

THE INFLUENCE OF REVISIT MOTIVATION AT THE SAKURA MATSURI FESTIVAL

UNDERGRADUATE THESIS
Submitted as one of the requirements to obtain
Sarjana Manajemen

By:

AZ'ZAHRA RAHMA DINANTI 014201900110

FACULTY OF BUSINESS
MANAGEMENT STUDY PROGRAM
CIKARANG

NOVEMBER, 2023

PANEL OF EXAMINERS

APPROVAL SHEET

The Panel of Examiners declare that the undergraduated thesis entitled **THE INFLUENCE OF REVISIT MOTIVATION AT THE SAKURA MATSURI FESTIVAL** that was submitted by Az'zahra Rahma Dinanti majoring in Management from the Faculty of Business was assessed and approved to have passed the Oral Examinations on 14 November 2023.

Panel of Examiner

Filda Rahmiati, BBA., MBA.

Chair - Panel of Examiner

Hernawati W. Retno Wiratih, S.Pd., M. Sc.

Examiner 2

Dr. Dra. Genøveva, M.M.

Examiner 3

STATEMENT OF ORIGINALITY

In my capacity as an active student of President University and as the author of the thesis/final-project/business-plan-stated-below:

Name : Az'zahra Rahma Dinanti

Student ID number : 014201900110

Study Program : Management – International Business

Faculty : Business

I hereby declare that my undergraduate <u>thesis</u>/final project/business plan entitled **THE INFLUENCE OF REVISIT MOTIVATION AT THE SAKURA MATSURI FESTIVAL** is to the best of my knowledge and belief, an original piece of work based on sound academic principles. If there is any plagiarism, including but not limited to Artificial Intelligence plagiarism, is detected in this undergraduate <u>thesis</u>/final project/business plan, I am willing to be personally responsible for the consequences of these acts of plagiarism, and accept the sanctions against these acts in accordance with the rules and policies of President University.

I also declare that this work, either in whole or in part, has not been submitted to another university to obtain a degree.

Cikarang, 20 November 2023

Az'zahra Rahma Dinanti

SCIENTIFIC PUBLICATION APPROVAL FOR ACADEMIC INTEREST

As an academic community member of the President's university, I, the undersigned:

Name : Az'zahra Rahma Dinanti

Student ID number : 014201900110

Study program : Management

for the purpose of development of science and technology, certify, and approve to give President University a non-exclusive royalty-free right upon my final report with the title:

THE INFLUENCE OF REVISIT MOTIVATION AT THE SAKURA MATSURI FESTIVAL

With this non-exclusive royalty-free right, President University is entitled to converse, to convert, to manage in a database, to maintain, and to publish my final report. There are to be done with the obligation from President University to mention my name as the copyright owner of my final report.

This statement I made in truth.

Cikarang, 20 November 2023

Az'zahra Rahma Dinanti

CONSENT FOR INTELLECTUAL PROPERTY RIGHT

Title of Thesis

THE INFLUENCE OF REVISIT MOTIVATION

AT THE SAKURA MATSURI FESTIVAL

- 1. The Author hereby assigns to President University the copyright to the contribution named above whereby the university shall have the exclusive right to publish the contribution and translations of it wholly or in part throughout the world during the full term of copyright including renewals and extensions and all subsidiary rights.
- 2. The Author retains the right to re-publish the preprint version of the contribution without charge and subject only to notifying the University of the intent to do so and to ensuring that the publication by the University is properly credited and that the relevant copyright notice is repeated verbatim.
- 3. The Author retains moral and all proprietary rights other than copyright, such as patent and trademark rights to any process or procedure described in the contribution.
- 4. The Author guarantees that the contribution is original, has not been published previously, is not under consideration of publication elsewhere andthat any necessary permission to

quote or reproduce illustrations from anothersource has been obtained (a copy of any such permission should be sent with this form).

- 5. The Author guarantees that the contribution contains no violation of any existing copyright or other third party right or material of an obscene, indecent, libellous or otherwise unlawful nature and will indemnify the University against all claims arising from any breach of this warranty.
- 6. The Author declares that any named person as co author of the contribution is aware of this agreement and has also agreed to the above warranties.

Name:	Az'zahra Rahma Dinanti	
Date:	20 November 2023	
Signature:	"light	

ADVISOR APPROVAL FOR JOURNAL/INSTITUTION'S REPOSITORY

As an academic community member of the President's University, I, the undersigned:

Name : Dr. Dra. Genoveva, M.M.

ID number : 0328056701

Study program : Management

Faculty : Faculty of Business

declare that following thesis:

Title of thesis : THE INFLUENCE OF REVISIT

MOTIVATION AT THE SAKURA MATSURI FESTIVAL

Thesis author : Az'zahra Rahma Dinanti

Student ID number : 014201900110

will be published in **institution's repository**

Cikarang, 20 November 2023

Dr. Dra. Genoveva, M.M.

PLAGIARISM RESULT / TURNITIN

ORIGINALITY REPORT			
5% SIMILARITY INDEX	% INTERNET SOURCES	% PUBLICATIONS	5% STUDENT PAPERS
PRIMARY SOURCES			
	ed to School of ment ITB	Business and	<19
2 Submitt Student Paper	ed to STIE Kesu	ma Negara Bli	tar <1 9
3 Submitt Student Paper	ed to Universita	s Jenderal Soe	edirman <1
4 Submitt Student Paper	ed to Universita	s Tanjungpura	<19
5 Submitt Student Pape	ed to University	of Glasgow	<1
6 Submitt Pakistar Student Paper		ucation Comm	nission <1
7 Submitt Student Pape	ed to Academic	Library Conso	rtium <1
8 Submitt Student Pape	ed to Taylor's Ed	ducation Group	· _1,

RESULT OF GPTZERO



This text is most likely to be written by a human

There is a **0%** probability this text was entirely written by AI

Indonesia has wealth that is spread from Sabang to Merauke, not only rich natural resources but such as various ethnicities and races that produce a diverse culture (Diniyah et al., 2018). Indonesian ethnic culture spread throughout the Indonesian archipelago. Culture as a means of representing a region of the country is the identity of the

0/38 sentences are likely AI generated.

The nature of AI content is changing constantly. As such, these results should not be used to punish students. We recommend educators use our behind-the-scene <u>Writing Report</u> and dashboard for a holistic assessment. See our <u>FAQ</u> for more.

ABSTRACT

One of the activities to show culture is in the form of cultural festivals, where it allows people to understand other cultures. This research is focusing on a Japan festival called Sakura Matsuri Festival that was held at Hollywood Junction, Jababeka. In Lippo Cikarang and Jababeka to be precise, it has held it 8 times in a row, and this year the event was held for the 9th one. Analyzing revisit intention is particularly important for annually event. With that reason, this research analyzes the influence of Tourist Attraction, Tourist Facilities, and CHSE Implementation to Intention to Repeat through Tourist Satisfaction. To reach the goal, the researcher conducted online questionnaires targeting people who already visited the Sakura Matsuri Festival. The researcher gathered a total of 355 respondents that were asked through online questionnaire. Method used in this study is quantitative research as method and analyzed the research using SEM-PLS. It is found that there is significant influence of CHSE Implementation and Tourist Attraction towards Revisit Intention. On the contrary, the direct influence of Tourist Facilities towards Revisit Intention is insignificant. The influence of CHSE Implementation and Tourist Attraction towards Revisit Intention through Tourist Satisfaction were significant. However, the Tourist Facilities has insignificant indirect influence towards Revisit Intention through Tourist Satisfaction.

Keywords: Tourist Attraction, Tourist Facilities, CHSE Implementation, Tourist Satisfaction, Revisit Intention, and Sakura Matsuri Festival.

ACKNOWLEDGMENT

First of all, I want to thank God Almighty for the blessings, wisdom, and tenacity He has bestowed upon me, allowing me to complete and and mercy for me to completed this undergraduate thesis. Such an honor for me to have a chance studied in President University and finally I am at the end of the line. May my battles end in the way they should. Also, I would like to give my deepest gratitude and appreciation to all the people that always support me through thick and thin to this journey in university, especially to:

- 1. My beloved family, father, mother and sister. Thank you for always supported me mentally, materially, and always gave me lots of love through this process.
- 2. My Thesis Advisor, Dr. Dra. Genoveva. M.M., thank you for your guidance, knowledge, time, patience and support during the process of this thesis.
- 3. To my beloved, Eldo Bijaksana Mendrofa B.Sc. who always been there my side, especially during my university life and help me to motivate myself as long as my thesis process. Thank you for your help, support, advice, togetherness, and always gives me a lot of love through this process.
- 4. My "PUMA Management 2019 and 2020". who gave the meaning of family in university life. You guys are awesome, thank you.
- 5. My "Menuju Jannah-Nya" Squad, who have been my partners since the first day on campus until now, Azizah, Nissa, Windy, Berlin, Syopi, Lae, Ghina, Sevia, who always gave love, friendship and support and assistance throughout this.
- 6. My "Takut tambah dewasa" Team for Meidiana, Genji, Fikri, Sam, Bintang, Manyu, Nata, Joy, Fariz, Kimas, Sella. You guys make my life happier.

TABLE OF CONTENTS

APPROV	AL SHEET	ii
STATEM	IENT OF ORIGINALITY	iii
SCIENTI	IFIC PUBLICATION APPROVAL FOR	ACADEMIC INTEREST iv
ADVISO	R APPROVAL FOR PUBLICATION	vii
PLAGIA	RISM RESULT / TURNITIN	viii
RESULT	OF GPTZERO	ix
ABSTRA	CT	X
ACKNOV	WLEDGMENT	XI
TABLE (OF CONTENTS	xii
LIST OF	TABLES	XV
LIST OF	FIGURES	XVi
СНАРТЕ	ER I INTRODUCTION	Error! Bookmark not defined.
1.1	Background	Error! Bookmark not defined.
1.2	Sakura Matsuri Festival	Error! Bookmark not defined.
1.3	Research Question	Error! Bookmark not defined.
1.4	Research Outline	Error! Bookmark not defined.
СНАРТЕ	CR II LITERATURE REVIEW	Error! Bookmark not defined.
2.1	Review of Literature	Error! Bookmark not defined.
	2.1.1 Revisit Intention	Error! Bookmark not defined.
	2.1.2 Tourist Satisfaction	Error! Bookmark not defined.
	2.1.3 Tourist Attraction	Error! Bookmark not defined.
	2.1.4 Tourist Facilities	Error! Bookmark not defined.
	2.1.5 Implementation CHSE	Error! Bookmark not defined.
2.2	Hypothesis	Error! Bookmark not defined.
2.3	Theoretical Framework	Error! Bookmark not defined.
2.4	Previous Research	Error! Bookmark not defined.
2.5	Research GAP	Error! Bookmark not defined.
СНАРТЕ	ER III RESEARCH METHODOLOGY	Frror! Rookmark not defined

	3.1	Resear	ch Desig	n	.Error!	Bookmark not defined.
	3.2	Sampl	ing Plan.		.Error!	Bookmark not defined.
		3.2.1	Populati	on	.Error!	Bookmark not defined.
		3.2.2	Samplin	g Plan	.Error!	Bookmark not defined.
		3.2.3	Researc	h Instruments	.Error!	Bookmark not defined.
	3.3	Operat	tional De	finitions	.Error!	Bookmark not defined.
	3.4	Data C	Collection	Design	.Error!	Bookmark not defined.
		3.4.1	Question	nnaire	.Error!	Bookmark not defined.
		3.4.2	Data So	urce	.Error!	Bookmark not defined.
			3.4.2.1	Primary Data	.Error!	Bookmark not defined.
			3.4.2.2	Secondary data	.Error!	Bookmark not defined.
	3.5	Data A	analysis I	Design	.Error!	Bookmark not defined.
		3.5.1	Descrip	tive Analysis	.Error!	Bookmark not defined.
		3.5.2	Structur	al Equation Modeling (SEM	()Error	Bookmark not defined.
		3.5.3	Outer M	Iodel Measurement	.Error!	Bookmark not defined.
			3.5.3.1	Convergent Validity	.Error!	Bookmark not defined.
			3.5.3.2	Discriminant Validity	.Error!	Bookmark not defined.
			3.5.3.3	Construct Reliability	.Error!	Bookmark not defined.
		3.5.4	Inner M	odel Measurement	.Error!	Bookmark not defined.
			3.5.4.1	Determinant Coefficient	.Error!	Bookmark not defined.
			3.5.4.2	Goodness of Fit	.Error!	Bookmark not defined.
			3.5.4.3	Path Coefficient	.Error!	Bookmark not defined.
CHA	APTEI	R IV A	NALYSI	S AND DISCUSSION OF	FINDI	NGSError! Bookmark not
defin	ned.					
	4.1	Data A	Analysis		.Error!	Bookmark not defined.
	4.2	Demog	graphic P	rofile	.Error!	Bookmark not defined.
		4.2.1	Gender.		.Error!	Bookmark not defined.
		4.2.2	Age		.Error!	Bookmark not defined.
		4.2.3	Occupat	ion	.Error!	Bookmark not defined.
	4.3	Descri	ptive An	alysis	.Error!	Bookmark not defined.

4.4	SEM.	Analysis Error! Bookmark not defined
	4.4.1	Outer Model Error! Bookmark not defined.
		4.4.1.2 Convergent ValidityError! Bookmark not defined.
		4.4.1.3 Consistency ReliabilityError! Bookmark not defined.
		4.4.1.4 Discriminant Validity Error! Bookmark not defined.
	4.4.2	Inner ModelError! Bookmark not defined.
		4.4.2.1 Determinant Coefficient (R ²)Error! Bookmark not
		defined.
		4.4.2.2 Q-Square (Q2)Error! Bookmark not defined.
		4.4.2.3 Model Fit Error! Bookmark not defined.
		4.4.2.4 Path Coefficient Error! Bookmark not defined.
4.5	Interp	retation of ResultError! Bookmark not defined.
	4.5.1	Influence of Tourist Attraction toward Tourist Satisfaction Error!
		Bookmark not defined.
	4.5.2	Influence of Tourist Facilities toward Tourist Satisfaction Error!
		Bookmark not defined.
	4.5.3	Influence of CHSE Implementation toward Tourist
		SatisfactionError! Bookmark not defined.
	4.5.4	Influence of Tourist Satisfaction toward Revisit intention Error!
		Bookmark not defined.
	4.5.5	Influence of Tourist Attraction toward Revisit intention mediated
		by Tourist Satisfaction Error! Bookmark not defined.
	4.5.6	Influence of Tourist Facilities toward re intention to visit mediated
		by Tourist Satisfaction Error! Bookmark not defined.
	4.5.7	Influence of CHSE Implementation toward re intention to visit
		mediated by Tourist SatisfactionError! Bookmark not defined.
	R V C	ONCLUSION AND RECOMMENDATIONError! Bookmark not
defined.		
5.1	Concl	usion Error! Bookmark not defined.

5.2	Recon	nmendation Error! Bool	kmark not defii	red.
	5.2.1	Recommendation for government and societyErr	or! Bookmark	not
		defined.		
	5.2.2	Recommendation for the future research Error!	Bookmark	not
		defined.		
REFEREN	NCES.	Error! Bo	okmark not defii	ned.
APPENDI	X	Error! Bo	okmark not defii	ned.

LIST OF TABLES

Table 2.1 Previous Research connected to Intention to	RevisitError! B	ookmark	not
defined.			
Table 3.1 Operational Definitions	Error! Bookma	rk not defii	ned.
Table 3.2 Likert Scale	Error! Bookma	rk not defii	ned.
Table 3.3 Validity and Reliability Measurement Mode	Parameters Error	! Bookm	ıark
not defined.			
Table 3.4 Rule of Thumb	Error! Bookma	rk not defii	ned.
Table 4.1 Likert Scale	Error! Bookma	rk not defii	ned.
Table 4.2 Result Interpretation of Likert Scale	Error! Bookma	rk not defii	ned.
Table 4.3 Descriptive Analysis	Error! Bookma	rk not defii	ned.
Table 4.4 Loading Factor Test	Error! Bookma	rk not defii	ned.
Table 4.5 Loading Factor Test (Revised)	Error! Bookma	rk not defii	ned.
Table 4.6 Average Variance Extracted (AVE)	Error! Bookma	rk not defii	ned.
Table 4.7 Construct Reliability Test	Error! Bookma	rk not defii	ned.
Table 4.8 Fornell-Larcker Criterion Test	Error! Bookma	rk not defii	ned.
Table 4.9 Cross Loading Test	Error! Bookma	rk not defii	ned.
Table 4.10 Heterotrait-Monotrait Ratio (HTMT) Test.	Error! Bookma	rk not defii	ned.
Table 4.11 R-Square (R ²) (Pre-Covid)	Error! Bookma	rk not defii	ned.
Table 4.12 Q-Square (Q ²)	Error! Bookma	rk not defii	ned.
Table 4.13 Model Fit	Error! Bookma	rk not defii	ned.
Table 4.14 Direct Effect	Error! Bookma	rk not defii	ned.
Table 4.15 Indirect Effect	Error! Bookma	rk not defii	ned.

LIST OF FIGURES

Figure 1.1 Flow Management (Rute)	Error! Bookmark not defined.
Figure 1.2 Tenant/Booth	Error! Bookmark not defined.
Figure 1.3 Facilities	Error! Bookmark not defined.
Figure 2.1 Theoretical Framework	Error! Bookmark not defined.
Figure 4.1 Gender of the respondents	Error! Bookmark not defined.
Figure 4.2 Age of the respondents	Error! Bookmark not defined.
Figure 4.3 Occupation of the respondents	Error! Bookmark not defined.
Figure 4.4 Structural Model	Error! Bookmark not defined.
Figure 4.5 Structural Model (Revised)	Error! Bookmark not defined.