

# 來源國效果、產品知識與產品涉入對消費者購買意願影響之研究

王世峰、陳木榮

E-mail: 9707290@mail.dyu.edu.tw

## 摘要

隨著產業的全球化，消費者面對著各式各樣不同來源國家組合的混合產品(hybrid)，而消費者的購買意願會因不同來源國的影響而改變，同時對來源國的認知與購買意願也會受消費者的產品知識與產品涉入程度不同而產生變化。本研究以來源國效果為自變項探討其對消費者購買意願的影響，及所受到產品知識與產品涉入的干擾效果。以台灣地區的消費者為對象，分別於北中南共發出1000份問卷，收回有效問卷851份，階層迴歸分析結果顯示來源國效果中除品牌來源國外皆會對消費者購買意願產生正向影響，且產品知識與產品涉入對來源國效果與消費者購買意願存在著正向的干擾效果。

關鍵詞：來源國效果;產品知識;產品涉入;購買意願

## 目錄

中文摘要	iii	英文摘要	iii
iv 誌謝辭		v 內容目錄	
. vi 表目錄		viii 圖目錄	
. . . ix 第一章 緒論	. . . . . 1	第一節 研究背景與動機	. . . . .
. . . . . 1 第二節 研究目的與問題	. . . . . 3	第二章 文獻探討	. . . . .
. . . . . 4 第一節 來源國效果	. . . . . 4	第二節 產品知識	. . . . .
. . . . . 5 第三節 產品涉入	. . . . . 6	第四節 購買意願	. . . . .
. . . . . 7 第五節 來源國效果對購買意願的影響	. . . . . 7	第六節 產品知識對來源國效果與購買意願之影響	. . . . .
. . . . . 9 第七節 產品涉入對來源國效果與購買意願之影響	. . . . . 9		
. . . . . 10 第三章 研究方法	. . . . . 12	第一節 研究架構	. . . . . 12
. . . . . 12 第二節 操作型定義	. . . . . 12	第三章 研究設計	. . . . . 19
. . . . . 18 第四節 資料分析方法	. . . . . 19	第四章 資料分析	. . . . .
. . . . . 21 第一節 敘述性統計	. . . . .	21 第二節 信效度分析	. . . . .
. . . . . 24 第三節 階層迴歸分析	. . . . .	. . . . . 30 第五章 研究與建議	. . . . . 36
. . . . . 36 第二節 管理意涵	. . . . . 37	第一節 研究結論	. . . . .
. . . . . 38 第四節 未來研究建議	. . . . . 38	第三節 研究限制	. . . . .
. . . . . 39 附錄A 前測問卷	. . . . . 48	參考文獻	. . . . .
. . . . . 50		附錄B 研究問卷	. . . . .

## 參考文獻

- 一、中文部份 陳俊碩(2005)，*品牌來源國國家形象、產品知識與產品涉入程度對消費者購買決策影響之研究 - 以保險與餐飲服務為例*，私立真理大學管理科學研究所未出版之碩士論文。廖安仁(2002)，*國家形象對品牌權益影響之研究*，國立中央大學企業管理研究所未出版之碩士論文。二、英文部份 Ahmed, S. A., & Astous, A. d. (1996). Country-of-origin and brand effects: A multi-dimensional and multi-attribute study. *Journal of International Consumer Marketing*, 9(2), 23. Ahmed, Z. U., Johnson, J. P., Yang, X., Fatt, C. K., Han, S. T., & Lim, C. B. (2004). Does country of origin matter for low-involvement products? *International Marketing Review*, 21(1), 102-120. Alba, J. W., & Hutchinson, J. W. (1987). Dimensions of consumer expertise. *Journal of Consumer Research*, 13(4), 411-454. Anderson, J. C., & Gerbing, D. W. (1988). Structural equation modeling in practice: A review and recommended two-step approach, *Psychological Bulletin*, 103(3), 411-423. Bagozzi, R. P., Youjae, Y., & Phillips, L. W. (1991). Assessing construct validity in organizational research. *Administrative Science Quarterly*, 36(3), 421-458. Bellman, J. R., & Park, C. W. (1980). Effects of prior knowledge and experience and phase of the choice process on consumer decision processes: A protocol analysis. *Journal of Consumer Research*, 7(3), 234-248. Bilkey, W. J., & Nes, E. (1982). Country-of-origin effects on product evaluations. *Journal of International Business Studies*, 13(1), 89-99. Boulding, W., Kalra, A., Staelin, R., & Zeithaml, V. A. (1993). A dynamic process model of service quality: From expectations to behavioral intentions. *Journal of Marketing Research*, 30(1), 7-27. Brucks, M. (1985). The effects of product class knowledge on information search behavior. *Journal of Consumer Research*, 12(1), 16. Bruning, E. R. (1997). Country of origin, national

loyalty and product choice. *International Marketing Review*, 14(1), 59. Carman, J. M. (1990). Consumer perceptions of service quality: An assessment of the servqual dimensions. *Journal of Retailing*, 66(1), 33. Celsi, R. L., & Olson, J. C. (1988). The role of involvement in attention and comprehension processes. *Journal of Consumer Research*, 15(2), 210-224. Chao, P. (1993). Partitioning country of origin effects: Consumer evaluations of a hybrid product. *Journal of International Business Studies*, 24(2), 291-306. Cowley, E., & Mitchell, A. A. (2003). The moderating effect of product knowledge on the learning and organization of product information. *Journal of Consumer Research*, 30(3), 443-454. Dodds, W. B., Monroe, K. B., & Grewal, D. (1991). Effects of Price, Brand, and Store Information on Buyers' Product Evaluations. *JMR, Journal of Marketing Research*, 28(3), 307-319. Friestad, M., & Wright, P. (1994). The persuasion knowledge model: How people cope with persuasion attempts. *Journal of Consumer Research*, 21(1), 1. Gary, S. I., & McBride, J. B. (1998). Decomposing the country-of-origin construct: An empirical test of country of design, country of parts and country of assembly. *Journal of International Consumer Marketing*, 10(4), 69. Gaski, J. F., & Nevin, J. R. (1985). The differential effects of exercised and unexercised power sources in a marketing channel. *Journal of Marketing Research*, 22(2), 130-142. Goldsmith, R. E., & Emmert, J. (1991). Measuring product category involvement: A multitrait-multimethod study. *Journal of Business Research*, 23(4), 363-371. Grewal, D., Krishnan, R., Baker, J., & Borin, N. (1998). The effect of store name, brand name and price discounts on consumers' evaluations and purchase intentions evaluations' and purchase intentions. *Journal of Retailing*, 74(3), 331-352. Han, C. M. (1989). Country Image: Halo or summary construct? *Journal of Marketing Research*, 26(2), 8. Han, C. M. (1990). Testing the role of country image in consumer choice behaviour. *European Journal of Marketing*, 24(6), 24-40. Han, C. M., & Terpstra, V. (1988). Country-of-origin effects for uni-national and bi-national. *Journal of International Business Studies*, 19(2), 21. Houston, M. B., & Walker, B. A. (1996). Self-relevance and purchase goals: Mapping a consumer decision. *Journal of the Academy of Marketing Science*, 24(3), 232. Hu, L., & Bentler, P. (1998). Fit indices in covariance structure modeling: Sensitivity to underparameterized model misspecification. *Psychological Method*, 3, 424-453. Johansson, J. K., Douglas, S. P., & Nonaka, I. (1985). Assessing the impact of country of origin on product evaluations: A new methodological perspective. *Journal of Marketing Research*, 22(4), 388-396. Johnson, E. J., & Russo, J. E. (1981). Product familiarity and learning new information. *Advances in Consumer Research*, 8(1), 151-155. Jun, J. W., & Choi, C. W. (2007). Effects of country of origin and country brand attitude on nonprescription drugs. *Journal of Targeting, Measurement & Analysis for Marketing*, 15(4), 234-243. Kim, C. K. (1995). Brand popularity and country image in global competition: managerial implications. *Journal of Product & Brand Management*, 4(5/6), 21. Lee, D., & Bae, S. W. (1999). Effects of partitioned country of origin information on buyer assessment of binational products. *Advances in Consumer Research*, 26(1), 344-351. Lee, J. H., & Scott, D. (2004). Measuring birding specialization: A confirmatory factor analysis. *Leisure Sciences*, 26(3), 245-260. Li, W. K., & Wyer Jr, R. S. (1994). The role of country of origin in product evaluations: Informational and standard-of-comparison effects. *Journal of Consumer Psychology*, 3(2), 187. Li, Z. G., Fu, S., & Murray, L. W. (1997). Country and product images: The perceptions of consumers in the People's Republic of China. *Journal of International Consumer Marketing*, 10(1/2), 115. Lim, J. S., Darley, W. K., & Summers, J. O. (1994). An assessment of country of origin effects under alternative presentation formats. *Journal of the Academy of Marketing Science*, 22(3), 274. Lin, C. H., & Kao, D. T. (2004). The impacts of country-of-origin on brand equity. *Journal of American Academy of Business, Cambridge*, 5(1/2), 37-40. Lin, L. Y., & Chen, C. S. (2006). The influence of the country-of-origin image, product knowledge and product involvement on consumer purchase decisions: An empirical study of insurance and catering services in Taiwan. *Journal of Consumer Marketing*, 23(4/5), 248-265. Marsh, H. W., & Hocevar, D. (1983). Confirmatory factor analysis of multitrait-multimethod matrices. *Journal of Educational Measurement*, 20(3), 231-248. Martin, I. M., & Eroglu, S. (1993). Measuring a multi-dimensional construct: Country image. *Journal of Business Research*, 28(3), 191-210. Morwitz, V. G., & Schmittlein, D. (1992). Using segmentation to improve sales forecasts based on purchase intent: Which "intenders" actually buy? *Journal of Marketing Research*, 29(4), 391-405. Nagashima, A. (1970). A comparison of Japanese and U.S. attitudes toward foreign products. *Journal of Marketing*, 34(000001), 7. Nebenzahl, I. D., Jaffe, E. D., & Lampert, S. I. (1997). Towards a theory of country image effect on product evaluation. *Management International Review*, 37(1), 23. Niss, H. (1996). Country of origin marketing over the product life cycle. *European Journal of Marketing*, 30(3), 6-22. Nunnally, J. Psychometric Theory. New York: McGraw-Hill, 1978. Park, C. W., & Lessig, V. P. (1981). Familiarity and its impact on consumer decision biases and heuristics. *Journal of Consumer Research*, 8(2), 223. Park, C. W., Mothersbaugh, D. L., & Feick, L. (1992). Consumer knowledge assessment-how product experience and knowledge of brands, attributes, and features affects what we think we know. *Advances in Consumer Research*, 19, 193-198. Punj, G. N., & Staelin, R. (1983). A model of consumer information search behavior for new automobiles. *Journal of Consumer Research*, 9(4), 366-380. Rao, A. R., & Monroe, K. B. (1988). The moderating effect of prior knowledge on cue utilization in product evaluations. *Journal of Consumer Research*, 15(2), 253-264. Roth, M. S., & Romeo, J. B. (1992). Matching product category and country image perceptions: A framework for managing country-of-origin effects. *Journal of International Business Studies*, 23(3), 477-497. Samiee, S. (1994). Customer evaluation of products in a global market. *Journal of International Business Studies*, 25(3), 579-604. Schooler, R. D. (1965). Product bias in the central american common market. *Journal of Marketing Research*, 2(4), 394-397. Smith, G. E., & Wortzel, L. H. (1997). Prior knowledge and the effect of suggestedframes of reference in advertising. *Psychology & Marketing*, 14(2), 121-143. Swinyard, W. R. (1993). The effects of mood, involvement, and quality of store experience on shopping intentions. *Journal of Consumer Research*, 20(2), 271. Szybillo, G. J., & Jacoby, J. (1974). Intrinsic versus extrinsic cues as determinants of perceived product quality. *Journal of Applied Psychology*, 59(1), 74-78. Tsotsou, R. (2006). The role of perceived product quality and overall satisfaction on purchase intentions. *International Journal of Consumer Studies*, 30(2), 207-217. Usunier, J. C. (2006). Relevance in business research: the case of country-of-origin research in marketing. *European Management Review*, 3, 60-73. Zaichkowsky, J. L. (1985). Measuring the involvement construct. *Journal of Consumer Research*, 12(3), 341. Zaichkowsky, J. L. (1994). The

personal involvement inventory: Reduction, revision, and application to advertising. *Journal of Advertising*, 23(4), 59. Zeithaml, V. A. (1988). Consumer perceptions of price, quality, and value: A means-end model and synthesis of evidence. *Journal of Marketing*, 52(3), 2.