TWO WAY COMMUNICATION EFFECT ON ONLINE HOTEL BRANDING

A BACHELOR DEGREE THESIS

IVANDI RACHMAT

Student Number: 15311468

Defended before the Board of Examiners on September 24th, 2019 and Declare Acceptable

Board of Examiners

Examiner I

as Hidayat, Drs., M.B.A., Ph.D.

Septemberr 24th , 2019

Examiner II

RR Ratoa Roostika, S.E., MAC., Ph.D.

September 24th

Yogyakarta, September 24th, 2019

International Program Faculty of Economics

Universitas Islam Indonesia

Dean

Jaka Srivapay SE., M.Si., Ph.D.)

TWO WAY COMMUNICATION EFFECT ON ONLINE HOTEL BRANDING

Written By:

IVANDI RACHMAT

Student Number: 15311468

Approved by

Content Advisor,

Raden Roro Ratna Roostika, S.E., MAC., Ph.D.

September 24th, 2019

Language Advisor,

Alfi Zakiva S Kor S Pv

September 24th, 2019

ACKNOWLEDGEMENTS



Assalamualaikum Wr. Wb.

Alhamdulillahi rabbil'alamin, all praises belong to Allah SWT, who has given us life filled with challenges in a bundle of beautiful results and grateful blessings. In this opportunity, the writer completed this thesis entittled Two-Way Communication Effect on Online Hotel Branding. This thesis writing is one of the requirements to finish the study and to get an undergraduate degree in Marketing Study, Department of Management, Faculty of Economics, Universitas Islam Indonesia.

The researcher realizes that the fulfillment of this thesis could not be separate from the support of many people. Therefore, on this occasion the researcher would like to thank everyone for the guidance, supervision, advice, and any other support which have been very influential in the success of this thesis. The writer would like to give his gratitude to:

1. Allah SWT for all His grace and guidance. Everything in this world and akhirat belongs to Him and to Him we shall return.

- Prophet Muhammad SAW for being such a great figure for his ummah.
- 3. Mr. Anjar Priyono, S.E., M.Si., Ph.D., as the Head of Undergraduate
 Program in Management and Mr. Arif Singapurwoko, S.E., M.B.A.,
 as the Secretary of International Undergraduate Program in
 Management
- 4. Mrs. Ratna Roostika, S.E., MAC., Ph.D., as the content advisor who has not only provided time, energy, and thought in giving me directions in the thesis preparation but also inspired me. May Allah SWT repay your kindness and bless you with good health.
- 5. Mrs. Alfi Zakiya, S.Kom., S.Pd., as the language advisor who has provided time, energy, and willingness in correcting the language structure of this thesis quickly.
- 6. Mr. Anas Hidayat, Drs., M.B.A., Ph.D., as the examiner for thesis exam who has provided suggestion and advice to my thesis.
- 7. My parents, Basuki Rochmat and Sri Suharyati. Thank you so much for everything, especially for making me who I am as a person today. I know "thank you" will never be enough. I love you to the moon and back!
- 8. The supporters: my beloved friend, who always encouraged me in completing this research and transferred positive vibes whenever I was down.
- 9. All students of IP Management 2015 who have inspired me. I hope we

could be friends until Jannah. Aamiin.

- 10.IP family: Mbak Alfi, Pak Ahmad, Mas Kandri, Pak Kus, Pak Erwan, and all of IP family who always gives me support and helps.
- 11. Furthermore, the people who have contributed to this success that might not be mentioned one by one. Thank you for giving me support, help, and pray for all this time so that I can complete this thesis.

Last but not least, the writer realizes that this thesis is still far from perfect. Consequently, the author appreciates any suggestions and recommendations to improve this thesis. Hopefully, this research can be beneficial for the readers and may be useful for the management study, especially in marketing.

Wassalamualaikum Wr. Wb.

Yogyakarta, September 24th, 2019

Ivandi Rachmat

DECLARATION OF AUTHENTICITY

Hereby I declare the originality of the thesis. I have not presented anyone else's work to obtain my university degree, nor have I presented anyone else's words, ideas or expression without acknowledgement. All quotations are cited and listed in the Bibliography of the thesis.

If in the future, this statement is proven to be false, I am willing to accept any sanction complying with the determined regulation or its consequences.

JAINERS

Yogyakarta, September 24th, 2019



