ABSTRACT

The emergence of Over-The-Top (OTT) services based on applications has

transformed the entertainment industry in Indonesia, particularly in DKI Jakarta.

Netflix has revolutionized the way people consume films and TV series by providing

unlimited access to a wide range of content, creating a more flexible and

personalized viewing experience. This convenience has led people to increasingly

prefer OTT platforms for watching movies. The purpose of this study is to examine

the impact of perceived value through social identity on behavioral intention, using

age as a moderator.

Using a descriptive and quantitative methodology, the study included 250

respondents who completed online questionnaires distributed via social media.

Non-probability sampling is the method used, and the G-power application

facilitates it. Software called SmartPLS version 3 was used to analyse the data.

The findings show that perceived value has a positive and significant impact

on social identity. Perceived value also has a strong and positive impact on

behavioural intention. Moreover, behavioural intention is positively and strongly

influenced by social identity. Through social identity, perceived value significantly

and positively influences behavioural intention. Both the relationship between

perceived value and behavioural intention as well as the association between social

identity and behavioural intention are moderated by age.

Keywords: Perceived Value, Social Identity, Behavioral Intention, and Age

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