

THE INFLUENCE OF BRAND IMAGE AND PRODUCT QUALITY ON THE PURCHASE DECISION OF ACER BRAND LAPTOP (Case Study of STIE BINA KARYA Tebing Tinggi Students)

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Abstract

This study aims to determine "The Influence of Brand Image and Product Quality on Purchase Decisions of Acer Brand Laptops (Case Study of STIE BINA KARYA TEBING TINGGI STUDENTS)". The sampling method used in this study was to use the Saturated Sampling formula for 39 samples who were Acer laptop users at STIE BINA KARYA students. Based on the results of the analysis of hypothesis 1, it can be concluded that the first hypothesis is accepted, meaning that the Brand Image variable (X1) influences the Purchase Decision variable (Y) with a $t_{count} (3.359) > t_{table} (2.434)$. Based on the results of the analysis of hypothesis 2, it can be concluded that the second hypothesis is rejected, meaning that the Product Quality variable (X2) has no effect on the Purchase Decision variable (Y) with a $t_{count} (0.387) < t_{table} (2.026)$. 3.

Keywords: *Brand Image, Product Quality, Purchase Decision*

INTRODUCTION

The image of the Acer brand continues to compete with its competitors in Indonesia, one of which is Asus as the toughest competitor which is ranked second among laptop brand competitors in Indonesia according to the Top Brand Index. This means that Acer is in great demand, especially among students, one of them at STIE BINA KARYA Tebing Tinggi.

One of the Acer laptop manufacturers that continues to innovate in its products and adjust to its market share is the Acer brand laptop product. PT Acer Indonesia is a company that manufactures electronic goods such as computers, laptops, ultrabooks, monitors and several smart-phone products which was founded in 1976.

The first factor that influences purchasing decisions is Brand Image According to Tjiptono (2015) "Brand Image is a description of associations and consumer confidence in certain brands". Meanwhile, according to Kotler and Keller (2014) brand image is an impression and belief made by consumers, as reflected in the associations that occur in consumer memory. According to Sangadji and Sopiah (2013) brand image is a set of brand associations that are formed and embedded in the minds of consumers.

The second factor that influences purchasing decisions is product quality. According to Kotler (2018) suggests that product quality is a characteristic of a product or service that depends on its ability to satisfy stated or implied customer needs. Prawirosentono (2016) product quality is the physical state, function and nature of the product in question that can satisfactorily meet the tastes and needs of consumers in accordance with the value of money that has been issued.

LITERATURE REVIEW

According to Tjiptono (2015) "Brand Image is a description of associations and consumer confidence in certain brands. Meanwhile, according to Kotler and Keller (2014) brand image is an impression and belief made by consumers, as reflected in the associations that occur in consumer memory. According to Sangadji and Sopiah (2013) Brand Image is a set of brand associations that are formed and embedded in the minds of consumers.

According to (Kotler & Amstrong, 2015) product quality is a characteristic of a product or service that depends on its ability to meet stated or implied customer needs. Products can be in the form of goods or services offered to consumers to fulfill needs or desires in the form of physical, services, people, organizational places, and ideas.

Quality is an advantage possessed by a product. Product quality is the totality of goods and services related to the wishes of consumers whose superiority of the product meets the expectations of the customer. According to (Amstrong, Gary & Philip, 2012) product quality is one of marketers' main positioning tools. Quality has a direct impact on product and service performance, therefore quality is closely related to customer value and satisfaction.

According to (Indrasari, 2019) purchasing decisions are individual activities that are directly involved in making decisions to purchase the products offered by the seller. Decision making by consumers to purchase a product begins with awareness of fulfilling needs and desires, then consumers will take further action to fulfill these needs and desires. According to (Schiffman, LG and Kanuk, 2013) a consumer purchase decision is a selection of two or more alternative choices, in other words alternative choices must be available to someone when making a decision. Purchasing decisions will be made when consumers have chosen the right product to meet their needs.

METHOD

Data collection techniques or methods used in this research are interviews and distributing questionnaires. The data source for this research was obtained directly from the original source (not through intermediaries).

Data Analysis Method: The validity test was carried out to measure the accuracy of the mouth apparatus in carrying out the task to achieve its goals. The reliability test will show the consistency of the respondent's answer questions contained in the questionnaire. This test is carried out after the validity being tested is a valid question. This reliability test uses the Cronbach Alpha test.

According to(Ghozali, 2016). The normality test is carried out to test whether in a regression model, an independent variable and a dependent variable or both have a normal or abnormal distribution. In the data normality test, it can be done using the one sample Komogorow Smirnov test, namely with the provision that if the significant value is above 5% or 0.05, the data does not have a normal distribution. The multicollinearity test is used to determine whether in the regression model a high correlation is found between the independent variables. The heteroscedasticity test was carried out to find out whether in the regression model there is an unequal variance from the residual one observation to another.

In this study, the data analysis technique used was multiple linear regression method, where the data was collected through interviews, then analyzed using the indicators used. The method formula is:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + e$$

Information :

Y	= Purchase Decision
a	=Constant
b1	= Brand Image variable regression coefficient (X1)
b2	= Product Quality variable regression coefficient (X2)
X1	=Brand Image
X2	= Product Quality
e	=Error/Residual random

The coefficient of determination aims to find out how much the ability of the independent variable explains the dependent variable, with the help of the SPSS program the coefficient of determination (R²) lies in the summary model and writes R square which is said to be good if it is above 0.5 because the R Square value ranges between 0 and 1 , a value close to 1 means that the independent variables provide almost all the information needed to predict the variation of the dependent variable, in this study using Adjusted R Square because there are more than two independent variables and the Adjusted R Square value can fluctuate if the independent variables are added to the research model . In general, the coefficient of determination for cross-sectional data is relatively easy because there is a large variation from each observation.

The t test shows how far the influence of the independent variables individually explains the variation in the dependent variable. The F test shows whether all the independent or independent variables included in the model have a joint effect on the dependent or dependent variable.

RESULTS AND DISCUSSION

Content Results and Discussion

Validity Test Results

Purchasing Decision Variable (Y)

Statement	rcount	rtable	validity
1	0.948	0,3610	Valid
2	0.841	0,3610	Valid
3	0.761	0,3610	Valid
4	0.948	0,3610	Valid
5	0.841	0,3610	Valid
Brand Image Variable (X1)			
Statement	rcount	rtable	validity
1	0.686	0,3610	Valid
2	0,643	0,3610	Valid
3	0,640	0,3610	Valid
Product Quality Variable (X2)			
Statement	rcount	rtable	validity
1	0,719	0,3610	Valid
2	0,695	0,3610	Valid
3	0,458	0,3610	Valid
4	0,624	0,3610	Valid
5	0,674	0,3610	Valid
6	0,485	0,3610	Valid
7	0,567	0,3610	Valid
8	0,652	0,3610	Valid
9	0,596	0,3610	Valid

The table shows that all statement points for each variable are declared valid.

Reliability Test Results

Variable	Cronbach Alpha	Constant	Reliability
Purchasing Decision Variable (Y)	0.821	0.6	Reliable
Brand Image Variable (X1)	0,625	0.6	Reliable
Product Quality Variable (X2)	0,749	0.6	Reliable

Based on the reliability test using Cronbach Alpha, all research variables are reliable.

One Sample Kolmogorov Smirnov Test

One-Sample Kolmogorov-Smirnov Test

	Unstandardized Residuals
N	39

Normal Parameters, b	Means		.000000	
	std. Deviation		2.59820899	
Most Differences	Extreme	absolute	.088	
		Positive	.070	
		Negative	-.088	
Test Statistics			.088	
asympt. Sig. (2-tailed)			.200c,d	
(2-tailed)	Monte Carlo Sig.	Sig.	.897e	
		99% Confidence Intervals	Lower Bound	.772
			Upper Bound	1,000

- Test distribution is Normal.
- Calculated from data.
- Lilliefors Significance Correction.
- This is a lower bound of the true significance.
- Based on 39 sampled tables with a starting seed of 2000000.

From the output in the table it can be seen that the significance value (Monte Carlo Sig.) of all variables is 0,897. If the significance is more than 0.05, then the residual value is normal, so it can be concluded that all variables are normally distributed.

Multicollinearity Test Results

Model	VIF
1 (Constant)	
Brand Image	1,059
Product quality	1,059

Based on the table it can be concluded that there are no symptoms of multicollinearity between the independent variables in the regression model.

Glejser Test Results

Coefficientsa

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	std. Error			
1	(Constant)	9,612	3,504		2,743	.009

Based on the table it can be seen that the value of the adjusted R square is 0.200 or 20.0%. This indicates that the Brand Image Variable (X1) and Product Quality Variable (X2) can explain the Purchasing Decision Variable (Y) of 20.0%, the remaining 80% (100% - 20.0%) is explained by other variables outside this research model.

Partial Test (t)

Coefficientsa

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error			
1	(Constant)	-1,085	1006,7		-.108	.915
	Brand Image	1,196	.356	.503	3,359	.002
	Product quality	.067	.173	.058	.387	.701

a. Dependent Variable: Purchase Decision

- a. Hypothesis Test of the Effect of Brand Image Variable (X1) on Purchasing Decision Variable (Y)

From the table, the value of tcount is obtained 3,359. With $\alpha = 5\%$, ttable (5%; nk = 39-1) obtained a ttable value of 2.024. From this description it can be seen that tcount (3,359) > ttable (2,434), as well as a significance value of 0,002 < 0.05, it can be concluded that the first hypothesis is accepted, meaning Brand Image Variable (X1) has an effect to Purchase Decision Variable (Y).

- b. Hypothesis Test Effect of Product Quality Variable (X2) on Purchasing Decision Variable (Y)

From the table, the value of tcount is obtained 0.387. With $\alpha = 5\%$, ttable (5%; nk = 39-2) obtained a ttable value of 2.026. From this description it can be seen that tcount (0.387) < ttable (2.026), and a significance value of 0.701 > 0.05, it can be concluded that the second hypothesis is rejected, meaning Product Quality Variable (X2) has no effect to Purchase Decision Variable (Y).

Simultaneous Test Results (F)

ANOVAa

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	85310	2	42,655	5,751	.007b
	Residual	266,998	36	7,417		

Total	352,30	38		
8				

a. Dependent Variable: Purchase Decision

b. Predictors: (Constant), Product Quality, Brand Image

from the table, the Fcount value is obtained 5,751 With $\alpha = 5\%$, dk quantifier : $k=2$ dk denominator : $39-2-1=36$ (5% ; 2.; 36) obtained a Ftable value of 3.26 From this description it can be seen that Fcount (5,751) > Ftable (3.26), and a significance value of $0,007 < 0.05$, it can be concluded that the third hypothesis is accepted, meaning Brand Image Variable (X1) and Product Quality Variable (X2) have a simultaneous effect on Purchase Decision Variable (Y).

Contents of Discussion Results

1. The Effect of Brand Image on Purchasing Decisions

Based on the results of the analysis of hypothesis 1, it can be seen that tcount (3,359) > ttable (2,434), as well as a significance value of $0,002 < 0.05$, it can be concluded that the first hypothesis is accepted, meaning Brand Image Variable (X1) has an effect to Purchase Decision Variable (Y). Based on the questionnaire distributed by consumers, they said that the image of the Acer laptop brand was good, so that many consumers chose Acer laptops.

2. Kproduct quality on purchasing decisions

Based on the results of the analysis of hypothesis 2, it can be seen that tcount is equal to 0.387 With $\alpha = 5\%$, ttable (5% ; $n_k = 39-2$) obtained a ttable value of 2.026. From this description it can be seen that tcount (0.387) < t table (2.026), and a significance value of $0.701 > 0.05$, it can be concluded that the second hypothesis is rejected, meaning Product Quality Variable (X2) has no effect to Purchase Decision Variable (Y). Based on the questionnaire distributed by consumers, more said that the quality of Acer laptop products was not good, such as keyboards that were easily damaged and machines compared to other laptops.

3. Brand Image and Product Quality together/simultaneously on the Purchasing Decision variable

Based on the results of the analysis of hypothesis 3, it can be seen that Fcount equals 5,751 With $\alpha = 5\%$, dk quantifier : $k=2$ dk denominator : $39-2-1=36$ (5% ; 2.; 36) obtained a Ftable value of 3.26 From this description it can be seen that Fcount (5,751) > Ftable (3.26), and a significance value of $0,007 < 0.05$, it can be concluded that the third hypothesis is accepted, meaning Brand Image Variable (X1) and Product Quality Variable (X2) have a simultaneous effect on Purchase Decision Variable (Y).

CLOSING

Conclusion

1. Brand Image Variable (X1) influences purchasing decisions (Y)

2. This means that the product quality variable (X2) has no effect on the Purchase Decision variable (Y).
3. Brand Image Variables (X1) and Product Quality Variables (X2) jointly influence purchasing decisions (Y)

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