

Journal Of Consumer Research Impact Factor

Seminar paper from the year 2014 in the subject Business economics - Marketing, Corporate Communication, CRM, Market Research, Social Media, , language: English, abstract: The objective of this research is to determine the relationship between brand image, service quality and price on consumer purchase intention. Normative and informative susceptibility has indirect effect on consumer purchase intention. The empirical analysis were determined by collecting data from sample of 301 consumers of large retail stores. The findings of study reveal the positive effect of brand image and service quality on consumer purchase intention. Results reveal the insignificant relationship between price and consumer purchase intention. The findings also documented that consumers in large retail stores don't bother prices because consumers consider that the stores charge reasonable prices. Most of consumer's purchases depend upon the brand image and service quality. Normative and informative susceptibility have positive effect on brand image. The recommendations and suggestions are very helpful for managers and operators of large stores. Brand image depends on informative and normative susceptibility.

As those involved in commerce are aware, preventing competitors and others from imitating successful brands is a difficult and costly task. This book serves to inform the reader concerning complexities of the issues of brand imitation, integrating the disciplines of psychology, business, and law to the area of trademark infringement and counterfeiting. Principles and theories from psychology and how they are relevant to consumers' perceptions in the marketplace are used to explain why competitors steal the intellectual property of another company or entity. The possibility of brand imitation or counterfeiting should be contemplated in designing new products or brand packaging, just as it is in the printing of currency. It is the intent of *The Psychology Behind Trademark Infringement and Counterfeiting* to provide those involved in commerce with some understanding, some ideas, and perhaps some strategy for building differentiated brands that are easy to protect. Brand managers, expert witnesses to trademark cases, intellectual property lawyers, and academics of consumer behavior and marketing will find this book useful to understanding consumer motives and processes of trademark infringement and counterfeiting. It could be used as a textbook in courses on marketing.

Basics Marketing 01: Consumer Behaviour examines the relationship between consumers and culture, and the impact of current trends on consumer behaviour. It explores the different ways in which consumers around the world respond to marketing strategies, examining the interpretation of new stimuli using existing knowledge, and how both new and remembered knowledge combine to influence purchasing behaviour. Finally, there is a detailed examination of the influence of ethnicity, religion, class, age and gender on consumers' actions and the

importance of understanding the challenges and diversity of a global marketplace.

Ouvrage théorique permettant d'appréhender les attitudes et comportement des consommateurs et examinant comment le marketing peut influencer les processus.

In this book leading scholars and practitioners present the latest research and theory in customer satisfaction and services marketing with a wealth of stimulating ideas. Topics discussed include: the measurement of the managerial impact on service quality improvement; new methods of assessing the various elements of service quality; and philosophies of the nature of customer value. The diverse viewpoints of the contributors reveal the variety of emerging ideas on the subject of service quality.

This volume offers a critical, cross-disciplinary, and international overview of emerging scholarship addressing the dynamic relationship between race and markets. Chapters are engaging and accessible, with timely and thought-provoking insights that different audiences can engage with and learn from. Each chapter provides a unique journey into a specific marketplace setting and its sociopolitical particularities including, among others, corner stores in the United States, whitening cream in Nigeria and India, video blogs in Great Britain, and hospitals in France. By providing a cohesive collection of cutting-edge work, *Race in the Marketplace* contributes to the creation of a robust stream of research that directly informs critical scholarship, business practices, activism, and public policy in promoting racial equity.

Consumer Psychology in a Social Media World seeks to illustrate the relevance of consumer psychology theory and research to understanding the social media world that has rapidly become a key component in the social and economic lives of most individuals. Despite the rapid and widespread adoption of social media by consumers, research focused on individuals' use thereof and its implications for organizations and society has been limited and published in scattered outlets. This has made it difficult for those trying to get either a quick introduction or an in-depth understanding of the associated issues to locate relevant scientific-based information. The book is organized into five broad sections. The first presents a summary overview of social media, including a historical and cultural perspective. The second section is focused on social media as a modern form of word of mouth, always considered the most impactful on consumers. It also touches upon a motivational explanation for why social media has such a strong and broad appeal. Section three addresses the impact that consumers' switch to social media as a preferred channel has had on marketers' branding and promotional efforts, as well as the ways in which consumer involvement can be maintained through this process. Section four takes a methodological perspective on the topic of social media, assessing ways in which big data and consumer research are influenced by novel ways of gathering consumer feedback and gauging consumer sentiment. Finally, section five looks at some consumer welfare and

public policy implications, including privacy and disadvantaged consumer concerns. *Consumer Psychology in a Social Media World* will appeal to those who are involved in creating, managing, and evaluating products used in social media communications. As seen in recent financial and business market successes (e.g., Facebook, Twitter, LinkedIn, Instagram, Pinterest, WhatsApp, etc.), businesses focused on facilitating social media are part of the fastest growing and most valuable sector of today's economy.

Sidney J Levy is an internationally recognized writer whose ideas began to influence marketing executives in the late 1940s. They continue to impact today on: how we think about marketing's role in management; how managers develop product and brands; how they understand their consumers; and how corporate and academic researchers investigate marketplace concerns. *Brands, Consumers, Symbols and Research* is a comprehensive collection of Sidney J Levy's essays and studies of marketing.

Consumer research has traditionally focused on issues of epistemology in the collection and analysis of data. As a consequence, the crisis in representation which has radically reshaped understanding in the social sciences, has, so far, had very little impact on consumer research. This book redresses the balance with an investigation of representation and constructions of 'truth' in consumer research. Subjects covered include: * construction of the researcher and consumer voice * quantitative tools and representation * advertising narratives * poetic representation of consumer experience * the crisis in the crisis concept * consumer-oriented ethnographic research. The essays are written by experts from Britain and the United States and draw on a broad range of theoretical approaches.

This book brings together a collection of critical essays that challenge the existing dogma of leisure as an unmitigated social good, in order to examine the commodification and marketisation of leisure across a number of key sites. Leisure and consumer culture have become symbolic of the individual freedoms of liberal society, ostensibly presenting individuals with the opportunity to display individual creativity, cultural competence and taste. This book problematizes these assertions, and considers the range of harms that emerge in a consumer society predicated upon intense individualism and symbolic competition. Approaching the field of commodified leisure through the lens of social harm, this collection of essays pushes far beyond criminology's traditional interest in 'deviant' forms of leisure, to consider the normalized social, interpersonal and environmental harms that emerge at the intersection of leisure and consumer capitalism. Capturing the current vitality and interdisciplinary scope of recent work which is underpinned by the deviant leisure perspective, this collection uses case studies, original research and other forms of empirical enquiry to scrutinise activities that range from alcohol consumption and gambling, to charity tourism; CrossFit training; and cosmetic pharmaceuticals. Drawn from researchers across the UK, US, Europe and Australia, *Deviant Leisure: Criminological Perspectives on Leisure and Harm* represents the first systematic attempt at a criminological consideration of the global harms of the leisure industry; firmly establishing leisure as a subject of serious criminological importance.

Consumers' beliefs and attitudes towards online sales significantly influence buying behavior on the internet. However, the impact of these thoughts and beliefs on the decision to make an online purchase is not direct. It can be moderated by the emotions

experienced while browsing an e-commerce website. Impulse buying in particular is influenced by a number of factors, for example how stimulating the e-shopping platform is, and how easy it is to click on the cart a certain product, for instance a smartphone. But what happens after an online impulse buy is made? Often the customer can regret the purchase and in the throes of anxiety, look for reasons to justify the choices made. Consumer behaviour scholars and psychologists call this phenomenon cognitive dissonance, and certain individuals are more sensitive than others in developing this than others. This book offers a deep investigation around online impulse buying and subsequent cognitive dissonance. Specifically, the authors present a research case study of a group of millennials who are shopping for smartphones to study whether an initial positive state can reduce the onset of cognitive dissonance in consumers. Based on substantial research and a sample of 212 impulsive millennial buyers, the book provides a comprehensive, but simple and synthetic framework of impulse buying, cognitive dissonance and positive affect state, highlighting their relationships. How can corporate America effectively target the growing flood of consumers participating in online

Presents consumer research across both positivist and interpretivist methods. This title deals with such topics as: organic food consumption, luxury goods consumption by Chinese consumers, country of manufacture effects on product quality perceptions, and the nature and effects of cool consumption.

Daily existence is more interconnected to consumer behaviors than ever before, encompassing many issues of well-being. Problems include unhealthy eating; credit card mismanagement; alcohol, tobacco, pornography, and gambling abuse; marketplace discrimination; and ecological deterioration; as well as at-risk groups who are impoverished, impaired, or elderly. Opportunities for well-being via consumer behaviors include empowerment via the Internet, product sharing, leisure pursuits, family consumption, and pro-environmental activities, among others. In 2005 the Association for Consumer Research launched Transformative Consumer Research (TCR). Its mission is to foster research on quality of life that is both rigorous and applied for better assisting consumers, their caregivers, policy administrators, and executives. This edited volume includes 33 chapters on a wide range of topics by expert international authors. All royalties from sales of this book are donated to the Association to support TCR grants.

This volume grew out of research papers presented at the 9th ICORIA (International Conference on Research in Advertising) which was held at Universidad Autónoma de Madrid, Spain, on June 24-26, 2010. The conference involved advertising, communication, and marketing scholars located all over the world, thereby setting an example of diversity and plurality in our ICORIA community.

Online Consumer Psychology addresses many of the issues created by the Internet and goes beyond the topic of advertising and the Web to include topics such as customization, site design, word of mouth processes, and the study of consumer decision making while online. The theories and research methods help provide greater insight into the processes underlying consumer behavior in online environments. Broken into six sections, this book: focuses on community and

looks at the Internet's ability to bring like-minded individuals from around the world into one forum; examines issues related to advertising, specifically click-through rates and advertising content placed within gaming online and wireless networks; provides readers with reasons why consumers customize products and the benefits of customization; discusses the psychological effects of site design; asks the question of whether the Internet empowers consumers to make better decisions; and discusses research tools that can be used online.

Design plays an increasingly larger role today in creating consumer desire for products and liking for commercial messages. However, the psychological processes involved are only partially understood. In addition, design is inherently interdisciplinary, involving (among others) important elements of aesthetics, anthropology, brand strategy, creativity, design science, engineering, graphic design, industrial design, marketing, material science, product design, and several areas within psychology. While researchers and practitioners in all of these fields seek to learn more about how and why "good" design works its magic, they may benefit from each other's work. The chapters in this edited book bring together organizing frameworks and reviews of the relevant literatures from many of these contributing disciplines, along with recent empirical work. They cover relevant areas such as embodied cognition, processing fluency, experiential marketing, sensory marketing, visual aesthetics, and other research streams related to the impact of design on consumers. Importantly, the primary focus of these chapters is not on product design that creates functional value for the targeted consumer, but rather on how design can create the kind of emotional, experiential, hedonic, and sensory appeal that results in attracting consumers. Each chapter concludes with Implications for a theory of design as well as for designers.

Fans of specific sports teams, television series, and video games, to name a few, often create subcultures in which to discuss and celebrate their loyalty and enthusiasm for a particular object or person. Due to their strong emotional attachments, members of these fandoms are often quick to voluntarily invest their time, money, and energy into a related product or brand, thereby creating a group of faithful and passionate consumers that play a significant role in multiple domains of contemporary culture. The Handbook of Research on the Impact of Fandom in Society and Consumerism is an essential reference source that examines the cultural and economic effects of the fandom phenomenon through a multidisciplinary lens and shapes an understanding of the impact of fandom on brand building. Featuring coverage on a wide range of topics such as religiosity, cosplay, and event marketing, this publication is ideally designed for marketers, managers, advertisers, brand managers, consumer behavior analysts, product developers, psychologists, entertainment managers, event coordinators, political scientists, anthropologists, academicians, researchers, and students seeking current studies on the global impact of this particularly devoted community. Methods for Consumer Research, Volume One: New Approaches to Classic

Methods brings together world leading experts in global consumer research who provide a fully comprehensive state-of-the-art coverage of advances in the classical methods of consumer science. The book touches on the latest developments in qualitative techniques, including coverage of both focus groups and social media, while also focusing on liking, a fundamental principle of consumer science, consumer segmentation, and the influence of extrinsic product characteristics, such as packaging and presentation on consumer liking. In conjunction with the second volume, which covers alternative approaches and special applications, this book is an invaluable reference for academics working in the fields of in-sensory and consumer science, psychology, marketing and nutrition. And, with examples of the methodology being applied throughout, it serves as a practical guide to research and development managers in both food and non-food companies. Presents a fully comprehensive coverage of the latest developments in the classical methodologies of consumer research Provides examples of successful application of the methodologies presented Includes focus groups and social media discussions Encompasses consumer segmentation, with a focus on psychographics and genetics

In recent years, all types of businesses have increasingly focused on the importance of the relationship with the customer. Customer knowledge management has become a well-known term used in the business and academic worlds for understanding how to control consumer behavior. The Handbook of Research on Managing and Influencing Consumer Behavior discusses the importance of understanding and implementing customer knowledge management and customer relationship management into everyday business workflows. This comprehensive reference work highlights the changes that the Internet and social media have brought to consumer behavior, and is of great use to marketers, businesses, academics, students, researchers, and professionals. Rhetorical scholarship has found rich source material in the disciplines of advertising, communications research, and consumer behavior. Advertising, considered as a kind of communication, is distinguished by its focus on causing action. Its goal is not simply to communicate ideas, educate, or persuade, but to move a prospect closer to a purchase. The editors of "Go Figure! New Directions in Advertising Rhetoric" have been involved in developing the scholarship of advertising rhetoric for many years. In this volume they have assembled the most current and authoritative new perspectives on this topic. The chapter authors all present previously unpublished concepts that represent advances beyond what is already known about advertising rhetoric. In the opening and closing chapters editors Ed McQuarrie and Barbara Phillips provide an integrative view of the current state of the art in advertising rhetoric

What impact can various research methods have on consumer psychology? How can they help us understand the workings of the consumer mind? And how can the field of consumer psychology best utilize these methods? In the Handbook of Research Methods in Consumer Psychology, leading consumer psychologists

summarize key aspects of the research process and explain how different methods enrich understanding of how consumers process information to form judgments and opinions and to make consumption-related decisions. Kardes, Herr, and Schwarz provide an in-depth analysis of the scientific research methods needed to understand consumption-related judgments and decisions. The book is split into five parts, demonstrating the breadth of the volume: classic approaches, contemporary approaches, online research methods, data analysis, and philosophy of science. A variety of leading researchers give insight into a wide range of topics, reflecting both long-standing debate and more recent developments in the field to encourage discussion and the advancement of consumer research. The Handbook of Research Methods in Consumer Psychology is essential reading for researchers, students, and professionals interested in consumer psychology and behavior.

After the IPS2 conferences in Cranfield and Linköping in 2009 and 2010 the 3rd CIRP International Conference on Industrial Product Service Systems (IPS2) 2011 takes place in Braunschweig, Germany. IPS2 itself is defined as “an integrated industrial product and service offering that delivers value in use”. The customers expect comprehensive solutions, which are adapted to their individual needs. IPS2 offers the possibility to stand out from competition and for long-term customer loyalty. Particularly in times of economic crisis it becomes apparent which producing companies understand to satisfy the needs and requirements of their customers. Especially in this relatively new domain IPS2 it will be important to keep track of the whole context and to seek cooperation with other research fields and disciplines. The 3rd CIRP International Conference on Industrial Product Service Systems (IPS2) 2011 serves as a platform for such collaborations and the discussion of new scientific ideas.

This Handbook suggests future directions for cross-cultural marketing research in a rapidly evolving global environment. It builds upon existing models and topics and addresses the methodological challenges of cross-cultural research and provides applied examples spanning various methodologies as well as industry sectors and country settings. In addition, contributors present new paradigms for future research.

Outlining the key themes, concepts and theoretical areas in the field, this book draws on contributions from prominent researchers to unravel the complexities of consumer culture by looking at how it affects personal identity, social interactions and the consuming human being. A field which is characterised as being theoretically challenging is made accessible through learning features that include case study material, critical reflection, research directions, further reading and a broad mix of the types of consumers and consumption contexts including emerging markets and economies. The structure of the book is designed to help students map the field in the way it is interpreted by researchers and follows the conceptual mapping in the classic Arnould & Thompson 2005 journal article. The book is organised into three parts - the Consumption Identity, Marketplace

Cultures and the Socio-Historic Patterning of Consumption. Insight is offered into both the historical roots of consumer culture and the everyday experiences of navigating the contemporary marketplace. The book is supported by a collection of international case studies and real world scenarios, including: How Fashion Bloggers Rule the Fashion World; the Kendal Jenner Pepsi Commercial; Professional Beer Pong, Military Recruiting Campaigns, The World Health Organisation and the Corporatization of Education. The go-to text for anyone new to CCT or postgraduate students writing a CCT-related thesis.

Linked from the days of their origins, psychology and advertising developed as independent disciplines at almost the same time in the late nineteenth century. Providing an important arena in which psychologists have tested methods and theories, advertising has been a stimulus for research and development in such diverse specialties as learning and behavioral decision theory, psychometrics, perception, and social and mathematical psychology. Psychology, in turn, has contributed a wide assortment of tools, theories, and techniques to the practice of advertising. These contributions have found their place in virtually all areas of advertising practice -- stimulating creativity, evaluating the creative product, and informing the scheduling of media. Purposely eclectic, this volume presents new issues in consumer psychology and advertising such as the relationship between gender differences, cortical organization and advertising; new approaches to old issues such as attention as an epiphenomenon, and meta-analysis of comparative advertising research; and new applications of consumer psychology to other fields such as examining health behavior as consumer behavior, affect and political advertising, and the relationship between advertising and eating disorders. This volume is the result of the Sixth Annual Advertising and Consumer Behavior Conference, which was designed to bring together researchers and practitioners from both psychology and advertising. Chapter contributions are made by professionals in advertising and marketing, professors in psychology and marketing departments, and psychologists who consult for advertising and marketing organizations. Thus, the chapters represent a microcosm of the type of interaction that has characterized the interface of psychology and advertising for more than a hundred years.

Cutting edge and relevant to the local context, this second Australia and New Zealand edition of Hoyer, Consumer Behaviour, covers the latest research from the academic field of consumer behaviour. The text explores new examples of consumer behaviour using case studies, advertisements and brands from Australia and the Asia-Pacific region. The authors recognise the critical links to areas such as marketing, public policy and ethics, as well as covering the importance of online consumer behaviour with significant content on how evolving digital technologies and widespread use of social media are changing the way marketers understand consumers. * Marketing Implications boxes examine how theoretical concepts have been used in practice, and challenge students to think about how marketing decisions impact consumers *

Considerations boxes require students to think deeply about social media, research, cultural and international factors, and consumer psychology in relation to the contemporary consumer * Opening vignettes and end-of-chapter cases give students real-world insights into, and opportunities to analyse consumer behaviour, with extensive Australian and international examples providing issues in context Premium online teaching and learning tools are available on the MindTap platform. Learn more about the online tools cengage.com.au/mindtap This essential guide, edited by experienced journal editors, is the definitive sourcebook for prospective authors who are seeking direction and advice about developing academic papers in marketing that will have a high probability of publication in the best journals in the discipline. It brings together a wealth of contributors, all of whom are experienced researchers and have been published in the leading marketing journals.

This four-volume collection focuses on emerging and cutting-edge work which is shaping the contemporary landscape of consumer research. The volumes bring together key conceptual and research papers related to practices, sharing, politics and spaces. The editors provide a set of comprehensive introductions that scopes out current understanding in the field, and identifies directions for future research in relation to the key themes. This Major Work will be of interest to scholars in a broad range of disciplines, including Marketing and Consumer Research, Cultural Studies, Media Studies, Human Geography and Sociology. Volume One: Practices Volume Two: Sharing Volume Three: Politics Volume Four: Space

This handbook provides a comprehensive review of social cognition, ranging from its history and core research areas to its relationships with other fields. The 43 chapters included are written by eminent researchers in the field of social cognition, and are designed to be understandable and informative to readers with a wide range of backgrounds.

A Client-Centered approach to Financial Planning Practice built by Research for Practitioners The second in the CFP Board Center for Financial Planning Series, Client Psychology explores the biases, behaviors, and perceptions that impact client decision-making and overall financial well-being. This book, written for practitioners, researchers, and educators, outlines the theory behind many of these areas while also explicitly stating how these related areas directly impact financial planning practice. Additionally, some chapters build an argument based solely upon theory while others will have exclusively practical applications. Defines an entirely new area of focus within financial planning practice and research: Client Psychology Serves as the essential reference for financial planners on client psychology Builds upon and expands the body of knowledge for financial planning Provides insight regarding the factors that impact client financial decision-making from a multidisciplinary approach If you're a CFP® professional, researcher, financial advisor, or student pursuing a career in financial planning or financial services, this book deserves a prominent spot on

your professional bookshelf.

Consumer culture influences virtually all activities within modern societies and has become an important area of study for businesses. Logical analysis of consumer behavior is difficult as humans have different reasons for repeatedly buying products they need or want, and it is challenging to follow why they buy unneeded or unwanted products regularly. Without a comprehensive understanding of consumer culture as the basis, market discussions become empty and produce little insight into the power consumers hold in affecting other individuals and society. Multifaceted Explorations of Consumer Culture and Its Impact on Individuals and Society provides emerging research from different perspectives on the basis and ramifications of consumer culture, as well as how it affects all aspects of the lives of individuals. While providing a platform for exploring interpersonal interactions and issues related to ethics in marketing, readers will gain valuable insight into areas such as consumer vs. producer mentality, the effects of consumerism on developing countries, and the consequences of consumerism. This book is an important resource for marketing professionals, business managers, sociologists, students, academicians, researchers, and consumer professionals.

The unique contribution of Cracking the Code is its spotlight on how the knowledge of consumer psychology principles can be used to improve managerial decision making and organizational performance. Research on consumer behavior typically has a narrow focus and does not offer reliable and practical direction for marketers. Taken collectively, however, the conclusions of research streams can provide valuable information from which managers can base their decisions. The contributing authors of Cracking the Code offer a set of rules for managerial action that has been distilled from reviews of research areas in which they are experts. The book contains systematic, prescriptive advice based on state-of-the-art knowledge from multiple research lines regarding how consumers think and choose. The chapters cover fundamental topics such as new product management, marketing mix strategy, marketing communications and advertising, social media, and experiential marketing.

Original and well articulated. . . . [A] benchmark for psychologists who are concerned to understand and explain one of the less tractable areas of human cognition. It can also be recommended as a rich source of practical ideas to anyone responsible for education and training in professions that depend on the regular exercise of creative thinking. -- John Richardson, "Times Higher Education Supplement" "Creative Cognition" combines original experiments with existing work in cognitive psychology to provide the first explicit account of the cognitive processes and structures that contribute to creative thinking and discovery. In separate chapters, the authors take up visualization, concept formation, categorization, memory retrieval, and problem solving. They describe novel experimental methods for studying creative cognitive processes under controlled laboratory conditions, along with techniques that can be used to

generate many different types of inventions and concepts. "A Bradford Book"
[Copyright: 27ba108a60f75830f027902c3300ac12](https://doi.org/10.1002/9781119999999)