

The Relationship Research Between Partnership, Perceived Value and Consumers' Purchase Intention A Case of 3C Chain

陳鼎裕、羅雁紅

E-mail: 9500907@mail.dyu.edu.tw

ABSTRACT

The purpose of this research was from the view of consumer to discuss the dimension of the partnership between consumers and operators in 3C chain home appliances. After build up the partnership, to discuss whether the consumer would raise their purchase intention. Furthermore, adding interference variable of perceived value to analyze whether change the purchase intention of consumer partnership. This research model was discussed the 3C chain home appliances in Taipei country and city area. Regard consumers as research object. Then make use of the questionnaires survey to collect data. The research sent out 350 questionnaires totally, and the valid questionnaire has 340. Through the analysis of reliability, validity, variance to prove the result. (1) High and low "consumer partnership" was interference by "perceived value", "purchase intention" has no obvious difference, but through the graph of unilateral analysis of variance. We found lower "consumer partnership" was affected by "perceived value"; "Purchase intention" was higher than "high consumer partnership". (2) Each factor of consumer partnership was interference by perceived value, except "select partnership", "build up partnership" and "preserve partnership" about "purchase intention" cause the obvious difference.

Keywords : Partnership, Purchase intention, Perceived value

Table of Contents

封面內頁 簽名頁 授權書.....	iii 中文摘要.....	iv 英文摘要.....
要.....	v 誌謝.....	vi 目.....
錄.....	vii 圖目錄.....	x 表目錄.....
的.....	xii 第一章 緒論 1.1 研究背景與動機.....	1 1.2 研究目.....
程.....	6 1.3 研究範圍及限制.....	7 1.4 研究流.....
係.....	8 第二章 文獻探討 2.1 顧客.....	10 2.2 夥伴關係.....
願.....	11 2.2.1 關係行銷中的夥伴關係.....	11 2.2.2 通路上的夥伴關係.....
結.....	21 2.2.3 夥伴關係總結.....	44 2.3 認知價值與購買意.....
容與定義.....	45 2.4 台灣3C連鎖店概況.....	54 2.5 文獻探討總.....
願.....	62 第三章 研究方法 3.1 研究架構.....	66 3.2 研究變數的內.....
設.....	66 3.2.1 顧客夥伴關係.....	67 3.2.2 購買意.....
計.....	67 3.2.3 認知價值.....	67 3.3 研究假.....
具.....	68 3.4 問卷設計.....	69 3.5 抽樣設.....
測.....	71 3.5.1 抽象對象選擇.....	71 3.5.2 抽樣區域範圍.....
定.....	72 3.5.3 抽樣方法.....	73 3.6 研究工.....
析.....	75 3.7 資料分析方法.....	75 3.7.1 次級資料分析.....
析(ANOVA).....	75 3.7.2 數量資料分析.....	75 3.8 前.....
析.....	77 第四章 資料分析 4.1 樣本描述.....	81 4.2 信度檢.....
.....	83 4.3 效度分析.....	85 4.4 卡方分.....
.....	87 4.5 變異數分析.....	112 4.5.1 單因子變異數分.....
.....	112 4.5.2 多變量變異數分析(MANOVA).....	116 4.6 相關分.....
論.....	125 4.7 資料分析總結.....	126 第五章 結論與建議 5.1 結.....
議.....	129 5.2 管理意涵.....	131 5.3 建.....
錄.....	132 參考文獻.....	135 附.....
	145	

REFERENCES

一、中文部分 1. 天下雜誌，「2005年1000大企業超限競爭」，2005年。2. 方世榮、江淑娟、方世杰，「夥伴關係整合模型的實證研究 - 以中小企業為對象」，管理學報，第19卷，第4期，頁615~645，2002。3. 王慧美，「國際代工夥伴關係下之資產專屬性與能力建構 - 供應商觀點分析」，國立台灣大學國際企業研究所博士論文，2001年。4. 司徒達賢，「策略管理新論 - 觀念架構與分析方法」，台北：智勝出版社，2001年。5. 李若松，燦坤、全國電子再爆價格大戰，聯合報，B1版，2005年。6. 周文賢，「多變量統計分析:SAS/STAT 使用方法」，初版。台北：智邦文化，2002年。7. 陳君地，「轉換成本、鎖住效應與夥伴關係之關聯性研究」碩士論文，頁40，2004年。8. 陳彥芳，「價格促銷、認知價值與商店形象對購買意願影響之研究 - 以大台北地區3C 連鎖家電為例」，私立真理大學管理科學研究所碩士論文，2004年。9. 陳建南，「電子商務、夥伴關係、供應鏈管理與競爭優勢關係之研究 - 以台灣高科技產業為例」，長榮大學經營管理研究所碩士論文，2003年。10. 張瑞珠，「企業導入供應鏈管理系統之研究」，私立中原大學資訊管理研究所碩士論文，2001年。11. 黃思明，「台灣物流業者的類型與核心管理技術」，物流管理系列學術研討會及座談會，1994年。12. 黃銘章，「影響代工供應商與顧客間夥伴關係因素之研究 - 以台灣電子資訊產業為例」，國立政治大學企業管理研究所博士論文，2002年。13. 黃國勝，「供應鏈管理中夥伴關係之關係性成本分析」，高雄第一科技大學運輸與倉儲營運系碩士論文，2000年。14. 溫國政，「物流整合對流通通路影響之研究」，東吳大學商學院企業管理學系碩士班碩士論文，1996年。15. 資策會MICTIS計畫，12月，1999年。16. 劉明月，「我國加入WTO 關稅減讓下產業通路型態可能改變方向之研究 - 以食品、家電、通訊、資訊業為例」，東華大學企業管理研究所碩士論文，2002年。17. 蔡昭仁，「企業市場夥伴關係管理之研究 - 以紡織產業為例」，雲林科技大學資訊管理系碩士論文，2004年。18. 賴宜鈴，「新零售業態對製造商通路策略與績效影響之研究」，高雄第一科技大學行銷與流通管理研究所碩士論文，2001年。19. 謝佳穎，「3C 產品通路選擇策略及個案研究」，台灣大學商學研究所碩士論文，1995年。20. 蕭正平，「顧客關係行銷的發展與實務」，國立台灣大學商學研究所碩士論文，頁16~18，2000年。21. 闕山晴，1998年台灣連鎖店年鑑，頁231~232，2002年。

二、英文部分

1. Bechtel, C. and Jayaram, J., "Supply Chain Management: A Strategic Perspective", *The International Journal of Logistics Management*, Vol.8 No.1, pp.15-34, 1997.
2. Bennet, P. D., "Dictionary of Marketing Terms", Chicago: American Marketing Association, 1988.
3. Bensaou, M. "Portfolios of Buyer-Supplier Relationships", *Sloan management Review*, Summer, pp.35-44, 1999.
4. Berman, B., "Marketing Channel", John Wiley & Sons, Inc, 1996.
5. Berry, L. L., "Relationship Marketing, Emerging Perspective on Service Marketing". American Marketing Association: pp.25-28, 1983.
6. Berry Leonard L. and Parasuraman A, "Marketing Service-Competing Through Quality", New York: The Free Press, pp.137, 1991.
7. Bowersox, D. J. & Bixby, C. M., "Strategic Marketing Channel Management", McGraw-Hill Book Co, 1992.
8. Bowersox, D. J. & Closs, D. J., "Logistical Management-The Integrated Supply Chain Process", McGraw-Hill Book Co., International Ed, 1996.
9. Cooper, M. C. & Ellram L. M., "Characteristics of Supply Chain Management and the Implications for Purchasing and Logistics Strategy", *The International Journal of Logistics Management*, Vol.4 No.2, pp.13-24, 1993.
10. Cooper, M. C., and Ellram L. M., Gardner, J. T. and Hanks, A. M., "Meshing Multiple Alliance", *Journal of Business Logistic*, Vol.18 No.1 pp.67-89, 1997.
11. Copacino, W. C., "Supply Chain Management-The Basib and Beyond", APICS, 1997.
12. Crosby, L.A., Kenneth R. Evans, and Deborah Cowles, "Relationship Quality in Service Selling-An Interpersonal Influence Perspective", *Journal of Marketing*, Vol. 54, July, pp.68-81, 1990.
13. Das, T.K. and B-S Teng, "A resource-based theory of strategic alliances," *Journal of Management*, Vol.26, No.1, pp.31-61, 2000.
14. Dodds, William B., Kent B. Monroe and Dhruv Grewal, Effects of Price, Brand and Store Information on Buyers' Product Evaluations, *Journal of Marketing Research*, Vol.28, pp.307-319, 1991.
15. Dyer, H.J. and H. Singh, "The relational view: Cooperative strategy and sources of interorganizational competitive advantage," *Academy of Management Review*, Vol.23, No.4, pp.660-679, 1998.
16. Ellram, L.M. & Cooper, M.C., "Supply Chain Management, Partnerships and the Shipper-Third Party Relationship", *The International Journal of Logistics Management*, Vol.1 No.2, pp.1-9, 1990.
17. Ellram L.M., "Partnering Pitfalls in Logistics Partnerships", *International Journal of Physical Distribution and Logistics Management* 31, no.3 pp.36-44, 1995.
18. Engel, J. F., Kollat, D. J. and Blackwell, R. D., "Consumer Behavior", Orlando: Dyrden Press, 1994.
19. Evans, Joel. R. and Richard. L. Laskin, "The Relationship Marketing Process: A Conceptualization and Application", *Industrial Marketing Management*, 23, pp. 439-452, 1994.
20. Engel, James F., Roger D. Blackwell and Paul W. Miniard, *Consumer Behavior*, 8thed., Harcourt Broce Joranovich College Publishers, The Dryden Press, 2001.
21. Gronroos, C., (1990), "Relationship Approach to Marketing in Service Context: The Marketing and Organizational Behavior Interface", *Journal of Business Research*, January pp.5-8.
22. Gronroos, C., "The Marketing Strategy Continuum: Towards a Marketing Concept for the 1990s", 1991.
23. Gulati, R. and H. Singh, "The architecture of cooperation: Managing coordination costs and appropriation concerns in strategic alliances", *Administrative Science Quarterly*, 43, pp.781-814, 1998.
24. Gulati, R., "Network location and learning: The influence of network resources and capabilities on alliance formation", *Strategic Management Journal*, Vol.20, No.5, pp.397-420, 1999.
25. Houlihan, J. B., "International Supply Chains: Anew Approach", *Management Decision*, Vol.26 No.3, pp.13-19, 1988.
26. Kotler, P., *Marketing Management*, The Millennium Edition., Prentice Hall International, Inc., pp.161, 2000.
27. Kotler, P., "Market Management: Analysis, Planning, Implementing, and Control", Englewood Cliffs, N. J.: Prenticehall, 8thed, 1994.
28. Langley, C. J. Jr. & Holcomb, M. C., "Creating Logistics Customer Value", *Journal of Business Logistics*, Vol.13 No.2, pp.1-27, 1992.
29. Lambert, D. M. & Stock, J. R., "Strategic Logistics Management", Boston: Richard D. Irwin, Inc, 1993.
30. Lambert, D. M., Emmelhainz, M. A. & Gardner, J. T., "Developing and Implementing Supply chain Partnerships", *The International Journal of Logistics Management*, Vol.7 No.2, pp.1-17, 1996.
31. Morgan, R. M., & Hunt, S. D., *The Commitment - Trust Theory of Relationship Marketing*. *Journal of Marketing* Vol.58:20-38, 1994.
32. Monroe, Kent B., *Pricing: Making Profitable Decisions*, 2nd Ed., McGraw-Hill Publishing Company, 1990.
33. Neil Raphael and Murray Raphael, "Loyalty Ladder", Harper Collins Publisher, Lnc, 1995.
34. Novack, R. A. & Simco, S. W., 1991, "The Industrial Procurement Process: A Supply Chain Perspective", *Journal of Business Logistics*, Vol.12 No.1, pp.145-167.

35. Oliver, C.,(1990), " Determinants of Interorganizational Relationships: Integration and Future Directions ", Academy of Management Review, Vol.15, No.2,pp.241-265. 36. Peltier, J. W., Schibrowsky, J. A., & Davis, J., " Using Attitudinal And Descriptive Database Information to Understand Interactive Buyer-seller, Summer, 1998. 37. Philip Kotler, " Marketing Management " Prentice Hall,Upper saddle River, New Jersey, 1998. 38. Powell, Walter, " Neither Market nor hierarchy: Network forms of organization ", Research in Organization Behavior ",12:295-336, 1990. 39. Pride, William M. & Ferrell, O. C., " Marketing: Concept and Strategies, " Boston: Houghton Mifflin, 2000. 40. Rackham Neil, Lawrence Friedman & Richard Ruff, Getting Partnering Right: How Market Leaders Are Creating Long-term Competitive Advantage, N.Y.: McGraw-Hill Press, 1995. 41. Reichheld, Frederick and W. Earl Sasser, Jr., " Zero Defections: Quality Comes to Service ", Harvard Business Review, 68 (Sep-Oct),pp.105-111, 1990. 42. Rylander, David, David Strutton and Lou E. Pelton, " Toward a Synthesized Framework of Relational Commitment: Implications for Marketing Channel Theory and Practice, " Journal of Marketing Theory and Practice; Statesboro, Spring, 1997. 43. Shani, David & Sujana Chalasani, " Exploiting Niches Using Relationship Marketing ", The Journal of Consumer Marketing, Vol. 3, pp.33-42, 1992. 44. Sinha, K.D. and M.A. Cusumano, " Comp lementary resource and cooperative research: A model of research joint ventures among competitors, " Management Science, Vol.37, No.9, pp.1091-1106, 1991. 45. Takeishi, A., " Bridging inter- and intra- firm boundaries : Management of supplier involvement in automobile productdevelopment, " Strategic Management Journal, Vol.22, NO.5,pp.403-433, 2001. 46. Thomas Y. and Janet L. Hartley, " An exploration of supply selection practices across the supply chain, " Journal of Operations Management, 14, pp.333-343, 1996. 47. Turner, J. R., " Integrated Supply Chain Management: What ' s Wrong with This Picture? ", Industrial Engineering, Vol. 25 No.12, pp.52-55, 1993. 48. Vokurka, R,t J., " Supplier Partnerships: A Case Study ", Production And Inventory Management Journal, pp.30-35, First Quarter, 1998. 49. Walton, L.W., " Partnership Satisfaction: Using the Underlying Dimension of Supply Chain Partnership to Measure Current and Expected Levels of Satisfaction, " Journal of Business Logistics, Vol.17, pp.57-75, 1996. 50. Wilson, David T., " An Integrated Model of Buyer-Seller Relationships ", Journal of the Academy of Marketing Science, Vol.23, Iss. 4, pp.335-345, 1995. 51. Zeithaml, Valarie A., Consumer Perceptions of Price, Quality, and Value: A Means-End Model and Synthesis of Evidence, Journal of Marketing, Vol.52, pp.2-22, 1988. 三、網址部份 1. 燦坤 <http://www.tkec.com.tw/tkec/stores/storeList.jsp> 2. 全國電子 <http://www.elitemall.com.tw/index.htm> 3. 順發3C <http://www.sunfar.com.tw/ecsfweb/store/compstore.aspx> 4. 泰一電氣 <http://www.daiichi.com.tw/about.jsp#s2> 5. 內政部統計資訊服務網(<http://www.moi.gov.tw/stat/>) - 內政統計月報 - 1.9:55 ~ 93 年縣市縣 現住人口(85 ~ 93 年各月)。