asian Academy of Management Journal, Vol. 25, No. 2, 167–188.
- Zoubi, F. H., & Al-Harazneh, D. M. (2019). The Impact of Social Media on Customers' Loyalty toward Hotels in Jordan. *International Journal of Business and Management; Vol. 14, No. 5; 2019*, 123-140.