#### PREFACE

Praise the Lord Jesus Christ for His kindness, mercy, grace, and blessing throughout the entire process of completing this Final Project well and on time.

The Final Project with the title of "THE IMPACT OF BRAND'S NAME, PRODUCT QUALITY AND PRODUCT PRICE TO CONSUMER'S PURCHASE INTENTION AT THE COFFEE BEAN & TEA LEAF SUMMARECON MALL SERPONG" was submitted in partial fulfilment of the requirements for obtaining a Bachelor's Degree in Applied Tourism (S.Tr.Par.) Hospitality Management Study Program Faculty of Tourism University Pelita Harapan – Tangerang, Banten.

It is realized that without guidance, assistance, and prayers from various parties, this Final Project will not be completed in time. As a result, the author would like to express heartfelt gratitude to all parties who assisted in the completion of this Final Project, namely to:

- Vasco A.H. Goeltom, S.ST.Par., M.M, as advisor of this Final Project, who has given time, kindness and patience. Also contributing in giving proper guidance and suggestions that made this Final Assignment complete.
- Dr. Diena Mutiara Lemy, A.Par., M.M., CHE, as Dean of Tourism Faculty Pelita Harapan University.
- Dr. Amelda Pramezwary, A.Par., M.M., as Head of Hospitality Management Study Program.

- Dr. Wulanmeiaya Wowor, SE, M.M. as Chairperson, Dr. Theodosia C. Nathalia, S.ST.Par., M.M. and Vincentius Nonot Yuliantoro, S.Sos., M.M. as committee member.
- 5. Dr. Wulanmeiaya Wowor, SE, M.M. as academic advisor.
- 6. All lecturers of Faculty of Tourism Pelita Harapan University.
- 7. Staff Employees of Faculty of Tourism Universitas Pelita Harapan who have helped the writer in the activities of administrative issues.
- 8. Deep gratitude to writer's beloved family members, parents, and sisters, who have tremendously helped, supported, encouraged the writer mentally, financially and physically.
- All colleagues and friends in Pelita Harapan Faculty of Tourism, especially to H class members of batch 2017.
- 10. To the writer's final project partner Azharayu Meigamaharatu who made this final project possible.
- 11. Special thanks to Angela Nathania, Chen Yi Feng, Marcelline Gladys, Youmi Oh, and Steven Tantawi who has provided assistance, support and motivation to the author during the process of writing this thesis.
- 12. All the class of 2017 batch in Hospitality Management Pelita Harapan.
- 13. Last but not least to anyone whose names cannot be mentioned one by one, but have been much help during this Final Project, the writer sincerely appreciates all of your contribution, thank you so much.

Finally, the writer realizes that this Final Project still has many flaws and shortcomings. As a result, reader feedback and suggestions will be extremely beneficial

and greatly appreciated. This Final Project, I hope, will be useful and beneficial to all of the readers, colleagues, and many other people.

Tangerang, 4 August 2021



## **TABLE OF CONTENTS**

Page Number

### TITLE PAGE

FINAL ASSIGNMENT STATEMENT AND UPLOAD AGREEMEN	T FINAL
ASSIGNMENT ADVISOR'S STATEMENT OF	
AGREEMENT	
FINAL ASSIGNMENT BOARD OF EXAMINERS' STATEMENT C	
AGREEMENT	
ABSTRACT	vi
PREFACE	vii
TABLE OF CONTENTS	X
LIST OF FIGURES	xii
LIST OF TABLES	xiii

### CHAPTER I INTRODUCTION

A.	Background Studies1
В.	Formulation of Research Problems9
C.	Purpose of the Study
D.	Research Benefits10
E.	Systematic Writing10

### CHAPTER II LITERATURE REVIEW

A.	Theoretical Display	12
B.	Previous Research	24
C.	Hypothesis	.25
D.	Conceptual Framework	26

#### CHAPTER III RESEARCH METHOD

A.	General Overview of Research Object	.27
B.	Research Design	.28
C.	Sampling Method	.30
	Data Collecting Method	
E.	Variable Measurement	32
F.	Data Analysis Method	.37

#### CHAPTER IV RESULT AND DISCUSSION

Α.	Result4	0
B.	Discussion7	4

#### CHAPTER V CONCLUSIONS, SUGGESTION AND RESEARCH SUSTAINABILITY PLAN

APPENDIX CURRICULU	<b>IM VITAE</b>	
REFERENCE		83
C.	Research Sustainability Plan	82
	Suggestion	
А.	Conclusion	77

# LIST OF FIGURES

#### No. Title

# Page Number

1.	Sales of The Coffee Bean & Tea Leaf Summarecon Mall	
	Serpong	5
2.	Maslow's Hierarchy of Needs	226
3.	Conceptual framework	26
4.	Research Model	33



## LIST OF TABLES

#### No. Title

# Page Number

1.	Statement of Art	.7
2.	Conceptual Definition and Operational Definition of	
	Variable	.34
3.	Measurement Scale	.37
4.	Gender	.41
5.	Age	.41
6.	Occupation	42
7.	Descriptive Statistical Analysis of Actual Research	.44
8.	Results of Processed Questionnaire Data Section Brands Name	.45
9.	Results of Processed Questionnaire Data Section Product Quality	
10.	Results of Processed Questionnaire Data Section Product Price	.59
11.	Results of Processed Questionnaire Data Section Consumer's Purchase	
	Intention	.52
12.	Validity test	.54
13.	Realibility test	.58
14.	One-Sample Kolmogorov-Smirnov Test	.59
15.	Heteroskedasticity Test	.61
16.	Multicollinearity Test	.62
17.	Autocorrelation Test	.63
18.	Correlations Test	65
19.	Coefficient of Determination Test	66
20.	Brands Name to Consumer's Purchase Intention	.67
21.	Product Quality to Consumer's Purchase Intention	68
22.	Product Price to Consumer's Purchase Intention	
23.	F Test	71
24.	Multiple Linear Regression Analysis Test	72