A Study on the Relationships among Product Involvement, Brand Equity, Emotional Advertising Appeals and Purchase Intenti

黃守聰、王秦希康

E-mail: 9315899@mail.dyu.edu.tw

ABSTRACT

Almost everyone live in the brand world. The brand equity is viewed as a very important concept in the academic circles and practical circles. Due to the successful and famous brand, marketing staff can acquire competitive advantages. Therefore, using individual variable, product involvement, emotional advertising appeals as independent variables, brand equity as interfered variable, and purchase intention as dependent variable to probe into the relation among the product involvement, emotional advertising appeals, brand equity and purchase intention. Furthermore, using brand equity as interfered variable to investigate the effect of interference to product involvement, emotional advertising appeals on purchase intention. This research was using the method of questionnaire survey together with various kind of satistic analysis and got the important discoveries are stated separately as follows: 1. The different individual variables to product involvement, brand equity, emotional advertising appeals and purchase intention comes out a partly remarkable discrepancy. 2. Product involvement, brand equity, emotional advertising appeals and purchase intention reveals outstanding positive relation. 3. The interaction of product involvement and brand equity reveal interference effect to the purchase intention.

Keywords: Product Involvement; Brand Equity; Emotional Advertising Appeals; Purchase Intention

Table of Contents

目錄 封面內頁 簽名頁 授權書	iii 中文摘要	v 英文摘	
要v 誌謝	vii 目錄	viii	目
錄x 表目錄	xi 第一章	緒論	1 第一節 研究背
景與動機1 第二節 研究	究目的4 第三	節 研究流程	6 第二章 文
獻探討7 第一節 產	品涉入7 第二	節 品牌權益	14 第三節
感性訴求廣告39 第四	□節購買意願	.43 第三章 研究方法	51
第一節 研究架構5	1 第二節 研究假設	52 第三節 研究對	
象53 第四節 研究	^{蔓項的操作性定義與衡量}	53 第五節 資料分析方	
法58 第六節 研究限制	訓60 第七節、	預試測驗與因素分析	60 第四
章 研究結果分析75 第	第一節 回收樣本情況與問卷信度檢測	則	長與研究變項之描
述性統計分析76 第三節 各研究變	蔓項相關分析97 第	四節 各相關變項之差異分析	101
第五節 品牌權益干擾效果分析	119 第五章 結論與建議	125 第一節 結	
論125 第二節 建	議與管理意涵13	31 第三節 後續研究之建	
議133 參考文獻 一、「	中文部份13	5 二、英文部份	137 附
錄一: 問卷148 圖	目錄 圖1-1 研究流程圖	6 圖2-1 品牌知識構	
面25 圖2-2 Aaker之品	品牌權益模式31 圖	2-3 Asseal 四種購買行為	44
圖2-4消費者行為模式	45 圖3-1 研究架構圖	51 圖 3-2產品涉入程度	量表因素陡坡
圖62 圖 3-3品牌權益量表因	素陡坡圖65 圖 3-4感	性訴求廣告量表因素陡坡圖	68 圖
3-5購買意願量表因素陡坡圖	69 圖4-1情境涉入與品牌知名度之	と交互作用對購買意願之干擾勢	汝果124 表目錄
表2-1 涉入的定義8	表2-2 涉入剖面量表	12 表2-3 品牌權益定義之	2彙總
表16 表2-4 品牌權益之衡	ī量指標37 表2-5	弹性訴求定義表	41 表2-6 感
性訴求名稱彙整表42 表	2-7 感性訴求廣告表	43 表3-1 產品涉入程度(原	始)量表題目說
明55 表3-2品牌權益(原始)量表	題目說明56 表3-3感性	訴求廣告(原始)量表題目說明	57
表3-4購買意願(原始)量表題目說明	57 表3-5產品涉入程度量表之	<u>′</u> 因素分析結果63 表	₹3-6品牌權益量
表之因素分析結果65 表3-75	感性訴求廣告量表之因素分析結果	68 表3-8購買意願量	表之因素分析結
果70 表3-9產品涉入程度量	表之信度分析結果71 表3	-10品牌權益量表之信度分析紹	Ė
果72 表3-11感性訴求廣告量			
果73 表4-1樣本問卷回收情刑	彡75 表4-2產品涉	入程度各題目,答題情形平均	」數、標準

差76 表4-3樣本在	:情境涉入之得分	情形	77 表4-4樣本在顏	圣品涉入之得分情	形	79 表4-5品牌權
益量表各題目,答題	情形平均數、標準	隼差81 表4-6樣	本在品牌知名度	之得分情形	82 表4-7樣	本在品牌聯想
之得分情形	84 表4-8樣本	x在品牌忠誠度之得	异分情形	85 表4-9樣本	在知覺品質之得多	計
形87 表	₹4-10感性訴求廣·	告量表各題目,答題	題情形平均數、	標準差89 表4-11	樣本在使用者形象	之得分情
形90 表4	l-12樣本在使用時	機之得分情形	92 表4-	-13樣本在品牌形象	象之得分情形	93
表4-14購買意願量表	各題目,答題情形	ý平均數、標準差	95 表4-15樣本	在購買意願之得分	↑情形	96 表4-16產
品涉入程度與品牌權	益之相關分析	97 表4-17產品	品涉入程度與感情	生訴求廣告之相關	分析98 表4	4-18產品涉入程
度與購買意願之相關	分析99 :	表4-19品牌權益與愿	感性訴求廣告之 棒	相關分析	99 表4-20 品牌權:	益與購買意之
相關分析	.100 表4-21感性部	「求廣告與購買意願	之相關分析	100 表4-22個	1人變項與情境涉	入單因子變異
數與t檢定分析結果	101 表4-23個人變	項與產品涉入單因	子變異數與t檢定	官分析103 表4-	24個人變項與品牌	埤知名度單因子
變異數與t檢定分析結	果.105 表4-25個。	人變項與品牌聯想聞	單因子變異數與t	檢定分析結果10	7表4-26個人變項	與品牌忠誠度
單因子變異數與t檢定	C分析結果.109 表。	4-27個人變項與知覺	冒品質單因子變	異數與t檢定分析編	5果…110 表4-28 個	人變項與使用
者形象單因子變異數	與t檢定分析結果。	.112 表4-29個人變功	頁與使用時機單區	因子變異數與t檢定	C分析結果114 表	₹4-30個人變項
與品牌形象單因子變	異數與t檢定分析	結果…116 表4-31個	人變項與購買意	「願單因子變異數 與	與t檢定分析結果…	118 表4-32產品
涉入程度對購買意願	的層級迴歸分析	120 表4-33感	性訴求廣告對購	買意願的層級迴歸	帚分析122	表5-1差異性假
設驗證表	127 表5-2	相關性假設彙總表.		128 表5-3品牌棉	蕾 益對產品涉入程	度與購買意願
的干擾效果驗證130	表5-4品牌權益對	付感性訴求廣告與購	買意願的干擾效	女果驗證130		

REFERENCES

參考文獻(中文) 1.王又鵬 , 「促銷活動對消費者購買行為影響之研究」 , 政治大學企業 管理研究所博士論文 , 民國82年。 2.王紹遠 , 「 感性訴求廣告對廣告效果影響路徑之研究 - 以行動電話服 務廣告為例 」 , 銘傳大學管理科學研究所碩士論文 , 民國91年。 3.丘新華 , 「廣告訴求及產品類型對廣告效果影響之研究」,義守大學 管理科學研究所碩士論文,民國90年。 4.吳明隆,SPSS統計應用實務,台 北:松崗股份有限公司,民國89年。 5.洪宇生,「促銷評價影響品牌權益及購買意願模式之研究 - 以洗面乳 為例」。朝陽科技大學企業 管理系碩士論文,民國91年。 6.祝鳳岡,「整合行銷傳播之運用:觀念與問題」,傳播研究簡訊,民 國87 年。 7.祝鳳岡,廣告理性訴求 策略之策略分析,廣告學研究,第八集,民國 85年。 8.陳振燧,顧客基礎的品牌權益衡量與建立之研究,國立政治大學企業 管理研究 所博士論文,民國85年。 9.黃韋仁 , 「形象策略、品牌權益與顧客終身價值關係之研究 - 以咖啡 連鎖店類型之實證 」 , 中原大學企業管 理研究所碩士論文,民國90 年。 10.黃深勳,廣告學,蘆洲:空中大學,民國87年。 11.蔡政澄,「青少年對行動電話產品屬性偏好研究」 ,私立長榮管理學院經營管理研究所碩士論文,民國90年。12.謝文雀,「消費者行為學」,台北,華泰書局,民國84年。13.顏龍蒂 ,議題相關行銷對品牌權益影響之研究,國立政治大學企業管 理學研究所碩士論文,民國88年。 參考文獻(英文) 1.Aaker & Norris.(1982), " Characteristics of TV Commercials Perceived as Informative," Journal of Advertising Research, Vol. 22, iss.2, pp.61-71. 2. Aaker, David A. & Keller, D.L.(1990), "Consumer Evaluations of Brand Extensions," Journal of Marketing vol.54, pp.27-41. 3. Aaker, David A.(1991), Manageing Brand Equity, New York: The Free Press, 4, Aaker, David A. (1991). Managing Brand Equity: Capitalizing on the Value of a Brand Name, The Free Press, N.Y. 5. Aaker, David A.(1992), "The Value of Brand Equity", Journal of Business Strategy, 13(4), pp.27-32. 6. Aaker, David A.(1996), " Measuring Brand Equity Across Product and Markets, "California Management Review, Vol. 38, No. 3, pp.102-120. 7. Aaker. (1998), Strategic Market Management, New York: John Wiley, 5th ed. 8. Andrews, J.C. (1988), "Motivation, Ability and Opportunity to Process Information: Conceptual and Experimental Manipulation Issues, " Advance in Consumer Research, XV, Houston, M. J. ed., Provo, UT: Association for Consumer Research, pp.219-225. 9.Arens, W.F.(1999), Contemporary Advertising, McGraw-Hill Companies, Inc. 10.Asseal, H.(1987), Consumer Behavior and Marketing Action.Boston. 11.Bagozzi, Richard P.& Moore, David J. (1994), "Public Service Advertisements: Emotions and Empathy Guide P, "Journal of Marketing, Vol.58, No.1, pp. 56-70. 12.Barwise, P. (1993), "Brand Equity: Snark or Boojum," International Journal of Research in Marketing, vol.10, No.1, pp.93-104. 13. Belch, G.E.& Michael, A.B. (1999), Advertising and Promotion: An Integrate Marketing Communications Perspective, 4th ed, NY: McGraw-Hill, pp.153-155. 14.Biel, A.L. (1992), "How Brand Image Drives Brand Equity," Journal of Advertising Research, vol.32(11), pp.6-12. 15.Biel, A.L.(1992), "How Brand Image Drives Brand Equity," Journal of Advertising Research, vol.32(11),pp.6-12. 16.Biswas.(1992), "The Moderating Role of Brand Familiarity in Reference Price Perceptions," Journal of Business Research, 25 (November), pp.251-262. 17. Blackston, M. (1992), "Observations: Building Brand Equity by Managing the Brand's Relationships," Journal of Advertising Research, May/June, pp.78-83. 18.Bloch, P. H., & Richins, M. L.(1983), "A Theoretical Model for the Study of Product Importance Perceptions, "Journal of Marketing, 47(2), pp.69-81. 19. Bonner, P. G. & R. Nelson. (1985), "Product Attributes and Perceived Quality: Foods, "Perceived Quality, J. Jacoby and J.C. Olson, eds. Lexington, MA: Lexington Books, pp.3-29. 20. Brasco. (1988), "Hoe Brand Leuthesser, Name are Valued for Acquisitions, "In:L.ed.Report, Cambridge, MA:Marketing Science Institute,pp.88-104. 21.Brown & Dacin. (1997), "The Company and the Product: Corporate Associations and Consumer Product Responses," Journal of Marketing, Vol.61, Iss.1, p.68-84. 22.Burnkrant, R.E.& Sawyer, A.(1983), "Effects of Involvement on Information Processing Intensity," Information Processing Research in Adverting, Harris, R. J. eds., Hillsdale, NJ: Erbium. 23. Celsi, R.L.&Olson, J.C. (1988), "Role of Involvement in Attention Comprehension Processes, "Journal of Consumer Research, 15(9),pp.210-224. 24. Chematony De Leslie & McWilliam Gil. (1989), Branding Terminology — The

Real Debate, Marketing Intelligence & Planning, Vol.7, p.29-32. 25. Clarke, K., & Belk, R. (1978), "The Effects of Product Involvement and Task Definition on Anticipated Consumer Effort, " Advances in Consumer Research, 5, pp.313-318. 26.Cobb-Walgren, C.J., Ruble C.A. & Donthu N.(1995), "Brand Equity, Brand Preference, and Purchase Intent," Journal of Advertising, vol.24(3),pp.25-40. 27. Crimmins.(1992), Talk About Beliefs, Cambridge, Mass; Bradford Books. 28. Day, G. S. (1970), Buyer Attitudes and Brand Choice Behavior. New York: Free Press. 29. Day. (1994), The Capabilities of Market-Driven Organizations, Journal of Marketing, 58: pp. 37-52. 30. Dicari, F. (1998), An Equitable Way to Market, Direct Marketing, 6(8), pp.26-29, 31. Dickson, Peter R. and Alan G. Sawyer (1990), "The Price Knowledge and Search of Supermarket Shoppers, "Journal of Marketing, Vol.54 (July), pp.42-53. 32. Dodds, W. B., K.B. Monroe & D. Grewal. (1991), "The Effects of Price, Brand, and Store Information on Buyers 'Product Evaluation, Journal of Marketing Research, Vol. 28, August, pp. 307-319. 33. Doyle Peter. (1990), Building Successful Brands: The Strategic Options", Journal of Consumer Marketing, vol.7, pp.5-20. 34. Dyson, Paul, Andy Farr, & Nigel S. Hollis.(1996), "Understanding, Measuring, and Using Brand Equity," Journal of Advertising Research (Nov/Dec): pp.9-21. 35.Engel, Blackwell & Miniard.(1990), Consumer Behavior, 6th Edition, The Dryden Press, 36. Engel, J. F. & Blackwell, R. D.(1984), Consumer Behavior, Dryder Press, pp.687-690. 37.Engel, J. F., Blackwell, R. D. & Miniard, P. W.(1990), Consumer Behavior, 3rd ed., The Dryden Press. 38.Engle, James F, Martin R. Warshaw & Tomas C. Kinnear. (2000), Promotion Strategy, 9thed., Irwin. 39. Farguhar, P.H. (1990), "Managing Brand Equity", Journal of Advertising Research, vol.30(4), pp.7-12. 40.Garvin, D.A.(1984), What does product quality really mean? Soloan Management Review, Fall, pp. 25-43. 41. Gelb, B., & Johnson, M. (1995). "Word-of-mouth communication: causes and consequences." Journal of Health Care Marketing, 15, pp.54-58. 42. Greenwald, A. G. & Leavitt, C.(1984), "Audience Involvement in Advertising: Four Levels," Journal of Consumer Research, 11,pp.581-592. 43.Grwal, Gotlieb & Marmorstein.(1994), "The Moderating Effects on Message Framing and Source Credibility on the Price-perceived Risk Relationship, "Journal of Consumer Research, Vol. 21, June. 44. Holbrook, Morris B, & Batra, Rajeev. (1987), "Assessing the ole of Emotions as Mediators of Consumer Responses to Advertising, "Journal of Consumer Research, 14(December), 404-420. 45. Houston, M. J. & Rothschild, M. L.(1978), "Conceptual and Methodological Perspective in Involvement," in Jain, S. ed. Research Frontiers in Marketing: Dialogues and Direction. 46.Johar, J.S. & M.J. Sirgy.(1991), "Value-Expressive Versus Utilitarian Advertising Appeals: When and Why To Use Which Appeal. "Journal of Advertising20, 3, pp.23-33. 47. John. (1993), "Diluting Brand Beliefs: When Do Brand Extensions Have a Negative Impact? "Journal of Marketing, 57 (July), pp.71-84. 48. Kamakura & Russell. (1990), Measuring Brand Value with Scanner Data. International Journal of Research in Marketing, 10, pp.9-22. 49. Keller, Kevin Lane. (1993), "Conceptualizing, Measuring, and Managing Customer — Based Brand Equity, "Journal of Marketing,vol.57(1), pp.1-22. 50. Kevin Lane Keller. (1993), "Conceptualizing, Measuring and Managing Customer —Based Brand Equity "Journal of Marketing, vol. 57, Jan., pp.7. 51. Kim, Peter. (1990), "A Perspective on Brands," Journal of Consumer Marketing, Fall,pp.20-30. 52. King. (1991), "Towards a Theory of Strategic Use of Information Resources: An Inductive Approach," Information & Management 20 (3), Amsterdam3, pp.191-213. 53. Kolter, P. (1997), Marketing Management: Analysis, Planning and Control, 9th Edition, New Jersey, Prentice-Hall Inc. 54. Kolter. (1994), Marketing Management, Eighth Edition, p. 599. 55. Kolter. (1997), P., Marketing Management: Analysis, Planning and Control, 9th Edition, New Jersey, Prentice—Hall Inc. 56. Kolter. (1999), "Marketing Management-An Asia Perspective," Second Edition, pp.216-217. 57. Kotler. (1991), Marketing Management: Analysis, Planning, Implementation, and Control (7th ed.), NJ: Prentice—Hall International, Inc. 58. Kotler (1996), Marketing Management: Analysis, Planning, Implementation and Control, 7th ed., N. J.: Prentice-Hall. 59.Krugman, H. E.(1965). "The Impact of Television Advertising Learning Without Involvement," Public Opinion Quarterly, 29.pp.349-356. 60.Laroche, M., Kim C., & L.Zhou. (1996), "Brand Familiarity and Confidence as Determinants of Purchase Intention: An Empirical Test in a Multiple Brand Context, "Journal of Business Research, Vol.37(2), pp.115-120. 61. Laskey, H. A, Fox R. J. & Crask M. R. (1995), "The Relationship between Advertising Message Strategy and Television Commercial Effectiveness, " Journal of Advertising Research, Vol. 35 No.2, pp.31-39. 62.Lassar, Walfried, Banwari Mittal, & Arun Sharma.(1995), "Measuring Customer-Based Brand Equity", Journal of Consumer Marketing, vol.12(4), pp.11-20. 63.Lastovica, J. L. & Gardner, D. M.(1979), "Components of Involvement," In Attitude Research Plays for High Stakes, pp.53-73. 64.Laurent, G. & Kapfere, J. N.(1985), "Measuring Consumer Involvement Profiles," Journal of Marketing Research, 22 (1),pp.41-53. 65.Laurent, G. & Kapferer, J. N.(1986), "Consumer Involvement Profiles: A New Practical Approach to Consumer Involvement, " Journal of Advertising Research, 25(6), pp.48-56. 66.Leigh, J. H. & A. Menon. (1987), "Audience Involvement Effects on the Information Processing of Umbrella Print Advertisements, "Journal of Advertising, Vol. 16, No. 3, pp.3-12. 67. Leuthesser, Kohli & Harich. (1995), "Brand Equity: The Halo Effect Measure, "European Journal of Marketing, Vol. 29, pp.57-66. 68. Leuthesser. (1988), Defining, Measuring and Managing Brand Equity. Marketing Science Institute Conference Summary, Report Number, pp.88-104. 69.Louviere, L. & Johnson, R.(1988), "Measuring Brand Image with Conjoint Analysis and Choice Models, "In:L.Leuthesser, ed. MSI Report,pp.88-104. 70.MacKenzie et al.(1986), The Role of Attitude Toward the Ad as Mediator of Advertising Effectiveness: A Test of Competing Explanation. Journal of Marketing Research, 23,pp.130-143. 71.Mahajan, Rao & Srivastava.(1991), An Approach to Assess the Importance of Brand Equity in Acquisition Decisions, Cambridge, MA: Marketing Science Institute,pp.93-124. 72. Mahajan. (1993), "A Probabilistic Approach to Pricing a Bundle of Products and Services, "Journal of Marketing Research, Vol.30 (November), pp.494-508. 73. Martin & Brown. (1990), "Push, Pull & Squeeze Shop Floor Control With Computer Sim, Industrial Engineering. 22(2), pp39-43. 74. Mitchell, A. A. (1981), The Dimensions of Advertising Involvement, " Advances in Consumer Research, 8, pp.25-30. 75. Monroe & Krishnan. (1985), "Framing Effects on Buyers' Subjective Product Evaluations, " Advance in Consumer Research, pp.193-197. 76. Moore. (1993), "The Impact and Memorability of Ad-Induced Feelings: Implications for Brand Equity, "In Brand Equity and Advertising, David A. Aaker & Alexander L. Biel, ed. New Jersey: Lawrence Erlbaum Associates,

Inc.pp.195-211. 77.MSI. Report.(1988), "Measuring Brand Image with Conjoint Analysis and Choice Models," In:L.Leuthesser, ed. pp.88-104. 78. Mullen, M. & Mainz A. (1989), "Brands, Bids and Balance Sheet: Putting a Price on Protected Products", Acquistions Monthly,vol.24,pp.26-27. 79. Nunnally.(1978), J.C. (1978) Psychometric Theory (2ed.). New York: McGraw Hill. 80. Owen, Stewart.(1993), The Landor Image Power Survey: A Global Assessment of Brand Strength, In: D. Aaker & A. Biel (eds.), Brand Equity and Advertising: Advertising: s Role in Building Strong Brands, pp.11-30. 81.Park, C.W.(1986), "Strategic Brand Concept-Image Management," Journal of Marketing, October, pp135-145. 82.Park, Chan Su, & V.Srinivasan. (1994), "A Survey-Based Method for Measuring and Understanding Brand Equity and Its Extendibility, "Journal of Marketing Research, vol.31(5), pp.271-288. 83.Pechmann, Cornelia & David W. Stewart.(1989), The Multidimensionality of Persuasive Communication: Theoretical and Empirical Foundation. In Patricia Cafferata, Alice Tybout(Ed.), Cognitive Communication and Affective Responses to Advertising. 84.Penrose, N. (1989), "Valuation of Brand Names and Trademarks," Brand Valuation: Establishing a True and Fair View, The Interbrand Group, Lodon, England. 85.Perreault, William D. & E. Jerome McCarthy(1997), Essentials of Marketing, 7 Ed., USA: Times Mirror Higher Education Group Inc. 86. Petty, R. E., Cacioppo, J. T. & Schumann, D. (1983), "Central and Peripheral Routes to Advertising Effectiveness: The Moderating Role of Involvement, "Journal of Consumer Research, 102, pp.135-146. 87.Pitta, D. A. & Katsanis. (1995), L. P., "Understanding Brand Equity for Successful Brand Extension," Journal of Consumer Marketing, Vol. 12, No. 4, pp.51-64. 88.Polly, R.W.& Mittal ,B.(1993), "Here's the Beef:Factor, Determinants, and Segments in Consumer Criticism of Advertising," Journal of Marketing, Vol.57, No.2. 89. Puto, C.P.& Wells, W.D. (1984), "Informational and Transformational Advertising: The Differential Effects of Time, "Advances in Consumer Research, Vol.11, pp.638-643. 90. Raghubir, Priya & Corfman, Kim. (1999), "When Do Price Promotion Affect Pre-trial Brand Evaluations?, "Journal of Marketing Research, Vol.36, pp.211-222. 91. Rangaswamy, Burke & Oliva. (1993), "Brand Equity and Extendibility of Brand Names, "International Journal of Research in Marketing, Vol. 10, pp.61-75. 92. Reichheld, F. F. and W. Earl Sasser, Jr. (1990), "Zero Defections: Quality Comes to Services", Harvard Business Review, 68(5), pp.105-111. 93.Ronald, E.T.(1999), "A Six-Segment Message Strategy Wheel, "Journal of Advertising Research, Vol.39, No.6, pp.7-17. 94. Rossiter, J. R & L. Percy. (1987), Advertising and Promotion Management, N.: McGraw-Hill. 95.Rossiter, J.R. & L.Percy.(1998), Advertising Communications and Promotion Management, McGraw-Hill Companies, Inc., Singapore. 96.Rothschild, M. L.(1984), "Perspectives in Involvement: Current Problem and Future Directions," Advances in Consumer Research, 11, pp.216-217. 97. Shocker, A. and B. Weitz. (1988), "A perspective on Brand Equity Principles and Issues. In: Summary of Marketing Science Institute Conference, "Cambridge, MA. Report, pp.88-104. 98.Simon, C. J. & M. W. Sullivan. (1993), "The Measurement and Determinants of Brand Equity: A Financial Approach, "Marketing Science, Winter, pp.66-71. 99. Smith. (1991), "The Role of Consumer Involvement in Determining Cognitive Response to Broadcast Advertising, "Journal of Advertising, Vol.20 (1), pp.4-17. 100. Snyder, M. & K.G.DeBono.(1985), "Appeals to Image and Claims About Quality: Understanding the Psychology of Advertising," Journal of Personality and Social Psychology, Vol.49, No.3, pp.586-597. 101. Srivastave & Shocker. (1991), "Brand Equity: A Perspective on Its Meaning and Measurement," Cambridge, MA: Marketing Science Institute, pp.91-124. 102. Stobart, P. (1989), Alternative Methods of Brand Valuation. In: J. Murphy (Ed.), Brand Valuations: Establishing a True and Fair View. London: The Interbrand Group,pp.35-49. 103. Sundar G. Bharadwai, & P. Rajan Varadarajan. (1993), "An Analysis of the Market Share Profitability Relationship," Journal of Marketing, 57 (July), pp.1-18. 104. Tauber. (1988), "Brand Leverage: Strategy for Growth in a Cost Control World," Journal of Advertising Research, August/September, pp.26-30. 105. Thaler. (1985), "Mental Accounting and Consumer Choice," Marketing Science, Vol. 4, No. 3, pp. 199-214. 106. Turley, L.W., Kelley, S.W.(1997), "A Comparison of Advertising Content: Business to Business Versus Consumer Services," Journal of Advertising, 26(4), pp.39-48. 107. Urde. (1994), "Brand Orientation—A Strategy for Survival," Journal of Consumer Research, vol 11, pp 18-32. 108. Vaughn. (1980), "How Advertising Work: A Planning Mode, "Journal of Advertising Research, Vol. 20 (October), pp.27-33. 109. Woodside. (1983), "Personal Value Influences on Consumer Product Class and Brand Preference, "Journal of Social Psychology, 58,pp.193-198. 110.Wright, P. L.(1973), "Cognitive Processes Mediating Acceptance of Advertising," Journal of Marketing Research, 10, pp.53-62. 111. Zaichkowsky, J. L. (1985),

[&]quot; Measuring the Involvement Construct," Journal of Consumer Research, 12, pp.341-352. 112.Zeithaml.(1988), "The Service Quality Puzzle,

[&]quot; Business Horizon, Vol.31(5), pp.35-43.