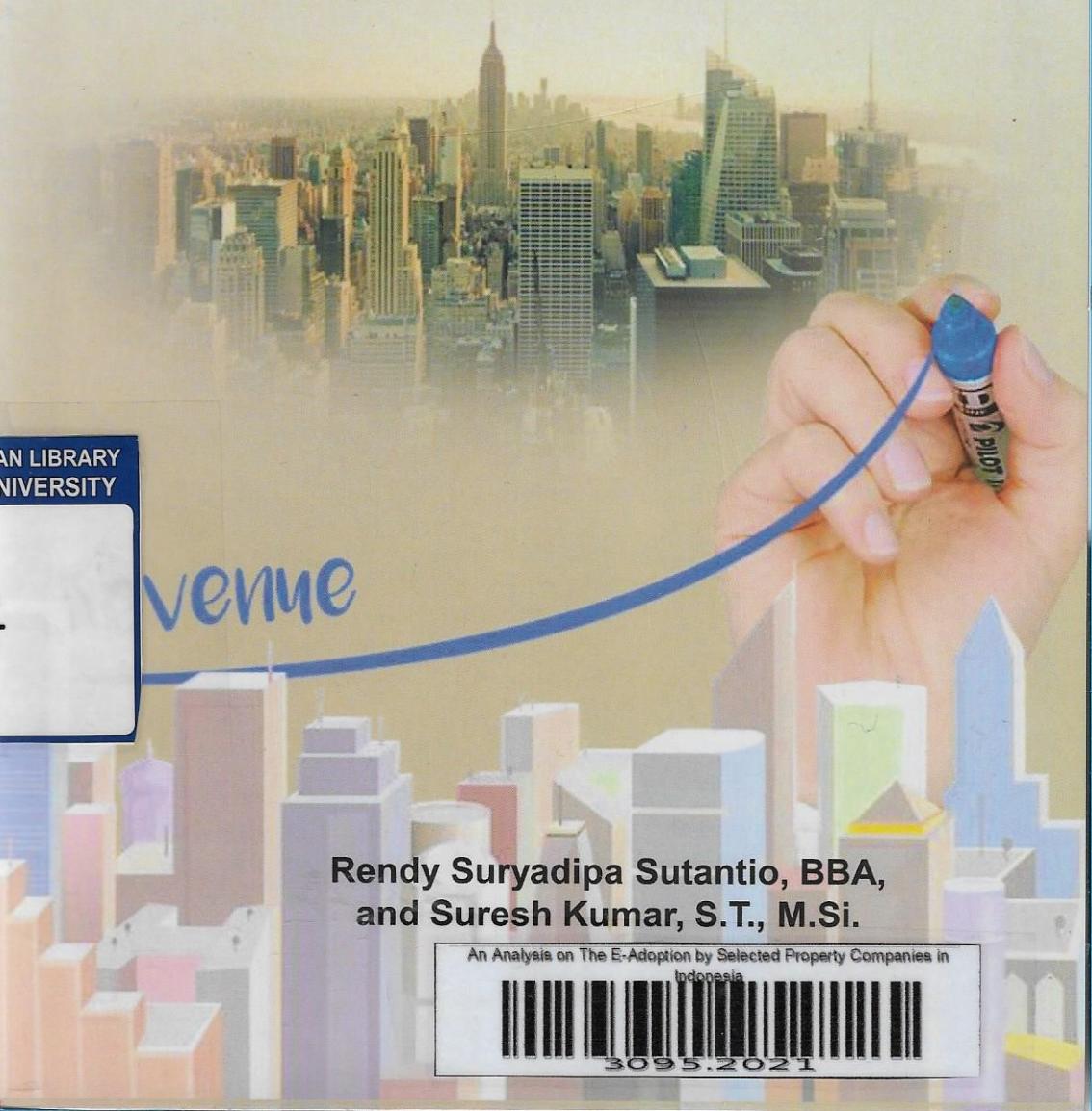




AN ANALYSIS ON THE E-ADOPTION BY SELECTED PROPERTY COMPANIES IN INDONESIA



AN LIBRARY
NIVERSITY

venue

Rendy Suryadipa Sutantio, BBA,
and Suresh Kumar, S.T., M.Si.

An Analysis on The E-Adoption by Selected Property Companies in
Indonesia



3095.2021

: 3095.2021

Subjek: Business

650
SUT
a

AN ANALYSIS ON THE E-ADOPTION BY SELECTED PROPERTY COMPANIES IN INDONESIA

Rendy Suryadipa Sutantio

Suresh Kumar

President University

AN ANALYSIS ON THE E-ADOPTION BY SELECTED PROPERTY COMPANIES IN INDONESIA

Copyright 2020

@by. Rendy Suryadipa Sutantio and Suresh Kumar.

Published by:

President University

Jababeka Education Park Jl. Ki Hajar Dewantara,
Kabupaten Bekasi 17550, Indonesia

Telephone: +6221 89109762 - 63 (Ext. 404)

Email: lrpmpu@president.ac.id

Website: www.president.ac.id

Published: July, 2020
ISBN: 978-623-6655-00-9

TABLE OF CONTENTS

PREFACE	v
TABLE OF CONTENTS.....	vii
LIST OF TABLES AND FIGURES	x
ABSTRACT	xi
CHAPTER I INTRODUCTION	1
1.1 Research Background.....	1
1.1.1 Property Business in Indonesia	1
1.1.2 The E-Adoption and Development of Internet in Indonesia	2
1.1.3 The New Customer Journey	3
1.2 Problem Identification.....	5
1.3 Research Questions.....	6
1.4 Research Objectives	6
1.5 Research Limitation	7
CHAPTER II LITERATURE REVIEW	9
2.1 Property Market.....	9
2.2 Marketing Strategy	16
2.2.1 Marketing Mix.....	17
2.2.2 Marketing Environment Framework.....	21
2.3 Marketing Performance.....	24
2.4 Digital Marketing	25

2.4.1 Internet Marketing	27
2.4.2 Zero Moment of Truth (ZMOT)	28
2.4.3 E-Adoption.....	32
2.5 Previous Research	35
2.6 Conceptual Framework	37
2.7 Propositions.....	38
CHAPTER III RESEARCH METHOD	41
3.1 Research Design.....	41
3.2 Key Informants	43
3.3 Data Collection: Interview.....	45
3.4 Case Collection	47
3.5 Data Analysis: Cross-case Analysis.....	47
3.6 Validity and Reliability	49
CHAPTER IV ANALYSIS AND INTERPRETATION	51
4.1 Case Analysis.....	52
4.1.1 Case 1 (Summarecon)	52
4.1.1.1 Property	52
4.1.1.2 Marketing	54
4.1.1.3 Marketing Environment.....	56
4.1.1.4 Digital Marketing	57
4.1.1.5 E-Adoption Ladder.....	58
4.1.1.6 Marketing Performance	59
4.1.2 Case 2 (Ciputra Group).....	61
4.1.2.1 Property	62

4.1.2.2 Marketing.....	64
4.1.2.3 Marketing Environment	65
4.1.2.4 Digital Marketing	66
4.1.2.5 E-Adoption Ladder	68
4.1.2.6 Marketing Performance.....	69
4.1.3 Case 3 (Agung Podomoro Group)	72
4.1.3.1 Property.....	73
4.1.3.2 Marketing.....	75
4.1.3.3 Marketing Environment	77
4.1.3.4 Digital Marketing	78
4.1.3.5 E-Adoption Ladder	79
4.1.3.6 Marketing Performance.....	80
4.2 Cross-Case Analysis.....	82
4.3 Interpretation of Result.....	85
CHAPTER V CONCLUSION AND RECOMMENDATION	87
5.1 Conclusion	87
5.2 Recommendation	88
REFERENCES	91

This monograph reveals the strategy by top property developers in Indonesia regarding their salespeople adaptability with technology in order to boost their properties. A qualitative research design with in-depth interview with developer company's marketing managers were used to get insight of their marketing mix strategies involving the usage of technology. It is expected this monograph will enlighten other property companies to start acquiring technology in order to stay in the competition. The drawback of technology will always be there especially the high cost for the first implementation, but in the future it will be fruitful.

Suresh Kumar is a senior lecturer at President University, Indonesia with 11 years of experience in teaching and research. His research interests are in entrepreneurship, retail business, hospitality and tourism, and wealth management and financial planning. Currently, he serves as Head of Business Administration at President University.

Rendy Suryadipa Sutantio is a graduate student of Business Administration, President University. Currently, he is an entrepreneur in property business.

ADAM KUR
PRESIDE

President University

Email: lrpmpu@president.ac.id
Website: www.president.ac.id

ISBN 978-623-6855-00-9

