ABSTRACT

This research is motivated increasing user capacity motorcycle and a decrease in sales of Honda motorcycles in the period 2011-2013. Penelitian can be formulated that how consumers make purchase decisions phenomenon Honda motorcycles amid increasingly fierce competition. This study aimed to examine the effect of product quality and after-sales services to the purchasing decision of Honda motorcycles in the city of Semarang.

This study used a simple random sampling method with a sample of the 100 people of the population of buyers and users of Honda motorcycles in the city of Semarang

Based on the results of a study reported the following regression equation: $Y = 0.411 \ XI + 0.336 \ X2$ Based on statistical data analysis, the indicators in this study are valid and reliable. In the classical assumption test, regression models multikolonieritas free, does not occur heterocedastity, and normal distribution.

Keywords: product quality and after-sales service