

品牌形象與製造來源國印象對購買意願之影響關係研究：以歐美同級柴油車為例

李銘峰、莊銘國

E-mail: 9806295@mail.dyu.edu.tw

摘要

在經濟不景氣的時代，消費者在選購商品時無不精打細算，對於車子的選購更是格外的要求。依據經濟部能源局指導、工業技術研究院機械所製作的2007年汽車油耗指南中發現，同一種車款，柴油引擎的車種油耗比汽油車種表現來的突出，產品的品牌形象及製造來源國印象在消費者評估產品時，佔有舉足輕重的地位且扮演著重要的角色。

為了了解消費者的購買意願與製造來源國印象以及品牌形象之間的影響關係，本研究以品牌形象(brand image)及製造來源國印象(country of origin image)為自變項，探討歐美同級柴油車形象與製造來源國印象與購買意願之關係。

透過本研究發現產品的品牌形象愈高，消費者的購買意願愈高。表示消費者的購買意願會受到品牌形象的高低所影響。即品牌形象高，購買意願高。此現象對歐系或美系柴油車的品牌形象都有顯著的正相關，但對製造來源國印象方面則是出現了正向但不顯著的相關性。

關鍵詞：品牌形象、來源國、購買意願

目錄

中文摘要	iii
英文摘要	iv
誌謝辭	v
內容目錄	vi
表目錄	viii
圖目錄	x
第一章 緒論	1
第一節 研究背景	1
第二節 研究動機	3
第三節 研究目的	5
第四節 研究流程	6
第二章 文獻探討	8
第一節 品牌形象之相關文獻	8
第二節 製造來源國之相關文獻	13
第三節 消費意願之相關文獻	21
第三章 研究方法	25
第一節 研究架構	25
第二節 研究假設	26
第三節 研究變項之操作性定義	27
第四節 研究範圍、對象及抽樣方法	30
第五節 研究工具與方法	31
第四章 研究結果分析與討論	34
第一節 問卷回收?況與樣本結構分析	34
第二節 敘述性統計分析	36
第三節 信度及效度分析	38
第四節 複迴歸分析	41
第五節 品牌形象與製造來源國之關係	47
第六節 假設檢定	48
第五章 研究結論分析與討論	50
第一節 研究結論	50
第二節 後續研究之建議	52
參考文獻	53

表目錄

表 1- 1 2008年歐美柴油車種列表	5
表 2- 1 品牌形象定義文獻彙整	10
表 2- 2 彙總與月量效果比較	15
表 2- 3 來源國形象定義文獻彙整	17
表 2- 4 來源國形象類文獻彙整	19
表 2- 5 消費意願文獻彙整	23
表 3- 1 品牌形象衡量構面與問項	28
表 3- 2 品牌來源國衡量構面與問項	29
表 3- 3 購買意願衡量構面與問項	30
表 3- 4 人口統計變項	30
表 4- 1 問卷回收?況表	34
表 4- 2 樣本基本資料統計情形	35
表 4- 3 品牌形象的敘述統計分析結果	36
表 4- 4 製造來源國的敘述統計分析結果	37
表 4- 5 購買意願的敘述統計分析結果	38
表 4- 6 信度統計表	38
表 4- 7 品牌形象之因素分析	39
表 4- 8 製造來源國之因素分析	40
表 4- 9 品牌形象與來源製造國對購買意願之分析	42
表 4-10 功能性、經驗性、象徵性對購買意願之分析	43
表 4-11 創新性、設計、聲譽及工藝對購買意願之分析	44
表 4-12 歐系車之功能性、經驗性、象徵性對購買意願之分析	44
表 4-13 美系車之功能性、經驗性、象徵性對購買意願之分析	45
表 4-14 歐系車之創新性、設計、聲譽及工藝對購買意願之分析	46
表 4-15 美系車之創新性、設計、聲譽及工藝對購買意願之分析	47
表 4-16 品牌形象各構面與來源製造國各構面之相關分析	48
表 4-17 實證結果彙整表	48

圖目錄

圖 1- 1 研究流程圖	7
圖 3- 1 研究架構圖	25

參考文獻

- 一、中文部分工業總會貿易發展委員會(2005) , 日本柴油車排放廢氣新基準[線上資料] , 來源: <http://www.cnfi.org.tw/wto/all-news> [2005, April 22]。台灣區車輛工業同會(2006) , 柴油科技研討[線上資料] , 來源: <http://www.ttvma.org.tw/cht/links.php> [2006, Aug 18]。台灣環境資訊協會 - 環境資訊中心(2007) , 節能當道:車商競相改良休旅車[線上資料] , 來源: <http://e-info.org.tw/node/25001> [2007, Aug 3]。台灣環境資訊協會 - 環境資訊中心(2009) , 日本指望環保車拯救汽車業[線上資料] , 來源: <http://e-info.org.tw/node/43455> [2009 May 27]。吳文村(2000) , 產品製造來源國之國家形象、價格折扣與品牌知名度對於消費者產品評價之影響 , 國立成功大學國際企業研究所未出版之碩士論文。吳明隆(2007) , SPSS統計應用學習實務:問卷分析與應用統計 , 台?:加樺國際有限公司。林志遠(2003) , 來源國效果對消費者知覺品質之影響 - 以韓國汽車在台銷售為例 , 國立雲林科技大學企業管理研究所未出版之碩士論文。邱皓政(2006) , 量化研究與統計分析:SPSS中文視窗版資料分析範例解析(3版) , 台?:五南出版社。郝靜宜(1998) , 消費者對消費性產品品牌形象之研究 , 私立中國文化大學國際企業管理研究所未出版之碩士論文。陳振遂(1996) , 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未出版之博士論文。福特汽車(2007) , 省油柴油車搶拚市占率[線上資料] , 來源: <http://www.fordtdci.com.tw/> [2007, Oct 18]。謝雅菱(2004) , 製造來源國與品牌名稱對消費者購買意願影響之研究 - 以國際性服飾品牌為例 , 私立大葉大學國際企業管理研究所未出版之碩士論文。二、英文部分Aaker, D. A. (1991). Managing Brand Equity: Capitalizing on the Value of a Brand Name. New York: The Free Press.Aaker, D. A. (1996). Building Strong Brand. New York: The Free Press.Ahmed, S. A., & d'Astous, A. (1996). Country-of-Origin and Brand Effects: A Multi-Dimensional and Multi-Attribute Study. Journal of International Consumer Marketing, 9(2), 93-115.Beatty, S. E., & Smith, S. M. (1987). External Search Effort: An Investigation Across Several Product Categories. Journal of Consumer Research, 14(1), 83-95.Biel, A. L. (1993).

Converting Image into Equity. In D. A. Aaker & A. L. Biel (Eds.), *Brand Equity and Advertising* (pp. 67-82). Hillsdale, New Jersey: Lawrence Erlbaum Associates.

Bilkey, W. J., & Nes, E. (1982). Country-of-Origin Effects on Products Evaluations. *Journal of International Business Studies*, 13(1), 89-99.

Chao P. (1993). Partitioning Country-of-Origin EffectsL: Consumer Evaluations of A Hybrid Product. *Journal of International Business Studies*, 24(2), 291-307.

Chernatony, L. D., & McWilliam, G. (1989). Branding Terminology: The Real Debate. *Marketing Intelligence and Planning*, 7(7), 29-32.

DeVellis, R. F. (1998). *Scale Development: Theory and Applications*. Newbury Park, California: Sage.

Dodds, B. W., Monroe, K. B., & Grewal, D. (1991). The Effects of Price, Brand and Store Information on Buyers' Product Evaluations. *Journal of Market Research*, 28(3), 307-319.

Duncan, T., & Moriarty, S. (1998). A Communication-Based Marketing Model for Managing Relationships. *Journal of Marketing*, 62(2), 1-13.

Engel, J. F., Blackwell, R. D., & Miniard, P. W. (1995). *Consumer Behavior* (8th ed.). New York: Dryden Press.

Farquhar, P. H. (1989). Managing Brand Equity. *Marketing Research*, 1(3), 24-33.

Fishbein, M., & Ajzen, I. (1975). Belief, Attitude, Intention, and Behavior: An Introduction to Theory and Research. Reading, Massachusetts: Addison-Wesley Publishing Company.

Grewal, D. R., Krishnan, J. B., & Borin, N. (1998). The Effect of Store Name, Brand Name and Price Discounts on Consumers' Evaluations and Purchase Intentions. *Journal of retailing*, 74(3), 331-352.

Gronlund, N. E., & Linn, R. L. (1990). Measurement and evaluation in teaching (6th ed.). New York: MacMillan.

Han, C. M. (1989). Country Image: Halo or Summary Construct? *Journal of Marketing Research*, 26(2), 222-229.

Han, C. M., & Terpstra, V. (1988). Country-of-Origin Effects for Uni-national and Bi-national Products. *Journal of International Business Studies*, 19(2), 535-555.

Henry, A. (1995). *Consumer Behavior and Marketing Action*. Cincinnati, Ohio: South western college publishing.

Heslop, L. A., & Papadopoulos, N. (1993). But who knows where or when: Reflections on the images of countries and their products. In N. Papadopoulos & L. A. Heslop (Eds.), *Product-Country Images* (pp. 39-76). New York: International Business Press.

Hines, B. H. (1997). The Power of Public Relations in Brand Management. *Marketing News*, 31, 11-12.

Huber, J., & McCann, J. (1982). The Impact of Inferential Beliefs on Product Evaluation. *Journal of Marketing Research*, 19, 324-333.

Hulland, J., Honorio, S. T., & Donald, J. L. (1996). Country-of-Origin Effects on Sellers' Price Premiums in Competitive Philippine Markets. *Journal of International Marketing*, 4(1), 57-79.

Iyer, G. R., & Kalita, J. K. (1997). The Impact of Country-of-Origin and Country-of-Manufacture Clues on Consumer Perceptions of Quality and Value. *Journal of Global Marketing*, 11(1), 7-28.

J. D. Power Automotive Forecasting (2000). Global Demand for Diesel-Fueled Light Vehicles to Nearly Double During the Next 10 Years [online]. Available: <http://www.theautochannel.com/news/2006/04/13/003881.html> [2006, April 4]

Jacoby, J., & Olson, J. C. (1977). Consumer Response to Price: An Attitudinal Information Processing Perspective. In Y. Wind & G. Marshall (Eds.), *Attitude Research* (pp.79-86). Chicago: Marketing Association.

Jacoby, J., Olsen, J. U., & Haddock, R. A. (1971). Price, Brand Name and Product Composition Characteristics as Determinants of Perceived Quality. *Journal of Applied Psychology*, 56(6), 570- 579.

Johansson, J. K., & Thorelli, H. B. (1985). International Product Positioning. *Journal of International Business Studies*, 16(3), 57-75.

Kaiser, H. F. (1974). An index of factorial simplicity. *Psychometrika*, 39(1), 31-36.

Kamins, M. A., & Marks, L. J. (1991). The Perception of Kosher as a Third Party Certification Claim in Advertising for Familiar and Unfamiliar Brands. *Journal of the Academy of Marketing Science*, 19(3), 177-185.

Keegan, W. J., Moriarty, S. E., & Duncan, T. R. (1995). *Marketing* (2nd ed.). Englewood Cliffs, New Jersey: Prentice Hall.

Keller, K. L. (1993). Conceptualizing, Measuring, and Managing Customer Based Brand Equity. *Journal of Marketing*, 57(1), 1-22.

Kotler, P. (2000). *Marketing Management: Analysis, Planning, Implementation, and Control* (10th ed.). Englewood Cliffs, New Jersey: Prentice-Hall.

Kotler, P., & Gertner, D. (2002). Country as Brand, Product, Beyond: A Place Marketing and Brand Management Perspective. *Brand Management*, 9(4-5), 249-261.

Krishnakumar, P. (1974). An Exploratory Study of the Influence of Country of Origin on the Product Images of Persons from Selected Counties. Unpublished doctoral dissertation, The University of Florida.

Lantz, G., & Loeb, S. (1996). Country-of-Origin and Ethnocentrism: An Analysis of Canadian and American Preferences Using Social Identity Theory. *Advance in Consumer Research*, 20, 684-689.

Liefeld, N., & Parkhe, A. (1997). Importer Behavior: The Neglected Counterpart of International Exchange. *Journal of International Business Studies*, 28(3), 495-530.

Lin, K., & O' Cass, A. (2001). Consumer brand classifications: An assessment of culture-of-origin versus country-of-origin. *Journal of Product and Brand Management*, 10(2), 120-136.

Martin, I. M., & Sevgin E. (1993). Measuring a Multi-Dimensional Construct: Country Image. *Journal of Business Research*, 28, 191-210.

Maslow, A. H. (1970). *Motivation and Personality* (2nd ed.). New York: Harper and Row Publishers Inc.

Mitra, K., Reiss, M. C., & Capella, L. M. (1999). An examination of perceived risk, information search and behavioral intentions in search, experience and credence services. *Journal of Service Marketing*, 13(3), 208-228.

Mohamad, O., Ahmed, Z. U., Honeycutt, E. D. Jr, & Taizoon, H. T. (2000). Does " made in... " matter to consumers? A Malaysian study of country of origin effect. *Multinational Business Review*, Fall, 69-73.

Monroe, K. B. (1976). The Influence of Price Differences and Brand Familiarity on Brand Performance. *Journal of Consumer Research*, 3(6), 42-49.

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, 391-405.

Myers, J. H., & Shockler, A. D. (1981). The nature of product-related attributes. *Research in Marketing*, 5, 211-36.

Nagashima, A. (1970). A comparison of Japanese and U.S. Attitudes toward Foreign Products. *Journal of Marketing*, 34(1), 68-74.

Narayana, C. L. (1981). Aggregate Images of American and Japanese Products: Implications on International Marketing. *Columbia Journal of World Business*, 16(2), 31-35.

Nebenzahl, I. D., Lampert, J., Jaffe, E. D. (1997). Towards a theory of country image effect on product evaluation. *Management International Review*, 37(1), 27-49.

Park, C. W., Jaworski, B. J., & MacInnis, D. J. (1981). Strategic Brand Concept-image Management. *Journal of Marketing*, 50(4) 135-145.

Park, C. W., Milberg, S., & Lawson, R. (1991). Evaluation of Brand Extension: The Role of Product Feature Similarity and Brand Concept Consistency. *Journal of Consumer Research*, 18(9), 185-193.

Richardson, P., Jain, A. K., & Dick, A. S. (1994). Extrinsic and Intrinsic Cue Effects on Perceptions of Store Brand Quality. *Journal of Marketing*, 58(4), 28-36.

Rio, A., & Iglesias, V. (2001). The Effects of Brand Associations on Consumer Response. *Journal of Consumer Marketing*,

18(5), 410-425.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), 477-479.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 Research in Marketing*, 2, 394-397.Simon, H. A. (1974). How Big is a Chunk? *Science Magazine*, 183, 482-488.Thakor, M. V., & Katsanis, L. P. (1997). A Model of Brand and Country Effects on Quality Dimensions: Issues and Implications. *Journal of International Consumer Marketing*, 9(3), 79-100.Wilkie, W. (1986). *Consumer Behavior*. New York: John Wiley and Sons, Inc.Zeithaml, V. A., & Kirmani, A. (1993). Advertising Perceived Quality, and Brand Image. In D. A. Aaker & L. B. Alexander (Eds.), *Brand Equity and Advertising: Advertising's Role in Building Strong Brand* (pp. 143-161). Iowa City, Iowa: Lawrence Erlbaum Associates, Inc.