

CONSUMER BEHAVIOURS OF TELEVISION BRANDS PERFORMANCE

A THESIS

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RECOMMENDATION

This is to certify that the thesis

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PERFORMANCE**

has been prepared as approved by this department in the prescribed format of the Faculty of Management. This thesis is forwarded for examination.

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And found the thesis to be the original work of the student and written according to the prescribed format. We recommend the thesis to be accepted as partial fulfillment of the requirement for Master Degree of Business Studies (M.B.S.)

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DECLARATION

I hereby declare that the work reported in this thesis entitled “Consumer Behaviours of Television Brands Performance” submitted to Office of the Dean, Faculty of Management, Tribhuvan University, is my original work done in the form of partial fulfillment of the requirement for the Master’s Degree in Business Studies (M.B.S.) under the guidance and supervision of Dr. N.K. Pradhan of Shanker Dev Campus, Tribhuvan University.

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TABLE OF CONTENTS

	PAGE NO.
Recommendation	
Viva-Voce Sheet	
Declaration	
Acknowledgement	
Table of Contents	
List of Table	
List of Figures	
Abbreviations	
CHAPTER-I: INTRODUCTION	1-8
1.1 Background of the study	1
1.2 Statement of problem	4
1.3 Objectives of study	5
1.4 Importance of the study	6
1.5 Limitations of the study	6
1.6 Organization of the Study	7
CHAPER II: REVIEW OF LITERATURE	9-37
2.1 Review of concept related matter	9
2.1.1 Marketing and Today's Customer	9
2.1.2 Marketing concept & its Definitions:	11
2.1.3 Defining Marketing	11
2.1.4 What is a Brand?	13
2.1.5 A History of Branding	14
2.1.6 The Function of Brand	16
2.1.7 Brand Preference	17
2.1.8 Classification of brand preference segment	20
2.1.9 Brand loyalty and brand preference	21

2.1.10	Brand Switching and Brand Preference	22
2.1.11	Brand preference and purchase intention	22
2.1.12	Factors Influence in Buying Decision:	24
2.2	Brief profiles of Television brands	27
2.3	Review of Unpublished Literature	30

CHAPTER – III: RESEARCH METHODOLOGY 38-41

3.1	Research Design	38
3.2	Source of data & collection procedure	39
3.3	Population & Sample	39
3.4	Data Analysis procedures	39
3.5	Testing of Hypothesis	39
3.6	Median values	40

CHAPTER- IV: DATA PRESENTATION AND ANALYSIS 42-63

4.1	TV Brands and customers' preferences	42
4.2	TV Brands and wholesalers' preferences	44
4.3	Factors influencing brand preferences	45
4.4	Factors influencing brand preferences	46
4.5	Purpose of Using Television	46
4.6	Customers loyalty towards brand.	47
4.7	Brand Preference by Age Group consumer and wholesaler	49
4.8	Brand Preference by seller	50
4.9	Brand Preference on the Basis of Profession	51
4.10	Customers Perception on Brand Attributes of TV	51
4.10.1	Brand prefer on the basic of gain	52
4.10.2	TV brand prefer by new investor	53
4.10.3	Perception of Customer on Japanese Brand	53

4.10.4	Perception of Customer on Indian Brand	54
4.10.5	Perception of Customer on Chinese Brand	55
4.10.6	Perception of Customer on Korean Brand	56
4.11	Superiority of Brand in Terms of Product Attributes	57
4.12	Determination of Overall Superiority of Brand	58
4.13	Major Findings	59

CHAPTER V: SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

		64-70
5.1	Summary	64
5.2	Conclusions	67
5.3	Recommendations	69

BIBLIOGRAPHY

APPENDIX

LIST OF TABLE

<u>TABLE NO.</u>	<u>TITLE</u>	<u>PAGE NO.</u>
Table 2.1	Functions of Brands	17
Table 2.2	Brief profile of TV brand	29
Table 4.1	Brand of TV and customers preferences	42
Table 4.2	Brand preference of customers	43
Table 4.3	Brand of TV and wholesalers preferences	44
Table 4.4	Factors influencing brand choice of customers	45
Table 4.5	Factors influencing brand choice of seller	46
Table 4.6	Purpose of using TV as viewed by respondents	47
Table 4.7	Loyalty status of customers	48
Table 4.8	Brand preferences by age group	49
Table 4.9	Brand preferences by seller	50
Table 4.10	Brand Preference on the Basis of Profession	51
Table 4.11	Brand preferences by seller	52
Table 4.12	Brand preferences by new investor	53
Table 4.13	Rating of attributes on Japanese brand	53
Table 4.14	Rating of attributes on Indian brand	54
Table 4.15	Rating of attributes on Chinese Brand	55
Table4.16	Rating of attributes on Korean brand	56
Table 4.17 A	Median value of each brand on the product attributes basis	57
Table 4.17 B	Superiority of the product in terms of the given attribute	57
Table 4.18	Overall superiority of the brands	59

LIST OF FIGURE

<u>FIGURE NO.</u>	<u>TITLE</u>	<u>PAGE NO.</u>
Figure 2.1	Factors Influence in Buying Decision	24
Figure 4.1	Loyalty status of customer	48
Figure 4.2	Brand preferences by age group	50

ABBREVIATIONS

&	:	And
A.D	:	Anno Domini
B.S	:	Bikram Sambat
CC	:	Close Circuit
Co.	:	Company
\$:	Dollar
e.g.	:	Example
GE	:	General Electric
i.e.	:	That is
Ltd.	:	Limited
M.B.S	:	Master of Business Studies
NTV	:	Nepal Television
Pvt.	:	Private
T.U	:	Tribhuvan University
TV	:	Television

CHAPTER-I

INTRODUCTION

1.1 Background of the study

Industrialization has become the main stream of contemporary economic life and business life. It is considered as the pious symbol of economic growth and prosperity. Marketing plays very significant role in accelerating the pace of industrialization, which in turn, aims at making the economy developed and strong? In this connection, it is significant to note that marketing is the most important multiplier of economic development.

Marketing is a primarily related with creating value for customer and a return for the company. The marketers seek to understand which factor motivates customers to buy more or pay more. The marketers should know why the customers might prefer the particular brands to those of competitor's brands.

The modern marketing accepts customers as a king because he has the purchasing power and no force of the earth would compel him to buy a particular product or service. Customers have full freedom to spend on the products and service according to his choice and preference. Customers' likes, preference, attitude, opinions etc have been respected in the production program and marketing activities of producers.

In a developing marketing strategy for individual product, the marketer has to confront the branding decision. Branding is the major issue in product strategy. A brand is essential because a seller promise to consistently deliver a specific set of features, benefits and service to the buyers. The best brand conveys a warranty of quality. Almost all the product today have got brand name, each and every marketer now a days focuses his product/service to the customers based on the preference of the customers towards the specific brands. So it is important to trace out the preference level of customer on specific brands in the market. This research work focuses on analysis the brand preference attitude of Television buyers of Nepal.

Entertainment industries have been emerging as important industries in Nepal from the restoration of democracy in 1990. There are more than 100 satellite and terrestrial television channels serving their program in open air for Nepalese viewer. Cable networks are the link between viewers and Television channels. Among many, Nepalese channels such as Channel Nepal, Kantipur TV, Image metro, Nepal-1, Sagarmatha TV, ABC TV. National TV, Avenues TV, Tarai TV, NTV metro are struggling for their existence and NTV national channel are serving in Nepali language. NTV national is a pioneer among these.

TV programs can be categorized into these groups:

- Adventures
- News
- Entertainment
- Religious
- Sports

Various TV stations influence viewers to select better program with better television sets. So it affects TV market automatically. Marketers serve digital TV sets in comparison of analog TV sets. Dome screen are threatened by flat screen, and black & white TV sets are rarely found. Thus, changing market scenario influence TV manufacturer to change their strategy and production style so that customer want to serve what they deserved. Rapidly changed technology effect quite easily to television industry and as a result, customer easily can find cheaper brands with fully digital system. So T.V. is not luxurious goods these days. Customer has various options to choose specific brands of TV's in terms of their income, family size, convenience and other factors.

TV is the science of transmitting rapidly changing picture from one place to another. Radio waves are usually used for the transmission of TV picture but in some application, such are close circuit TV (CCTV), wires or cables carry the signal from one place to another. TV is not only one of the most significant factors in the home

entertainment industry but it also used extensively in science, industry, education ,military application and medical field.

In 1946 the first TV was founded, were black & white. Then after science and technology have been developed and these days hi-tech TV are found in the market.

No actual data can be found about the entry of TV in Nepal. When and who imported it for the first time, is still unknown. However Japanese brands of TV came first in Nepal. Japanese and Indian brands fulfill the total demand before the introduction of assembled and Chinese brands. Main brands of TV these days were Sony, Toshiba, Hitachi, Panasonic, T-Series, and Onida etc. At that time, higher society's customers can afford Japanese brands and other middle class customers having Indian brands. Still these Japanese brands have dominant position in Nepalese TV market.

Then after the decade of 90's, so many TV brands are introduced. Korean technology influence Nepalese TV market in very short time period. Samsung, KEC, Gold star were some renowned brands these days. Now a day, more than 50% of available brands are assembled here. Assembled brand producer of Nepal basically uses Korean and Chinese technologies.

With the introduction of Chinese brand TV, there has been dramatic change in the structure of Nepalese TV market. Xingbao, Changhong, Konka, Panda, Rowa, Die-star, Orsan, Mitsuma, Hi-sense, samurai were introduced one by one. Now a day there has been a flood of Chinese TV.

There is keen competition among the dealers and producers of TV. This has provided wide ranges of choices and preference for Nepalese TV customers.

Today, TV of almost every brand and model can be found on Nepalese market. We know that more than 100 brands of T.V. are available, Haier (Germany), Conic (Hong Kong), TCL, Sharp and Philips (Multinational) are some examples.

TV was perceived as the means of luxury and prestige, some years back, but today it has become the need for almost all people in Nepal due to their requirements. Off course, it has been proved that it's not only for luxury but also to meet the need of information and entertainment at home.

1.2 Statement of problem

There are always some problems and challenges to be faced by every sector. Nepalese TV market is also facing some problems. Globalization, liberalization and other economic policies can effect every type of business and market, so does the Nepalese TV market. Large numbers of TV brands are found in the metropolitan cities as well as developing areas. Nepalese TV market did not have so much competition, some years back. Some foreign and Indian brands of TV were found in the capital & other major cities. The imported brands of TV had little market share then Indian brands. But now situation is totally changed. There is tough competition among the various TV brands. Assembled and Chinese TV has created their presence very strongly. Large number of Chinese and assembled brands are available easily in the Nepalese market.

Now a days, buyers of TV have more alternative choice to select the preferred brand, as there are more than fifty brands are available. Cable network also assistance to increase TV market of Nepal. Authorized dealer and other agents are engaged to improve value and extra features to sustain in the market.

Basically, TV available in the Nepalese market can be categorized into three groups. They are,

1. Assembled brands (Korean & Chinese)
2. Economy brands (Branded Chinese)
3. Japanese and other imported brands

What type of customer prefer which type of TV brand, is the main issue of concentration for the marketer. In this regard main problem of the present study is:

1. What is their buying behavior for specific brand and Who are the customers and?
2. Which brand is mostly preferred?
3. How do customers rank the brand?
4. Is the brand preferences differ according to income level of people?
5. Is there any relationship between occupation and brand preference?
6. What attributes play significant role to prefer a specific brand?
7. To what extent the advertising influence in the preference of a specific brand?
8. What is customer's attitude and perception regarding different brands?

1.3 Objectives of study

Brand preference is a definite expression of positive attitude, knowing the customers who prefer brand gives important insights to the marketer, to develop marketing strategy. The manager of the company can get valuable information regarding the brand attitudes, likes & dislikes of brands, perception & feelings of customers towards brands. Analysis of customer's behaviors through preference pattern is very much essential for today's competitive and changing market. Till this time, no research study has concentrated towards brand preference pattern on TV. So this study aims to assess the Nepalese TV customers in terms of brand preference. However, the specific objectives of this research are:

1. To identify the profiles of customers to specific TV brand.
2. To examine the product attributes sought in the TV brand.
3. To assess the customer's perception on brand of TV.
4. To evaluate the influence of advertising in brand preference of TV.

1.4 Importance of the study

Successful marketing of products demands a through understanding of customers taste, choices, preference etc. This study is focused on assessing the buyers in terms of "brand preference" have been the first and foremost study on TV. This study will be important due to following.

-) Finding of the study will help to understand brand preference on TV market. It will give information as to the extent of customer involvement in brand searching,
-) Analyzing its attributes, preference attitude and brand choice on high involvement product T.V. In addition to this, it will be helpful to develop the profile of specific customers of brand
-) It will be useful in creating most favorable brand by knowing the buyer perception and response. The marketer can trace out the important reasons for brand preference. Then marketer can focus according to choice, perception and preference of buyers.
-) A deeper understanding of choice and preference of customers can help manager to design marketing programs that concentrate on customers. Such knowledge also helps managers to evaluate the value of customers.
-) Similarly, it will be valuable reference to the scholar or researcher to conduct further similar work.

1.5 Limitations of the study

Present study is conducted based on the observation and questionnaire. It tries to provide statistically significant result. However the cases are not statistically representative, precautions have been taken for wider application and generalization of conclusions of the study. Particularly, the study has been limited in the following manner.

-) The product selected is only TV, therefore the results is specifically limited to this product only.
-) Mainly, three categories of color TV are selected for the study. The study is confined to Kathmandu valley.
-) The sample (112) is in small size, may not fully represent the total TV customer of the country.

-) This study is entirely based on the opinions, views & responses of the respondents.
-) Opinions of the respondents have been taken as a sense of truth, which may not be correct at all time due to changing behavior of customers.
-) In spite of these limitations, lots of efforts have been made to make this study more accurate.

1.6 Organization of the Study

There are five chapters in this study, which are introduction, review of literature, research Methodology, data analyses and presentation and summary, conclusion and recommendation.

Chapter one specifies the introductory part of the brand preferences which includes general background, statement of the problem, objectives, significance and limitation of the study. This chapter is the basic chapter that provides fundamental aspects of the study.

Chapter two basically provides the theoretical framework of brand preference. It is, further, devoted to highlight the brief review of pertinent literature. In another words, it deals with the conceptual background and review of related literature.

Chapter three describes the research methodology employed in the study and deals with the nature and sources of data, process and techniques of data collection and research design as well as entire framework of the study.

Chapter four, then, deals with the presentation and analysis of data using different techniques as specified in third chapter.

Chapter five states three elements namely summary, conclusion and recommendations of the study. In presents the major findings and compares them with other empirical evidence to the extent possible and provides suitable suggestions to concern person and parties.

At the end of these five chapters, **bibliography** shows the books, journals, periodicals, articles, previous research studies etc which are used in this research work. Finally, **appendices** shows the questionnaire used in the study. And that's end of the thesis.

CHAPTER II

REVIEW OF LITERATURE

For all types of studies, review of literature is essential, which helps to find out what research studies have been conducted in one's chosen field of study and what remains to do. In this chapter In fact, review of literature begins with a search for a suitable topic and continues throughout the duration of the research work an attempt has been made to review the various relevant literatures in relation to support the study to receive some ideas for developing a research design. Literature review is basically stocktaking of available literature in one's field of research. The literature survey provides the students with the knowledge of the status of their field of research. Library is a rich storage base for all kinds of published and unpublished material including: thesis, dissertation, business reports, Government reports and publication and other newspapers.

Objective of literature review is thus to find out what research studies have been conducted in one's chosen field of survey and what remains to be done. It provides the foundation for developing a comprehensive theoretical framework from which hypothesis can be developed for testing. The review of literature also minimizes the risk of pursuing the dead end in research (Wolf and pant, 2nd ed).

Thought there are some books and literature available to review in global prospect but minimum literature is available in Nepalese perspective. But whatever is available are studies and analyzed during this research.

Review of the literature includes two parts one is conceptual review of the related subjects and other is review of the previous empirical study.

2.1 Review of concept related matter

2.1.1 Marketing and Today's Customer

Modern marketing is very complex, elaborated, sophisticated, dynamic and vast. Marketing has been evolving with the progress of human civilization and economic

development of nation. Marketing of previous time was unsystematic, and unplanned. No tools and techniques of marketing were used. world has changed to dynamic. Today the philosophy of marketing has changed. Evolution of marketing has gone through different stages. Previously, marketing decision largely depend upon mass selling, production and company profit. After that they began to recognize the long run importance of satisfying the customer wants and needs. More recently the societal marketing concept has been proposed as a philosophy by which a company can satisfy its customers and at the time fulfill its social responsibilities. Philip kotler, rightly defines "marketing is a societal process by in which individual and groups obtain what they need and want through creating, offering and freely exchanging product and service of value with others (Kotler; 2003:522).

Marketing is not static rather it often changes dramatically, sometimes slowly and frequently in ways that are difficult to predict. Those businesses, which are able to detect and predict changes, are in a superior position to prosper and grow. Firms such as Microsoft have used marketing as a Recipe for success.

Today's customer's behavior is changing. Their attitude toward a product may change over the passage of time. The preferred product of yesterday may not be preferred today and tomorrow. A customer's preference and perception doesn't remain constant, changes occur because of environmental changes etc. Customer today always looks for new and improved product from which he can take maximum utilization with minimum effort. Competitors are often coming up with lower priced product and they try to differentiate their brands in terms of quality, aesthetic looks, price and environmental friendly product with the competitor's brand.

The marketers can't change the value, belief and wants of customer, what they mainly can do is to supply products that always satisfies the values that people have. No force on the earth would compel the customer to buy a particular brand. He has full freedom to buy according to his choice. Customers are gaining wide range of information regarding the product and service through different advertising media in the dynamic

market. So managing today's customer is difficult task. Existing marketing mix variable: product, price, place, and promotion do still play role but perhaps a secondary in nature." It takes more than the four P'S to manage today's customer.' Knowing the complex behavior of the modern customer should be marketers' concentration to achieve their objective. Change is the synonymous of modern world. "The forthcoming challenge to marketing profession is to learn from change that is always remaining the same as in the past, and then you are mistaken."(Peterson; 2001:102).

2.1.2 Marketing concept & its Definitions:

As we all know that this is the age of marketing, every manufacturing organization needs to produce and market its product or services to achieve its goal and to exist in this competitive markets. In concept of globalization of the economy, liberalization and IT development, the marketing environment its being more competitive day by day. The entire way of communication marketing logistics have totally changed the marketing practice both at the domestic and international fronts. Hence to survive in such dynamic environment an organization must be able to implement the modern marketing concept, organize the marketing department monitor and scan marketing environment and establish the information networks. It should be able to plan, evaluate, implement and control marketing activities balancing the interest of the organization, customer and society. Thus strategic planning and integrated implementation have not only become a demand of time but also an indispensable aspect of the modern marketing.

2.1.3 Defining Marketing

we can distinguish between a social and managerial definition of marketing . A social definition shows the role that marketing plays in society. One marketer said that marketing's role is to "deliver a higher standard of living". Here is a social definition that serves our purpose. Marketing is a social process by which individuals and groups obtain what they need and want through creating , offering and freely exchanging products and services of value with others. For a managerial definition marketing has

often been described as "the art of selling products" but people are surprised when they hear that most important part of marketing is not selling. Selling is only the tip of marketing iceberg. Peter Drucker, a leading management theorist, puts it this way:

There will always, one can assume, be need for some selling. But the aim of marketing is to make selling superfluous. The aim of marketing is to know and understand the customer so well that the product or services fits him and selling it self. Ideally, Marketing should result in a customer who is ready to buy. All that should b needed then is to make the product or services available. When Sony designed its Walkman , when Nintendo designed a superior

videogame , and when Toyota introduced its Lexus automobile, these manufacturers were swamped with orders because they had designed the "right" product based on careful marketing homework. Different individuals and association have tried to define marketing in their own terms.

The American Marketing Association offers the following definition:

"Marketing is the process of planning and executing the conception, pricing, promotion and distribution of ideas, goods & services to create exchanges that satisfy individuals an d organizational goals."

Coping with exchange process calls for a considerable amount of work and skill.

Marketing Management takes place when at least one party to a potential exchange thinks about the means of achieving desired responses from other parties. We see marketing management as the art and science of choosing target market and getting, keeping and growing customers through creating, delivering and communicating superior, customer value.

This famous book, Marketing management defines marketing as a "social and managerial process by which individuals and groups obtain what they need and want

through creating, offering and freely exchanging products and service of value with others"(Kotler;2003:9).

Thus marketing process is a direct result of adoption of the marketing concept by business organization, Marketing concepts gives more accurate understanding of consumers need; preference and delivery of most want satisfying product and service to the present and potential consumer. Competitive environment of the market has forced most organization to give up "hit and trial" method for business and encouraged them to adopt marketing research for better understanding of consumes, competitor and micro and macro market forces. Thus, modern marketing concepts emphasize on achieving organizational objective by marketing activities integrated towards determining and satisfying customer need and target market. This new philosophy of marketing need top management support, market intelligence system, organizational restructuring, human sources development and appropriate marketing mix.

2.1.4 What is a Brand?

American Marketing Association defines a brand as "A name, term, sign, symbol, or a combination of them, intended to identify the goods or service of one seller or groups differentiates from other competitors. Thus brand identifies the seller or maker."A brand is a complex symbol that can convey up to six level of meaning.

1) Benefits

Attributes must be translated into functional and emotional benefits. The attributes "durable" could translate into the functional benefit.

2)Value

The brand also says something about the producer's values. Mercedes stands for high performance, safety and prestige.

3) Attributes

A brand brings to mind certain attributes. Mercedes suggest expensive, well- built, well-engineered, durable, high prestige automobile

4) Culture

The brand represent a certain culture. The Mercedes represent German culture, organized, efficient high quality culture, organized, efficient high quality.

5) Personality

The brand can project a certain personality. Mercedes may suggest a no nonsense boss (person), reigning lion (animal) or an austere parlance (objective).

6) User

The brand suggest the kind of customer who buys or uses the product.

Brands and branding are not just a name, and logo used by the marketing department. Rather they make up a strategic approach that companies take to guide and manage their business. Today brand not only covers the producer's identification and customer but also includes employee in its definition.

The brand is not just the heritage of the organization. It's the heritage of the employee as well. It's a part of their identification and background. .

At least happy employee provides an opportunity to create happy customer. But happy customer doesn't survive in the face of unhappy employees. Brands for employees signify organizational culture, what they stand for, and what they have built. It is becoming obvious that brands start inside the organization with the employees, culture and corporate beliefs, and move out to customer. They don't start with customer and move back in.

2.1.5 A History of Branding

Today brands exert a strong influence on both customer attraction and customer retention. In fact, the main driver of customer loyalty is brand commitment.

Let's look at a brief history of branding to understand why it started and how it has evolved? (Johanson and Lawarance)

In the second half of the 19th century, companies were introducing recently invented products that changed people's daily lives (e.g. the radio, phonograph, car and light bulbs). Communication with consumer had to inform them about the existence of the new invention and then convince them that their lives would be better if they used the products for examples: - electric light instead of oil lamps.

When goods began to be manufactured in factories, the market was flooded with uniform mass-produced products that were virtually indistinguishable from one another. Competitive branding became a necessity of the machine age. The first task of branding was to name previously generic goods such as: sugar, flour, soap, and cereal, which had earlier been scooped out of barrels by local shopkeepers. In the 1880's, corporate logos first appeared on mass-produced product such as Camp Bell's Soup, H.Z .Heinz pickles, and Quaker oats cereal. These logos were created to suggest familiarity (think of Aunt Jemima, and Uncles Bin) in an effort to replace the shopkeeper and counter the anonymity of packaged goods. The corporate "Personality" had arrived.

By the end of 1940s, a brand wasn't just a catchy phrase or a picture printed on the of company's product, the company as a whole could have a brand identity. However, it took several decades for the manufacturing world to adjust to this shift. It clung to the idea that its core business was still production and that branding was an important add-on.

The next step was for the entire corporation it self to embody a meaning of its own. In the early 1920s General Motors became a metaphor for the American family. And GE was not so much the name for the face less General Electric Co. as "The initial of a friend."

This all changed in the 1980s, with brand equity. The defining moment of widespread recognition of the true value of a strong brand arrived in 1988 when Philip Morris purchased a Kraft for \$12.6 billion –six times what the company was

worth on paper. The difference was the perceived price of the word “Kraft”. With the Kraft purchase, a huge dollar Value had been assigned to something that had previously been abstract and unquantifiable—a brand name. Management theorist developed the idea that corporations must produce brands instead of products. Many of today’s best known manufacturers no longer produce product and advertise them but rather buy products and brand them.

2.1.6 The Function of Brand

A brand provides not only sources of information (thus revealing its value) but performs certain other functions, which justify its attractiveness, and its monetary return (higher price) when buyers value it. What are these functions? How does a brand create value in the eyes of consumer? The eight function of a brand are presented below.

Table 2.1
Functions of Brands

Function	Consumer Benefit.
Identification:	To be clearly seen, to make sense of the offer, to quickly identify the sought-after products.
Practicality:	To allow saving of time and energy through identical repurchasing and loyalty.
Guarantee:	To be sure of finding the same quality no matter where or when you buy the product or service.
Optimization:	To be sure of buying the best product in its category, the best performer for a particular purpose.
Characterization:	To have confirmation of your self-image or the Image that you Present to others.
Continuity:	Satisfaction brought about through familiarity and intimacy with the brand that you have been consuming
Hedonistic:	Satisfaction linked to the attractiveness of the brand, to its logo, to its communication.
Ethical:	Satisfaction linked to the responsible behavior of the brand in its relationship society (ecology, employment, and citizenship advertising that doesn't shock)

The first two are mechanical and the essence of the brand, that is, to function as a recognized symbol in order to facilitate choice and gain time. The following three functions reduce the perceived risk. The last three have a more pleasurable side to them. Ethics show that buyers are expecting more and more responsible behaviors from their brands.

2.1.7 Brand Preference

Modern marketing has been complex, and challenging. Companies are facing toughest competition. Customer attitude and behavior are changing .The brand preferred today may not be preferred tomorrow. So understanding of customer desired thoughts,

feelings, images, choices, perception, attitudes, purchase intention, marketer should assess preference etc. Customer behavior gives important insights to become successful marketer in this globalize and competitive market. Continuing challenges of marketer is to build a strong brand to satisfy customer needs and wants very effectively then other competitors.

A brand, which does not change with the time, fossilizes and losses it's relevance. Time is merely the indicator of changes in lifestyles, customer expectations, technology, and competitive position. Values, customs and behavior patterns are constantly changing with time. Leaders today thus must plot the future of their companies and they are challenged to find a path that makes sense. The path should be formed by analyzing the complex behavior of modern and improved customers. The development of effective marketing plan and strategy for any market rests on a proper knowledge of how consumer feels about brand, how they perceive and go to actual preference drove purchase. Every successful product in the modern marketing world is an embodiment of customer's needs, wants, prestige, preference, satisfaction, aspiration and mental horizon.

Brands vary in the amount of power and value they have in the market place. The customer in the market place does not know some brands. Some are having high degree of loyalty and preference level. Today's businessmen are devoting to present their products in the market for the sake of increasing the sales. Every marketer focuses their product to the customer based on customer preference towards brands.

Brand preference is the choice by the consumer of a particular brand over its competitors, usually resulting from a favorable experience with the items. However, if the product proves to be unavailable, the consumer willingly shifts to a substitute.

Knowledge of brand preference helps to know consumers attitudes towards the brand (i.e. product) and this understanding in turn sheds light on different aspect such as: effectiveness of branding policy, advertising policy, consumer response to the price

and availability of the products, consumers' perception of the total image of the manufacturer.

Brand preference can be defined as the priority that the buyer or consumer gives to a brand. It is revealed in the purchase and use of one brand and not of competitive brands.

Brand preference is based on customer choice, their priorities toward brands, awareness level and actual brand loyalty exists there. Brand preference leads to brand loyalty. When preference of brand is expressed, then the consumer may be hard core loyal.

Brand preference is carried out to increase the market share of a specific brand. Without this preference, the product will not survive in the market. The product would be of no use, if there exist of no brand preference. Brand preference is a broad meaning adopting a variety of marketing techniques. The major purpose of brand preference is to maximize its image and sales.

Brand preference is a definite expression of positive attitude. One would normally expect people to buy a preferred brand or brands, assuming that they are in the market. However, there are occasions when the product may not be needed or the consumer cannot afford the preferred brand or the preferred brand may not be available.

For the purpose of our study, brand preference is defined as those activities, which help to maximize the image of brand and help to make the consumer's desires more effective. It consists of establishing good understanding between the manufacturer and the consumer. It tries to help them in purchasing more honestly and to maintain customer's satisfaction with the products. Thus, the word "Brand preference" is necessary for existence in entire market.

Brand preference is one way of segmenting a market. On the basis of brand preference, market can be segmented as loyal or not loyal. If the consumer prefers the brand they can be identified as loyal customer and if they don't prefer the brand they can be identified as non loyal consumers. Brand preference gives seller or marketer protection from competition and greater control in planning the marketing mix.

2.1.8 Classification of brand preference segment

Brand preference is very important to attract the consumers towards the product in a highly competitive market. Different patterns of preference segment present by Philip Kotler are

1. Homogeneous preference

A market is where the consumer having roughly the same preference. The market shows no natural segments. We would predict that existing brands would be similar and cluster around the middle of the scale in both sweetness and creaminess.

2. Diffused preference

Consumer preference may be scattered throughout the space indicating that consumer varies greatly in their preference. The first brand to enter the market is likely to position in the center to appeal to the most people. A second competitor could locate next to the first brand and fight for market share, or it could locate in a corner to attract a consumer group that wasn't satisfied with the center brand. If several brands in the market, they are likely to position throughout the space and show real difference to match consumer preference differences.

3. Clustered preference

The market might reveal distinct preference clusters called natural market segments. The first firm in this market has three options, it might position in the center, hoping to appeal all the groups, it might position in the largest market segment (concentrated marketing). It might develop several brands, each positioned in a different segment. If

the two first firms developed only one brand, competitors would enter and introduce brands in the other segment.

2.1.9 Brand loyalty and brand preference

Brand loyalty implies purchasing the same brand more than once, again assuming that this is the preferred brand, although this may not necessary be the case. Brand preference and Brand loyalty may exist in relation to manufacturers brand and loyalty may prevail with respect to stores. Definition of brand loyalty has evolved and is typically concerned with a degree of consistency in the preference for each brand by a consumer over a period of time. "In place of brand choice sequence. Leaster Guest used preference statement over time as a measure of brand loyalty. In 1941, he collected data concerning the brand awareness and preference of student. In follow up studies of these same person 12 and 20 years later he found suggestive evidence of high degree of loyalty towards brand name(although not to specific brand)

From study of Leaster Guest brand loyalty exist even when it is defined as preference statement over time. According to preference statement approach brand loyalty is measured on the basis of preference expressed by the consumer to a particular or brand over a certain time.

Day (1970), offers a two dimensional concept of brand loyalty bringing together attitude and behaviors. He asks, " Can behavior pattern be equated with preference to infer loyalty? And distinguishes between spurious and intentional loyalty.(Spurious loyalty may just be habit or consistent purchase of one brand due to non-availability of others, continuous price deals, better shelf space etc. Intentional loyalty occurs when customers buys a preferred brands, as would be evidence by some attitude measurement. When customer is intentionally loyal and insists on a particular brand. She/he will be prepared to shop around for this brand or defer purchase if the brand is unavailable rather than accept a substitute."(Lewis;Vol IV)

Consumer has varying degree of loyalty of specific brands stores and other entities. Buyers can be divided into four groups according to brand loyalty status.

- J **Hard core loyal:** Consumer who buys one brand all the time.
- J **Split loyal:** Consumer who is loyal to two or three brands.
- J **Shifting loyal:** Consumer who shifts from one brand to another.
- J **Switchers:** Consumer who shows no loyalty to any brand.

Brand preference and brand loyalty have positive relationship. When the preference level to specific brand increased, then the stronger be the loyalty of the product. There is no loyalty if there is no preference on brand

2.1.10 Brand Switching and Brand Preference

Brand switching means consumer's habit of constantly shifting from one brand to other. In this sense, brand switching is opposite to brand loyalty. Customer switch brand for reasons of: curiosity with respect to new different brands, disappoint with present brands, reassure with respect to a favored brand, chance inducement and availability. Additionally, consumer may be multi brand buyers for reasons of: indifferences, perception that brands are perfect substitutes, for varieties sake, several preferences within a household, and as a response to availability and promotions.

Brand switching occurs when present brand is not satisfactory or available at right time. The customer preference on brand is no longer exist if the customer would not favor such brand. Brand preference and brand switching are negatively correlated. When the preference level increase, then the brand switching tendencies would decrease and the loyalty level of customer may prevail.

2.1.11 Brand preference and purchase intention

How does consumer process competitive brand information and make a final value judgment? The customer arrived at attitude (judgment, preference) toward the various brand through an attitude evaluation procedure. In the evaluation stage, the consumer forms preference among the brand in the choice set. The consumer may also form an intention to buy the most preferred brand. However, two factors can intervene between the purchase intention and the purchase decision. The first factor is the

attitude of another. The extent to which another person's attitude reduces one's preferred alternative depends on the two things:

1. The intensity of the other person's negative attitude towards the consumer's preferred alternative and,
2. The consumer motivation to comply with the other person's wishes.

The more intense the other person's negativism and the closer the other persons are to the consumer, the more the consumer will adjust his/her purchase intention. The converse is also true. A buyer's preference for a brand will increase if some one he/she respect favors the same brand strongly. The second factor is unanticipated situational factors that may erupt to change the purchase intension.

The stages of consumer decision-making for the purchase shown in the hierarchy of effect model" They are awareness, knowledge, linking, preference, conviction and purchase.

Awareness: The ability of the consumer to recall a brand name either with or without prompting.

Knowledge: The ability of consumer to describe the important attributes of Product or service.

Linking: The attitude of the consumer toward a product or services.

Preference: The degree to which a consumer feels more positive about product or service to other offering.

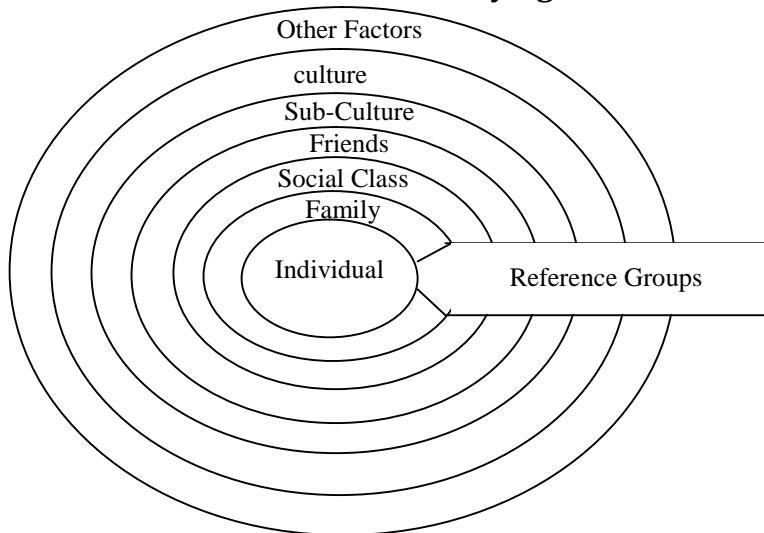
Conviction: The likelihood that the consumer will purchase the product or service.

Purchase: The acquisition of a product or service. Preference and purchase intention is not completely reliable prediction of purchase behaviors.

2.1.12 Factors Influence in Buying Decision:

Buying decision is not easy task. It is the complex task in the sense that different factors affect on it. Among them, we take only some those factors which involve in high involvement products. Out of different factors, some of them are culture, sub-culture, social class, family, individual etc. These factors are shown in figure2.4 (Shiffman and Kanuk, 2003:p.265).

**Fig.2.1:
Factors Influence in Buying Decision**



As shown in the figure 2.1, there are major seven selected factors which can be included in reference groups. Reference groups can be simply defined as any person or group that serves as a point of comparison or reference for an individual in forming either general or specific values, attitudes or a specific guide for behavior. Elements involved in this group may affect in family buying process either individually or collectively. From a marketing perspective, reference groups are groups that serve as frames of references for individuals in their purchase and consumption decisions. In another words, almost all consumers interact with other people or groups who directly or indirectly influence their purchase decisions. Their reference groups significantly influence buyers. More preciously, buyers may be influenced at least two ways: firstly, reference groups expose an individual to new behaviours and life styles. Secondly, they

also influence the person's attitudes, self-concepts and beliefs. Possible factors involved in this reference group are described below.

I) Individual: - An individual may be the sole consumer or buyer or independent unit of product users. S/he may be a single-family member walking down for search of the products s/he likes. S/he plays an influencing role in the family buying process.

II) Friends: - Almost everyone has their own friends during they work and live together. Friends may be either from formal organizations or from informal groups. Similarly, they may be from different societies, cultural groups, religious groups, and regional areas etc. That directly or indirectly influence the family buying decision. Friends can influence the buyer in family buying from different ways. As for example, they can influence by sharing their ideas and experiences each other, providing suggestions about the products etc. More precisely, friends are those who give information, suggestions and feedback to the buyer which ultimately influence the family buying to decide either to buy or not to buy the particular products.

III) Culture: - Accepting the culture as the most influencing factor of family buying, we can define it as the sum total of learned beliefs, values and customs that serve to direct the consumer behaviour of members of a particular society. Culture mostly influences the buying behaviour of the family. We can take culture as the behavioural patterns of family members of a given society. In other words, it is a unique lifestyle of a particular group of people. Cultural factors are very important not only in the family buying process but they also affect the institutional purchase decision. Some of the cultural factors may be attitudes, beliefs, religion, and education etc. Of the family members which largely influence the family buying. For example, family members' attitudes and beliefs about consumption-related issues like taste, habit, and interest have significant importance, which ultimately affect the family buying. The more the decider or buyer of the family understands about the members' attention, reaction and attitude towards the products, the better satisfaction will be created in the family using the products.

IV) Sub-culture:- "The members of a specific subculture possess beliefs, values and customs that set them apart from other members of the same society. In addition, they adhere to most of the dominant cultural beliefs, values and behavioural patterns of the larger society. We define subculture, then, as a distinct cultural group that exists as an identifiable segment within a larger, more complex society" (Schiffman and Kanuk, 2003:p.346).

In a single cultural group, there may be other unique factors which are termed as sub cultural factors. Sub cultural factors include location factors which have their own separate norms and values. Within these norms and values, buyers may have different interest and choice which consequently affect the family buying decision.

V) Social Class: - Social class may be formed from different perspectives. "The different social classes have different values, attitudes and behaviour" (Betta, Nd: 268). Persons within similar social class tend to behave more alike than persons from two different social classes. Here, we're viewing the social class with respect to economic condition. People having higher disposable income as well as fixed property include in upper class. Here, the question is how the social classes influence the family buying decision. The possible answer is that the upper class people want to prove themselves to a superior position in behaviour to the lower class people. Consequently, a member from the upper social class can force to his/her family to buy the products. In this way, we can say that family buying decision is often influenced by the class in which they belong or to which they aspire. Therefore, marketers should consider these factors while involving in the buying decision.

VI) Family: - Family is the group of two or more persons related by marriage, blood or adoption who reside together. In another words, it is a form of social organization and an institution, which is based on kinship. The nature, size and comparison of families differ from society to society. In some societies, a family means the parents and other children whereas in others family includes all relatives, both by blood and marriage. Although families sometimes are referred to households, not all households are families. For example, a household might include individuals who are not related by

blood, marriage or adoption, such as family friends, paying guests, households or roommates. However, within the context of marketing and business, households and families usually are treated as synonymous. In Nepal, family ties are very strong. It also a recognized institution in the Nepalese social set up. The total number of families in Nepal is about 4.3 million. Most of the Nepalese area has covered by village and particularly, there is the joint family system whereas the remaining portion is town where there is mostly nuclear family system (Panta, 2003:pp.66-67).

VII) Other Factors: - There is not single factor to influence the family buying but a set of factors, lead to affect it. Producers produce the products globally and users use them globally. Now, the world has become global village where wide range of production and consumption can possible. Therefore, so many factors can affect family buying. Some of them may be expansion of advanced technology such as excess of information and communication to the people, availability of e-commerce and business globally etc. Which have added advancement of life style to the people? Consequently, it has created the multidimensional influences in family buying decisions. Nepalese families and buyers cannot be an exception from these factors, however, disposable income, buying motives and purpose, ethnicity, culture etc may be the most influencing factors in family buying.

2.2 Brief profiles of Television brands

There are more than 100 brands of television available in the Nepalese market. So far, as contemporary brands of color television in Nepalese market is concerned, Aiwa, Sony Hitachi, JVC, Fusi, Panasonic, Toshiba, Onida, Videocon, T-Series, KCL, Xingbao, Changhong, Konka, Panda, Die-Star, Diastar, LG, Samsung, Daewoo, KEC, Gold star, Mitsuma, Orsan, samurai, Akai, TCL, Sharp, Philips, Haier, Conic and so on, are struggling to exist in the competitive market. Among these, Sony, Konka, Samsung, LG, Philips and few numbers of chiness brands have secured prominent status and strong presence in the market. So that these brands are selected for the purpose of examine the brand preference attitude on television. Here, it is effective to give brief profile of these brands.

Japanese Brands

Sony, Sanyo, JVC, Fusi, Toshiba, Aiwa, Panasonic, Hitachi are the brands for the Nepalese customers. These all-Japanese brands are largest selling all over the world. These brands are found up to fifteen models and price rang of Rs.15000 to Rs.450000 in Nepalese market. Higher society customer, star hotels, academic institutes prefer these brands as these shows the symbol of prestige.

Assembled Brands

In this category, mainly assembled Korean brands are counted. Samsung, LG, Daewoo, K.E.C., Gold star are familiar in Nepalese market. In these days, these brands are assembled in Nepal, so it is also known as “Nepali T.V.” These brands focused for middle class customer.

Chinese Orsan, Mitsuma are also assembled in Nepal. These brands of TV can be founded in the price range of Rs.8000 to Rs.16000. Orsan has launched only two models while Mitsuma has ten. These are very impressed to low income customer groups, who really desired colour TV with digital technology.

Chinese Brands

Xing-boo, Changhong, Rowa, samurai, Konka, Panda, Die-Star, Samurai, Diastar are imported Chinese brands, available here. Digital technology, world class quality and good aesthetic looks, really impressed today’s customers, who actually want good quality at a lower cost.

Out of the above, Haier (Germany), Conic (Hong Kong), TCL, Hyundai (Korea), Sharp and Philips (multinational) and Indian TV brands are comfortably found in the market. BPL, Videocon, T-Series, Onida, XL and so on are well known Indian brands, which are cheaper than imported one.

Table 2.2
Brief profile of TV brand

Brands	Technology	Assembled/ Made	Distributors	Available Size (in inch)	Model	Price Range "000"
Akai	Japanese	India	K.V. Overseas	14 -29	4	10-60
Atari	Chinese	China	Various retailers	14 -21	2	9-16.5
B.P.L.	Indian	India	No authorized dealer	14-29		
Chang Hong	Chinese	China	Heritage Int'l	14 -34	5	8.5-52
Conic	Hong Kong	Hong Kong	Chandra Surya Int'l	14 -34	4	8.8-35
Daewoo	Korean	Nepal	Golchha Org.	14 -29	4	10-28.5
Di-star	Japanese	China	Home Appliance	14 -29	7	10-35
Haier	German	Nepal	Kedia Org.	14 -34	15	8.6-71
Hitachi	Japanese	Malaysia	Cosmopolitan Trading	14 -43	15	16-183
Hyundai	Korean	S. Korea	Hyundai Electronics Concern	15 -29	4	14.5-45
KEC	Korean	Nepal	Kedia Org.	14 -29	15	10-45
Konka	Chinese	Nepal	Saurav Photo Int'l	14 -34	19	9-55
L.G.	Korean	Nepal	Chaudhary Group	14 -62	12	12.5-28
Mitsuma	Chinese	Nepal	Kedia Org.	14 -21	10	8.5-16
Orsan	Japanese	China	B&B Mfg. Industries	14 -21	2	8.5-13.5
Panasonic	Japanese	Malaysia	Paramount Electronics			
Panda	Chinese	China	B.M. Int'l	14 -21	11	8-20
Philips	Holland	Singapore	Syakar Company	14 -55		13-800
Samsung	Korean	Nepal/Korea	Golchha Org.	14 -29 -63	10	12.5-22.5
Sharp	Chinese	China	Various retailers	14 -21		7-19
Sony	Japanese	Malaysia	Nepa Hima Trade Link	14 -42	6	16-440
TCL	Japanese	China	Asiatic Int'l Trading	14 -29	5	8.5-30
Video-con	Indian	India/Nepal	K.V. Overseas	14 -63	6	10-120

Source: Sample Survey

2.3 Review of Unpublished Literature

Several thesis works have been conducted by various students regarding the various aspect of brand such as: Brand Loyalty, Advertising Effect On Brand Preference, Comparative Brand Preference Analysis, Branding Policy Of Durable Goods, patterns of consumer decision making process while purchasing high involvement goods etc. some of them are relevant for the study.

Yogesh Pant (1993) has conducted a study entitled "*A study on brand loyalty*" with the objective of:-

-) To examine brand awareness of the Nepalese consumer.
-) To find out whether Nepalese consumer are brand loyal, i.e. what percentage of Nepalese consumer are brand loyal?
-) To identify the correlates of brand loyalty.
-) To recommend measures helpful or important for developing marketing strategies and their conducting future research on brand loyalty.

The research was mainly based on primary data. 100 samples were selected and questionnaire served to them (respondents) to obtain the responses.

The research findings of the study are collected as:

-) It is found that the Nepalese consumers give high importance to brand in both consumer durable goods and the consumer non durable goods.
-) Majority of the Nepalese consumer is found brand loyal.
-) In each of the products selected for this study at least 65% consumers are found to have knowledge of almost all-alternative brands available in the market. Brand awareness of Nepalese consumer is found to be high.
-) It is found that, consumers belonging to 26 to 40 age groups are more loyal than those of belonging to any other age group in all types of product selected for this study.
-) The family system of the consumers correlates with brand loyalty. 'Nuclear family' consumer is found more brand loyal.

-)] It is found that brand loyalty is independent of the consumer's education.
-)] Brand loyalty is positively associated with consumer's income. Brand loyalty is positively associated with loyalty.

Mukund Pd. Dahal (1994) conducted a research study on *"Pattern of consumer decision making process while purchasing high involvement goods in Nepal"* with the objective of:

-)] Patterns of decision making strategies consumers utilize while making purchase of durable goods.
-)] The level of repurchases consumer seeking information and their correlates Size of choice set.
-)] Decision making criteria and rules are employed in evaluation of alternatives.

Motorcycle and scooter was chosen as the sample product of his study. 300 recent two wheeler buyer of Kathmandu city was selected and comprehensive questionnaire was distributed. The study was mainly based on primary data. He has utilized different analysis techniques as:

-)] Factor analysis
-)] Cluster Analysis
-)] Discriminate Analysis

Based on empirical survey of search and choice behavior of Nepalese and scooter buyer, the following findings are concluded as:

- Sources of information available to Nepalese buyer have five dimension namely:- Brochures, Test drive, Advertisement, Interpersonal sources, and Dealer visits.
- Thought not very extensive, the Nepalese Television buyers undertake information search with greater emphasis upon dealers and interpersonal sources of information.
- In terms of choice behavior of the motorcycle buyers of Nepal are classified into groups. Those who chose Indian motorcycles constitute one groups,

another group comprise the buyers who choose the motorcycle of Japanese make.

- Advertise segment has inverse relationship with the correlates like Japanese makes and better than others, prior preference for Japanese makes went alone or with some one, gas mileage and sporty as the criteria, but this segment is positively related with age of respondents, price and warranty as the criteria and prior preference for Indian makes.

Laxmi Prasad Baral (1996) conducted a research study on *“A comparative study on the communication effects of advertising and brand preference”* A case study of instant noodles (Yum Yum and RaRa), with the objectives of:

- To examine the effectiveness of advertising of the RaRa and the Yum Yum noodles.
- To bringing into focus the relation between the brand preference and advertising.
- To examine the popular media of advertisement in case of instant noodles.
- To know the strengths and weakness of advertisement of instant noodles.

50 respondents were selected from different school student and 15 were selected from different advertising agencies. A questionnaire set was distributed to obtain the data. Interview cum questionnaire administered to advertising agencies. The study is based on primary data.

The research finding of the study is concluded as:

- Consumers give more preference to the quality and less preference to the brand.
- There is high degree of association between brand preference and advertisement.
- There is no difference between the advertisement of Yum Yum and RaRa in terms of attractiveness.
- Instant noodles are popular in the Kathmandu valley. Most of the customers consume Wai Wai noodles.

- A large number of consumers are not by advertisement.
- Buyers go after the good quality after getting more information from the advertisement.
- The number of buyers who are indifferent towards advertisement is significant.
- Nepal T.V. is the most popular media in Kathmandu valley. Radio Nepal holds second position and the newspaper are the third.

Santosh Adhikari (2002) has conducted a research study entitled “*A Brand Preference Study between Sanmiguel and Tuborg Beer in Kathmandu Metropolitan city*” with the objective of:

-) To examine, the buying habit of consumers regarding the beer. .
-) To find out, the effective advertising media of beer and their impact on the consumer.
-) To find out, the sales volume of beer in Kathmandu metropolitan city.
-) To suggest measures for promotional marketing of Sanmiguel and Tuborg beer.
-) To find out the product attributes and pricing factor of beer.

The research study was based on primary as well as secondary data. For the primary data collection, 100 respondents were selected on the basis of stratified random sampling and questionnaire was served to respondents.

The research findings of the study are:

- 42% are occasional drinkers with 25% preferring Sanmiguel and 17% preferring Tuborg out of 100 beer drinkers.
- The advertisement of Tuborg has the highest recall value among the beer drinkers.
- 55.93% of beer drinkers preferred to drink beer with friends. Sanmiguel stand for 22.58% and Tuborg by 33.35%
- Brand preference among the two brands Tuborg and Sanmiguel were found to be 56% and 44% respectively.
- The major attributes for an “Idle Brand” were found to be:-Taste-77.33%, Price-12.67%, Packing-5%, Promotional campaign-5%

- Taste and pricing (factors) attributes were found different to two brands but other factors found similar.
- Tuborg has found to be more popular in terms of different periphery.

Dinesh Khanal (2003) has conducted a research study on, "*A study of brand preference in noodles.*" The objective of the research is:

-) To examine, the buying habit regarding the noodles and behavior of the consumer.
-) To find out the effective advertising media of noodles and their impact on the consumer.
-) To suggest measure for promotional marketing of the noodles.
-) To find out the products attributes and pricing factor of noodles.

The research study was based on primary data. For the data collection questionnaire was set and administered to 120 respondent of Kathmandu metropolitan city.

The major findings of his study are as:

- The most preferred brand is Wai Wai, Mayos as second, JoJo is least preferred, Rumpum and RaRa are moderately preferred.
- Most of the noodles consumers are found in the group of 15-30 years and most of them preferred the brand Mayos. Respondents below 15 years and above 30 years preferred Wai Wai.
- It has been found that the highly familiar media is T.V. and Radio with the age group of below 30 years and those consumer, who are above 30 years are familiar with hoarding board and newspapers.
- 40% of respondents are found in high effectiveness of advertising media upon consumption of noodles.
- It has been found that if their favorite brand is not available in the market, 55.33% of consumer will buy the second preferred brand.
- It is clearly found that the RaRa is cheaper, Rumpum is reasonable, and WaiWai is expensive with respect to price.

- Large numbers of respondents shows the brand switching tendency with attractive gift, prize, and other promotional programs which is offered by the others brands.

Lal Bahadur Baniya (2004) conducted research entitled *“Buyers’ behaviour in Pokhara”* his main objective was to find out the brand pattern and purchase frequency of the clothing & the glossary products for the British-Ghurkha and the local people applying the data that were collected from the primary sources through questionnaire, Mr. Baniya concluded the following:

Although, the brand pattern of the clothing for both of the groups consists of foreign, Indian, Chinese and Nepalese brands, the majority of them purchase clothing of foreign brand except Kurtasalawar. The large number of them prefers the Indian Kurtasalawars to the Nepalese one. On the other hand, large numbers of consumers from local people purchase Sari & Kurtasalawar of Indian brand but the Jacket and Lungi of Chinese brand (Baniya, 2004: pp.1-65).

After reviewing the related literature the researcher came to know that foreign scholars has made important contribution the field of family influence in buying decision of different products. There finding have to be tested in Nepalese context. Because of the lack of such studies related to this field, it is very crucial to conduct the research.

Meenakshi Khetan,(2005) in her research entitled *“Motivation behind acquisition of time saving electrical appliances by Nepalese households”* included basic objective as to examine the motives behind acquisition of electrical appliances among Nepalese households. Using the primary data that collected through questionnaire, Ms. Khetan concluded the following:

-) The main reason for not using the appliances are higher price and higher operating costs (electricity charge), operating difficulties due to operational usefulness of Nepalese environment.
-) Most determining motive of acquiring or using appliances is inconvenience.

- J Time saving is not main motive for acquisition of time saving electrical.
- J The interpersonal sources or social network is the most effective media of consumer awareness and probably an important force for motivation too (Khetan, 1992:pages1-52).

In the research entitled "*A study of brand loyalty*", Mr. Yogesh Panta (1993) formulated the main objectives as to examine brand loyalty awareness of the Nepalese consumers and to identify the correlates of brands especially on low- involvement products. Collecting the data from primary sources through questionnaire, Mr. Panta concluded the following:

- J Brand loyalty varies across consumers as well as products. Brand loyalty is relatively higher in the products that are frequently needed than those are used less frequently.
- J Most of the Nepalese consumers are brand- loyal. However; the percentage of consumers showing strong loyalty is very low.
- J The consumers belonging to 26 to 40 years of age are more brand loyal than those belonging to any other age group.
- J Brand loyalty is strongly associated with consumers' income and store loyalty.
- J Brand loyal consumers are least influenced by special deals like free samples, discount, coupons etc.
- J The consumer belonging to the nuclear family system are comparatively more brand loyal than those belonging to the joint family system (Panta, 1992:pp.1-61).

Another thesis by **Dev Raj Missra (2007)** entitled "*An examination of the role of purchase pals in consumer buying decision for Saaree & Suit*" was conducted in 1992.the basic objective of the study was to identify the role of purchase pals in consumer decision making for Saaree & Suit. In order to accomplish this objective, Mr. Missra collected from primary sources through questionnaire and that 83.33% of buyers used purchase pals and the role of purchase pal was quite important in the choice of store, bargaining, purchase talk, final choice and reduction of price for the same purchase in

future. Similarly, their role in choice of style and colour was found comparatively less important (Missra, 1992: page numbers 1-67).

A study of Ms Anita Adhikari (2009) entitled "*Impact of television advertisement in Sales* " has been conducted to find out the role of advertising on brand choice of low involvement consumer goods. It is the study trying to show the importance of advertising on brand choice of low involvement products. The objective of this study was to find out if advertising plays any supportive role in brand choice decision, if the consumers brand choices for low involvement goods are completely, partially or Not impressed through advertisement, if there other promotional tool exist which has more weight in brand choice decision than advertising.

In Nepalese product market there are various cosmetic products which available for consumer use. These products are manufactured by various national and international manufacturers and out of them Vatika Shampoo is one of the most favourites cosmetic product, which is produced and introduce into the Nepalese product market by Dabur Nepal Pvt. Ltd. and this is the sister concern of Dabur India Ltd. However, there are no previous research reports are available in Nepal in the field of marketing studies regarding the Nepalese cosmetic product Likewise, there is no any research can be found with reference to Vatika Shampoo though there is a necessity of such types of research in Nepal. Thus, researcher has attempted to prepare and present this report to fulfill the requirements of such reports.

CHAPTER – III

RESEARCH METHODOLOGY

Research needs to follow necessary steps as specified by research methodology to achieve and accomplish the objective of the study. Research methodology helps researchers to guide the research study providing different issues and aspects. "It systematically solves the various sequential steps to adopt by a researcher in studying problem with certain objectives in view" (Kothari). Generally research methodology focuses the nature and sources of data the model sample selection & classification of variable use of analytical tools etc. There for entire aspects necessary to follow a research study are come under this chapter is to outline the required techniques and steps adopted in interpreting and analyzing the problem related data. It focuses about how to collect required data what is the population what techniques to be adopted etc. Based on this short discussion the researches can say that research methodology is a means to an end but not end itself. More preciously researches approaches to certain conclusion using research methodology.

3.1 Research Design

During the research, some questions may create such that what is to be done, which things to be included in the research and so on. Research design tries to give answer of these questions. "Research design is the plan structure and strategy of investigations conceived so as to obtain answers to research questions and to control variance"(Kerlinger, 1983:p.67). It provides the framework to conduct the research. It shows the entire activities that to be done in the research work. It explains the methods, procedure and entire process necessary to complete a research work.

Current research applies analytical and descriptive techniques to evaluate and analyze the brand preferences on television of customers from selected areas. Therefore, current research is both analytical and descriptive. It is analytical in the sense that it uses different analytical tools to show the customers' preferences on television, it is descriptive in the sense that it clarify different aspects of brand preferences. It is

important to be noticed here that it is a complex task to understand the preferences and may not be able to explain fully because of human unclear motives and purpose. These reality lead the researches to apply both observation and questionnaire methods.

3.2 source of data & collection procedure

The researches use the data that collects from primary sources through questionnaires and takes advantages of some journals, articles, books etc. Those are concerned with brand and brand preferences. Some of the information has also been taken from the newspapers magazines and some others have taken from the Internet sites. There for both primary and secondary data source have been utilized.

Mainly needed data and information are gathered through questionnaire. Direct interview with the family members are also conducted. A list of questionnaire is distributed.

3.3 Population & Sample

Total customers of Kathmandu valley are termed as total population. However, enumerating all the units of the population is very difficult. Therefore sampling has been implemented. In this study 112 respondents from selected area have been chooses as sample. It is assumed that this sample would represent the entire population.

3.4 Data Analysis procedures

In this selected data and information are presented as simple as possible. Each and every aspect of possible buying related data are presented in tabular form. Clear interpretations are made simultaneously. Necessary table and diagrams are used so that the research will be cleared as well as clearly understandable.

3.5 Testing of Hypothesis

Quite often a research hypothesis is a predictive statement, capable of being tested by specific method, which relates an independents variable to some dependents variable

(Kothari, p: 185). In order to know the significance difference between selected variable, chi- square test has been employed in this research.

The square of the standard natural variable is called chi-square distribution with one degree of freedom. It is also called non-parametric test chi-square test is mostly used in following field.

- I. Testing the goodness of fit:
- II. Testing of independence between attributes.

In this research, a set of hypothesis have been tested. A set is the combination of two things viz. Null hypothesis and alternatives hypothesis denoted by H_0 and H_1 respectively. These are given below:

Set i: In the first set, the differences between brand preferences and income level are tested. More specifically:

H_0 : There is no relationship between Brand preferences and the Income level

H_1 : There are significant relationship Brand preferences and the Income level

3.6 Median values

Median values tell about the concentration of the data. It identifies the point where data are gathered. It is used to show the importance of respondents towards the events. If respondents opine their response from one extreme to another extreme (i.e.: 'satisfied very much' to 'dissatisfied very much'), the median can be used to identify their major importance (Pradhan, 2003).

Process of calculating the Median

Step 1: Calculate average value doing $n/2$. Here, 'n' is total number of respondents from each observation.

Step 2: Try to locate the given value in the average value that calculates in step 1. It should be remembered that, median is the $n/2$ nd item.

Step 3: Choose the scale where the average value lies. Now, the point is the median where the average value actually lies.

In this research, median has been used to show the buyer's level of satisfaction or dissatisfaction and agreement or disagreement towards the use of television.

CHAPTER- IV

DATA PRESENTATION AND ANALYSIS

Chapter four concentrates to find out various dimension of brand preference of TV. To show this different area involved in brand preferences of TV have been selected. In order to achieve the major objective that has been formulated earlier, a sample survey selecting 112 respondents from Kathmandu Valley have been selected and studied. Preferences over particular brand, reason for such preferences, factors affecting choice of TV and other different issues have been addressed here in this chapter.

4.1 TV Brands and customers' preferences

Literature review shows that there are different brand of TV. Which TV they buy depends much on which brand they prefer. In order to know the brand preferences, a sample survey has been conducted and the results have been shown in table 4.1. While presenting brand all the brands described in chapter 2 has been classified into the following categories. Respondents are provided with the following brands and are asked to rate them as per their preferences. The results of their ratings are appeared as in the table below.

Table 4.1:
Brand of TV and customers preferences.

Type of Brand	No. of respondents					Median Value	Overall rank
	1	2	3	4	5		
Chinese	5	19	40	20	28	2.80	3
Japanese	53	43	13	2	1	1.07	1
Korean	12	25	16	50	9	3.06	4
Indian	42	25	5	30	10	1.56	2

Source: Sample Survey, 2010, Kathmandu valley

Note: 1,2,3,4 and 5 indicates rating scale of most preferred (1) to least preferred (5).

From the table one can observe that the most attractive Brand for Nepalese customers is Japanese brand, as the median value for this sector is 1.07 being in the first rank. Thus the respondents are centered for the first ranking as opposed to other rankings.

Indian brand is the next most attractive brand to Japanese Brand for the customers. This finding supports the growing tendency of preferring Japanese brand all over the world. The median values of Chinese and Korean brand are 2.80 and 3.06 respectively indicating the consecutive priority of investors so far as the matter of brand preference is concerned.

Here is a thing to note that customers have different constraints and hindrances that cause them not to purchase the brand they prefer.

Table below shows the result of the two types of customers according to income level and their responses to different type of famous brands they would like or dislike to purchase. Total numbers of each of the responses on each brand according income level are presented in the table below:

Table 4.2
Brand preference of customers

Types TV brand	Responses	Income level		Calculated χ^2	Result
		>15000	<15000		
Japanese	a. Like	45	47	0.243	Ho is accepted
	b. Dislike	11	9		
Korean	a. Like	15	11	1.727	Ho is accepted
	b. Dislike	37	49		
Chinese	a. Like	45	26	10.44	Ho is rejected
	b. Dislike	13	18		
Indian	a. Like	48	42	2.036	Ho is accepted
	b. Dislike	8	14		

Source: Sample Survey, 2010, Kathmandu valley

Note: Tabulated value of $\chi^2_{0.05}$ at 1 d.f. Is 3.841

For Japanese brand, the tabulated value of chi square is higher than calculated value of chi square. Hence we conclude that the preference of two types of customers do not differ and are similar as regards the attitude of preferring brand among them. Like

wise calculated value of χ^2 for Korean and Chinese brand are less than tabulated values of χ^2 at 5 percent level of significance. So null hypothesis is accepted and this implies that the brand preferences of customers according to their income level do not differ.

However in case of Chinese brand the calculated value of χ^2 is much greater than the tabulated value, it is highly significant and hence the null hypothesis is refuted at 5 percent level of significance. Hence it can be concluded that the preference of customers according to their income level toward Chinese brand differs significantly. Meaning that income level and brand preferences differ each other or to like or dislike Chinese brand is the matter of income level.

4.2 TV Brands and wholesalers' preferences

While presenting brand all the brands described has been classified into the following categories. Respondents are provided with the following brands and are asked to rate them as per their preferences by wholesaler. The results of their ratings are appeared as in the table below.

Table 4.3
Brand of TV and wholesalers preferences

Type of Brand	No. of respondents					Median Value	Overall rank
	1	2	3	4	5		
Chinese	13	25	9	50	9	3.06	4
Japanese	53	43	13	6	1	1.05	1
Korean	5	19	40	20	28	2.55	3
Indian	42	25	5	30	10	1.56	2

Source: Sample Survey, 2010, Kathmandu valley

Note: 1,2,3,4 and 5 indicates rating scale of most preferred (1) to least preferred (5).

The table 4.3 can observe that the most attractive Brand for Nepalese wholesaler is Japanese brand, as the median value for this sector is 1.05 being in the first rank. Thus the respondents are centered for the first ranking as opposed to other rankings. Indian brand is the next most attractive brand to Japanese Brand for the customers. This

finding supports the growing tendency of preferring Japanese brand all over the world. The median values of Chinese and Korean brand are 2.55 and 3.06 respectively indicating the consecutive priority of investors so far as the matter of brand preference is concerned.

4.5 Factors influencing brand preferences

Factors those affect or determine the choice of brand may not be only one but may be many and some case it may be innumerable depending upon the buying behavior and customers' psychology. As a matter of fact nothing can fully explain the determining factors those affect the choice of the brands notwithstanding here an attempt has been made to identify some of the important factors that may affect their choice. Given the following important six factors influencing the choice of brand, customers is asked to rate these giving 1 for most influencing to 10 for least influencing factor. The results of their rating are appeared as follows:

Table 4.4
Factors influencing brand choice of customers

Factors influencing Brand preferences	Number of respondents										Total	Weighted Value	Mean Weight	Overall Rank
	1	2	3	4	5	6	7	8	9	10				
Price	45	15	4	5	7	2	10	7	1	13	109	419	3.8	2
Advertisement	13	14	7	10	12	11	25	7	8	5	112	581	5.2	5
Durability	21	25	11	13	15	16	1	2	6	1	111	414	3.7	1
Technology factor	21	23	13	19	7	5	10	10	1	3	112	436	3.9	3
Aesthetic looks	3	2	8	9	6	5	10	45	20	4	112	777	6.9	6
Warranty & guaranty	9	12	15	18	9	10	15	17	4	3	112	562	5	4

Source: Sample Survey, 2010, Kathmandu valley

Note: From 1 to 10 indicates Rating scale of most important (1) to least important (10).

As regards the factors influencing brand choice of customers, the respondents give the first priority to 'Durability'; the second priority to 'Price'; the third priority to 'Technical factors'; the fourth priority to 'Warranty and guaranty'; the fifth priority to 'Advertisement'; and the last priority to 'Aesthetic look'.

4.6 Factors influencing brand preferences

As a matter of fact nothing can fully explain the determining factors those affect the choice of the brands notwithstanding here an attempt has been made to identify some of the important factors that may affect their choice. Given the following important six factors influencing the choice of brand, customers is asked to rate these giving 1 for most influencing to 10 for least influencing factor. The results of their rating are appeared as follows:

Table 4.5
Factors influencing brand choice of seller

Factors influencing Brand preferences	Number of respondents										Total
	1	2	3	4	5	6	7	8	9	10	
Price	21	23	13	19	7	5	10	10	1	3	112
Credit facility	3	2	8	9	6	5	10	45	20	4	112
Warranty facility	9	12	15	18	9	10	15	17	4	3	112

Source: Sample Survey, 2010, Kathmandu valley

Note: From 1 to 10 indicates Rating scale of most important (1) to least important (10).

As regards the factors influencing brand choice of sellers, the respondents give the first priority to 'Price'; the second priority to 'Credit facility'; the third priority to 'Warranty facility';

4.5 Purpose of Using Television

It is the today's need to identify for what purpose Nepalese customers have TV. Identifying this will be the pertinent basis through which the company can maintain the best policy in producing and distributing the product. As per the analysis in part 1 investors are inclined more towards Japanese brand than others. In course of identifying the reason for buying TV following analysis have been performed and presented. As an attempt towards that end following alternative purposes are presented and asked to rate these as per their importance giving 1 to most important and 5 to least important.

Table 4.6
Purpose of using TV as viewed by respondents

Purposes	No. Of respondents					Median Value	Over all Rank
	1	2	3	4	5		
Information	22	65	15	6	4	1.52	2
Prestige & social status	12	30	34	21	15	2.41	3
Entertainment	77	16	12	2	5	0.73	1
Refreshment/Time pass	1	1	24	43	43	4.91	4

Source: Sample Survey, 2010, Kathmandu valley

Note: 1,2,3,4 and 5 indicates Rating scale of most important (1) too least important (5).

Number of respondents rating 'Entertainment' as first ranking are highest of all the respondents i.e. it is 77. The median value of this factor is 0.73 indicating that most of the respondents rate this factor as most important factor meaning that more of the respondents centered to this purpose that propels customers in buying TV. Out of the given four purposes 'Information' is in the second position as a reason to buy TV. as there are 22 respondents rating this option as second ranking. Median value at the last second row of the table is 1.52 for this purpose and lies in second ranking as per the overall ranking of all the purposes presented.

There are few respondents rating 'prestige' is the important purpose that induces customers to buy TV. The last ranking is received by 'Aesthetic looks' and it is least important so far as the matter of buying purpose of TV is concerned. The median values of these factors are 2.41 and 4.91 respectively. The values are higher in comparison to this for other factors.

4.6 Customers loyalty towards brand.

Customers' attitude toward product brand is reflected in their brand loyalty. There may be hard core, split loyal and no loyal customers in terms of their loyalty toward certain brand. Customers of TV are also identified in terms of their loyalty

The detail result of survey is presented in table below:

Table 4.7
Loyalty status of customers

Loyalty status	No of respondents	Percentage
Buy one brand all the time	9	8.04
Buy two or three brand all the time	20	17.86
Buy different brand all the time	83	74.10
Total	112	100

Source: Sample Survey, 2010, Kathmandu valley

Most of the selected customers are no loyal in the brand of television. This indicates the need of different type of market positioning strategy for this market. From the above it is apparent that 74.10 percent customers show no any brand loyalty for the TV. 20 percent of the customers tend to purchase two or three brand if need be in the future.

Figure 4.1
Loyalty status of customer



Number of Hard core customers in this regard is 9, meaning that out of the total respondents 8.04 percent customers would buy a particular brand and it is mostly Japanese brand if they need to buy the television.

4.7 Brand Preference by Age Group consumer and wholesaler

All the respondents have been classified into three-age group- below 25, 26 - 40, and 40 and above. The table below presents brand preferences according to the age group.

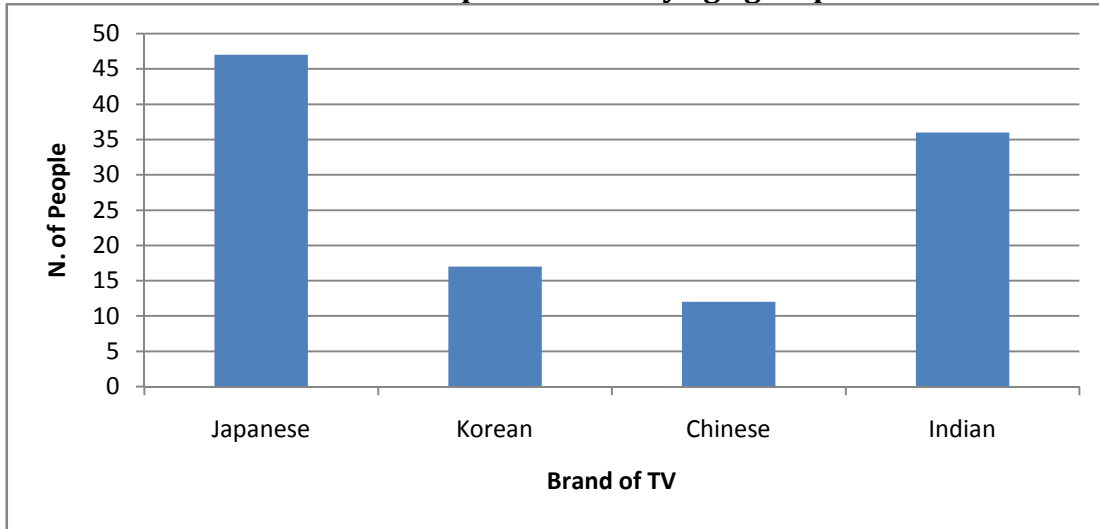
Table 4.8
Brand preferences by age group

Brand	Age Below 25		26-40 Years		40 and above years		Total
	No.	Percent	No.	Percent	No.	Percent	
Japanese	10	21	21	44.68	16	34.04	47
Korean	5	29.41	8	47.06	4	23.53	17
Chinese	2	16.67	5	41.67	5	41.67	12
Indian	12	33.33	13	36.11	11	30.56	36
Total	29	25.89	47	41.96	36	32.14	112

Source: Sample Survey, 2010, Kathmandu valley

The data shows that large no. of respondents belongs to age group of 26 to 40. This age group covers the 41.96 percent of the total respondent. 32.14 percent of respondents belong to age group of 40 and above and 25.89 percent belongs to the age group of below 25 years. Japanese brand is the most preferred brand among the age group of 26 - 40, and 40 and above years, which is 44.68 percent out of the total in these age groups. Age group of below 25 prefers Indian brand that account for 33.33 percent. In the total Japanese brand is most preferred brand followed by Indian, Korean and Chinese.

Figure. 4.2
Brand preferences by age group



4.8 Brand Preference by seller

All the respondents have been divided into two occupational categories i.e. wholesaler and retailer. Following table shows the details of brand preference on the basis of TV seller.

Table 4.9
Brand preferences by seller

Brand	Retailer	wholesaler	Total
Japanese	18	22	40
Korean	17	20	37
Chinese	40	23	63
Indian	35	40	75
Total	100	100	

Source: Sample Survey, 2010, Kathmandu valley

The data shows that large no. of respondents belongs to seller. Maximum seller interest in Indian brand of TV.

4.9 Brand Preference on the Basis of Profession

All the respondents have been divided into four occupational categories i.e. teacher, businessman, social worker and others. Following table shows the details of brand preference on the basis of profession

Table 4.10
Brand Preference on the Basis of Profession

Profession	Job holder		Business man		Others		Total
	No.	%	No.	%	No.	%	
Japanese	17	15.18	27	24.11	3	2.68	47
Korean	4	3.57	6	5.36	7	6.25	17
Chinese	1	0.09	9	8.04	2	1.79	12
Indian	13	11.61	12	10.71	11	9.82	36
Total	35	30.45	54	48.22	23	20.54	112

Source: Sample Survey, 2010, Kathmandu valley

As shown in the table large no of respondents found under businessman which is 48.22 percent followed by jobholder (30.45 percent) and others (20.54 percent).

Japanese brand is the most preferred brand among the jobholders and businessman that accounts for 15.18 and 24.11 percent respectively. Indian brand is mostly preferred by others job category. Korean brand is also the second preferred brand among the job category of others. However Chinese brand is less preferred by the entire selected job category.

4.10 Customers Perception on Brand Attributes of TV

Customers perceive the different brands of TV differently. Individual differ in terms of their attitude, feeling, and behavior. Normally, the purchase of TV is taken as high involvement decision. Customers seem to deliberate a shot before making choice decision. They seem to seek opinions from friends, neighbors, and dealers. More than 25 brand of this product is found in Nepal. Among them some brands have strong perception of customers and other have not. On the basis of different attributes of TV

perception of customers can be drawn. For this purpose technique of differential scaling has been adopted.

Here in this study profile analysis has been used to assess the strong and weak attributes of different four TV. Respondents were asked to rate one object at a time from 1 to 10 point rating scale. After getting the overall rating of the customers, the median value of every attribute has been computed. On the basis median value perception line has been drawn in the figure.

4.10.1 Brand prefer on the basic of gain

Table No. 4.11
Brand preferences by seller

Brand	Retailer	wholesaler	Total
Japanese	10	20	30
Korean	17	11	28
Chinese	38	27	65
Indian	35	42	77
Total	100	100	200

Source: Sample Survey, 2010, Kathmandu valley

In the above table, Indian brand of TV interested for sell because of high gain of this Indian brand. The second highest interest brand is Chinese TV. From 200 people maximum seller interested in Indian bran of TV and low no of seller interested in Korean brand of TV on the basic of gain.

4.10.2 TV brand prefer by new investor

Table No 4.12
Brand preferences by new investor

Brand	Retailer	wholesaler	Total
Japanese	12	28	40
Korean	15	11	26
Chinese	39	21	60
Indian	34	40	74
Total	100	100	200

Source: Sample Survey, 2010, Kathmandu valley

In the above table Indian brand of TV more interest by new investor. Chinese brand of TV second more interested, Japanese and Korean respectively.

4.10.3 Perception of Customer on Japanese Brand

Customers are asked to rate the following attributes of Japanese brand of TV in a rating scale of 1 to 10 points. The result of their rating is appeared as in the table below

Table 4.13
Rating of attributes on Japanese brand

Industrial sector	Number of respondents										Median value	Rank
	1	2	3	4	5	6	7	8	9	10		
Durability and reliability	58	25	7	5	6	4	7	-	-	-	0.97	1
Technology factor	17	23	21	19	18	2	4	3	3	2	2.76	2
Warranty & guaranty	10	22	17	16	7	9	11	11	6	3	3.44	4
Advertisement	5	22	13	18	6	9	12	5	8	14	4.89	6
Aesthetic looks	6	9	20	21	18	17	8	4	3	6	3.00	3
Exchange facilities	7	5	30	15	12	7	9	15	5	7	3.93	5
Price	9	6	4	18		-	21	-	18	36	6.90	7

Source: Sample Survey, 2010, Kathmandu valley

Note: From 1 to 10, indicates Rating scale of most important (1) to least important (10).

The most important thing customer perceives in Japanese brand is its feature of durability and reliability followed by technological factor, aesthetic look, warranty and guarantee. In above analysis customers has rated Japanese brand as the most preferred brand. They prefer this brand for it being highly reliable and durable. The advertisement factor and price of this brand is not in the position that attract customers perception or the brand is positioned on customers mind due it is reliable and durable. However the customers think the price and advertisement associated to the brand is not as they want it to be. It is the point to note here is that customers like durable feature of the TV most as shown by the previous analysis.

4.10.4 Perception of Customer on Indian Brand

The analysis above reveals that Indian brand is in a second position next to Japanese brand to win the customers' perceived analysis. What are such attributes those make customers feel in this way is the question to be answered here in this section. On the other way this analysis reveals the weak and strong attributes of this television brand as perceived by customers.

Table 4.14
Rating of attributes on Indian brand

Industrial sector	Number of respondents										Median value	Rank
	1	2	3	4	5	6	7	8	9	10		
Durability and reliability	21	25	11	13	15	17	1	2	6	1	2.91	2
Technology factor	45	15	4	5	8	2	10	7	3	13	1.73	1
Warranty & guaranty	9	12	15	18	9	10	15	17	4	3	4.22	4
Advertisement	13	14	7	10	12	11	25	7	8	5	4.42	5
Aesthetic looks	1	2	3	4	7	17	20	9	24	25	7.64	7
Exchange facilities	3	2	8	9	6	5	10	45	20	4	7.36	6
Price	21	23	13	19	7	5	10	11	-	3	2.92	3

Source: Sample Survey, 2010, Kathmandu valley

Note: 1, 2, 3... 10 indicates Rating scale of most important (1) to least important (10).

This is also a one of the popular television brand among Nepalese customers. On the basis of the median value computed at the last second column of the table, the excellent factor in this brand as perceived by the customers is technological factors, Durability and reliability is also the factors that attract customers for this brand. Indian televisions are more affordable than Japanese brand thus the price factor has received third rating as the notable attribute in this brand. Then after warranty and guarantee, Advertisement, exchange facilities and aesthetics looks are in the fourth, fifth, sixth and seventh position to as a value of this television to customers.

4.10.5 Perception of Customer on Chinese Brand

Chinese brand is also a brand having significant coverage and influence in Nepalese market. Each of the attributes of Chinese brand is identified in the dimension of how customers rate this. The tendency of customer to rate its different attributes are presented in the table below and are interpreted thereafter.

Table 4.15
Rating of attributes on Chinese Brand

Brand attributes	No. Of respondents										Median Value	Overall rank
	1	2	3	4	5	6	7	8	9	10		
Durability and reliability	-	1	2	18	6	9	10	15	6	45	7.33	7
Technological factors	2	6	8	7	17	21	13	17	18	3	5.76	5
Warranty and guarantee	1	2	3	25	15	12	11	8	3	32	5.83	6
Advertisement	6	9	15	20	21	26	3	4	6	2	4.29	3
Aesthetic looks	37	25	13	11	9	7	4	-	2	4	1.76	2
Exchange facilities	-	9	11	23	27	29	4	5	3	1	4.48	4
Price	55	15	7	9	9	3	6	2	5	1	1.07	1

Source: Sample Survey, 2010, Kathmandu valley

Note: From 1 to 10, indicates Rating scale of most important (1) to least important (10).

The most important attribute customer perceives in Chinese brand is price followed by aesthetic look, advertisement, exchange facilities, technological factors respectively They prefer this brand for it being affordable and with least price. Durability and

technological factor of this brand is not in the position that attracts customers' perception or the brand is positioned on customers mind due it being low priced. However the customers think durability and technological factors associated to the brand is not as they want it to be. It is the point to note here is that customers in Nepalese market are highly price sensitive and therefore Chinese low priced brand has its significant influence in Nepalese market.

4.10.6 Perception of Customer on Korean Brand

Korean brand has also its remarkable presence in Nepalese market and its attributes are presented in the table below and interpreted thereafter.

Table4.16
Rating of attributes on Korean brand

Brand attributes	No of respondents										Median Value	Overall Rank
	1	2	3	4	5	6	7	8	9	10		
Durability and reliability	20	21	19	12	8	15	6	3	1	3	2.79	2
Technological factors	11	15	20	25	3	7	6	10	8	4	3.40	5
Warranty and guarantee	21	19	13	11	17	6	4	3	5	5	3.27	4
Advertisement	23	15	26	13	9	7	-	2	15	2	2.69	1
Aesthetic looks	16	7	14	11	9	2	3	13	3	19	4.89	7
Exchange facilities	9	8	2	23	45	10	6	5	-	1	4.31	6
Price	12	27	18	17	6	10	9	6	3	4	2.94	3

Source: Sample Survey, 2010, Kathmandu valley

Note: From 1 to 10, indicates Rating scale of most important (1) to least important (10).

On the basis of the median value computed at the last second column of the table, the excellent factor in this brand as perceived by the customers is advertisement factors, Durability and reliability is also the factors that attract customers for this brand. Korean televisions are more affordable than Japanese brand thus the price factor has received third rating as the notable attribute in this brand. Then after warranty and guarantee, technological factor, exchange facilities and aesthetics looks are in the fourth, fifth, sixth and seventh position to as a value of this television to customers.

4.11 Superiority of Brand in Terms of Product Attributes

Following table presents the product attributes against the median value for each of the brands under consideration with a view to identify superior product in terms of the each selected attributes.

Table 4.17 A
Median value of each brand on the product attributes basis

Product attributes	Median Value of Brand			
	Japanese	Indian	Chinese	Korean
Durability and reliability	0.97	2.91	7.33	2.79
Technological factors	2.76	1.73	5.76	3.4
Warranty and guarantee	3.44	4.22	5.83	3.27
Advertisement	4.89	4.42	4.29	2.69
Aesthetic looks	3	7.64	1.76	4.89
Exchange facilities	3.93	7.36	4.48	4.31
Price	6.9	2.92	1.07	2.94

Source: Sample Survey, 2010, Kathmandu valley

On the basis of median value of table 4.17A following table for indicating superiority of each of the brand on the in terms of the given attributes is presented. This table further specifies which brand is superior in terms of each of the attributed selected.

Table 4.17 B
Superiority of the product in terms of the given attribute

Basis of superiority	Sequence of superiority			
	1st	2nd	3rd	4th
Durability and reliability	Japanese	Korean	Indian	Chinese
Technological factors	Indian	Japanese	Korean	Chinese
Warranty and guarantee	Korean	Japanese	Indian	Chinese
Advertisement	Korean	Chinese	Indian	Japanese
Aesthetic looks	Chinese	Japanese	Korean	Indian
Exchange facilities	Japanese	Korean	Chinese	Indian

Source: Sample Survey, 2010, Kathmandu valley

Japanese brand is in the first position in terms of the durability and reliability. Further this brand is also in a first position for its exchange facilities. It is a matter of proud for this brand to occupy second position for its three products attributes namely technological factor, warranty and guarantee, and aesthetic look. None of the attributes of this brand is in third position and for the fourth or last position of this brand is advertisement.

Technological factor of Indian brand is in first position, none of the attributes of this brand is in second position, warranty, guarantee and advertisement are in the third position, and aesthetic look and exchange facilities of this brand are in last position.

Korean brand occupies first position in terms of the advertisement and warranty and guarantee. The brand is in second position in terms of durability and exchange facilities and in third position for technological and aesthetic look. No any attribute of this brand is in fourth position.

First position in terms of the price factor is occupied by the Chinese brand and Chinese brand is also ahead in terms of the advertisement factor as Chinese brand occupies second position for this attribute. The performance of Chinese brand seem to be miserable in terms of the attribute like durability and reliability, technological factors and warranty and guarantee as this attributes are in last position as provided in the table above.

4.12 Determination of Overall Superiority of Brand

To determine which of the above brand is the most superior following table has been developed showing weight of each attribute, median value and product of weight and median value. The weight is randomly assigned on the basis of the analysis of section 4.2 within the range of 1 to 7 indicating most important factor to least important factor respectively.

Table 4.18
Overall superiority of the brands

Brand attribute	Weight (W)	Japanese Brand		Indian Brand		Chinese Brand		Korean Brand	
		Median value (M)	W.M	Median value (M)	W.M	Median value (M)	W.M	Median value (M)	W.M
Durability and reliability	2	0.97	1.94	2.91	5.82	7.33	14.66	2.79	5.58
Technological factors	3	2.76	8.28	1.73	5.19	5.76	17.28	3.4	10.2
Warranty and guarantee	4	3.44	13.76	4.22	16.88	5.83	23.32	3.27	13.08
Advertisement	5	4.89	24.45	4.42	22.1	4.29	21.45	2.69	13.45
Aesthetic looks	7	3	21	7.64	53.48	1.76	12.32	4.89	34.23
Exchange facilities	6	3.93	23.58	7.36	44.16	4.48	26.88	4.31	25.86
Price	1	6.9	6.9	2.92	2.92	1.07	1.07	2.94	2.94
		Total of W.M	99.91	Total of W.M	150.55	Total of W.M	116.98	Total of W.M	105.34

The overall superiority analysis shows the Japanese brand is highly appreciated brand or this brand has been positioned positively into the mind of Nepalese customers as brand's total of weighted average median value is lowest of all i.e. 99.91 this indicates this the most super brand in Nepalese market, followed by Korean brand, Chinese brand and Indian brand respectively. The weighted average median value of Korean brand, Chinese brand and Indian brand is 105.34, 116.98 and 150.55 respectively.

4.13 Major Findings

The major findings of the research can be summarized in the following ways:

-) Analysis of brand preferences reveals that the most attractive Brand for Nepalese customers is Japanese brand, as the median value for this sector is 1.07 being in the first rank. Thus the respondents are centered for the first ranking as opposed to other rankings. Indian brand is the next most attractive brand to Japanese Brand for the customers. This finding supports the growing tendency of preferring Japanese brand all over the world. The

median value of Chinese and Korean brand is 2.80 and 3.06 respectively indicating the consecutive priority of investors so far as the matter of brand preference is concerned.

- J Test for independence of attribute reveals that the preference of two types of customers (categorized on the basis of income level) do not differ and are similar as regards the attitude of preferring Japanese brand among them. Like wise calculated value of χ^2 for Korean and Chinese brand are less than tabulated values of χ^2 at 5 percent level of significance. So null hypothesis is accepted and this implies that the brand preferences toward Korean and Chinese brand of customers according to their income level do not differ. However in case of Chinese brand it is imperative to say that the preference of customers according to their income level toward Chinese brand differs significantly. Meaning that income level and brand preferences differ each other or to like or dislike Chinese brand is the matter of income level.

- J Analysis of factors influencing the brand preferences shows that durability is the most influencing factor for choice of the particular brand. Out of the given factors 'price' is in the second position to determine the investor's choice of TV brand. Next to this factor, the factor customers heed is the technological factor followed by advertisement, warranty and guarantee and aesthetic look for choosing a certain brand.

- J The analysis of reason to use TV reveals that more of the respondents centered to "entertainment" purpose that propels customers in buying TV. Out of the given four purposes 'Information' is in the second position as a reason to buy TV. There are few respondents rating 'prestige' is the important purpose that induces customers to buy TV. The last ranking is received by 'Aesthetic looks' and it is least important so far as the matter of buying purpose of TV is concerned.

-) Analysis of brand loyalty shows that most of the selected customers are not loyal in the brand of television. From the above it is apparent that 74.10 percent customers show no any brand loyalty for the TV. 20 percent of the customers tend to purchase two or three brand if need be in the future. Number of Hard core customers in this regard is 9, meaning that out of the total respondents 8.04 percent customers would buy a particular brand and it is mostly Japanese brand if they need to buy the television.
-) Brand preference by age group projects that most of the respondents belongs to age group of 26 to 40. This age group covers the 41.96 percent of the total respondents. 32.14 percent of respondents belong to age group of 40 and above and 25.89 percent belongs to the age group of below 25 years. Japanese brand is the most preferred brand among the age group of 26 - 40, and 40 and above years, which is 44.68 percent out of the total in these age groups. Age group of below 25 prefers Indian brand that account for 33.33 percent. In the total Japanese brand is most preferred brand followed by Indian, Korean and Chinese.
-) Large number of TV users is from businessperson. Person followed by jobholder and others. Japanese brand is the most preferred brand among the jobholders and businessman that accounts for 15.18 and 24.11 percent respectively. Indian brand is mostly preferred by others job category. Korean brand is also the second preferred brand among the job category of others. However Chinese brand is less preferred by the entire selected job category.
-) The most important thing customer perceives in Japanese brand is its feature of durability and reliability followed by technological factor, aesthetic look, warranty and guarantee etc. The excellent factor in Indian brand as perceived by the customers is technological factors. Durability and reliability is also the factors that attract customers for this brand. Indian

televisions are more affordable than Japanese brand thus the price factor has received third rating as the notable attribute in this brand. Then after warranty and guarantee, Advertisement, exchange facilities and aesthetics looks are in the fourth, fifth, sixth and seventh position to as a value of this television to customers. The most important attribute customer perceives in Chinese brand is price followed by aesthetic look, advertisement, exchange facilities, technological factors respectively They prefer this brand for it being affordable and with least price. On the other the excellent factor in Korean brand as perceived by the customers is advertisement factors, Durability and reliability is also the factors that attract customers for this brand. Korean televisions are more affordable than Japanese brand thus the price factor has received third rating as the notable attribute in this brand. Then after warranty and guarantee, technological factor, exchange facilities and aesthetics looks are in the fourth, fifth, sixth and seventh position to as a value of this television to customers.

J) Analysis performed with a view to identify superior product in terms of the each selected attributes reveals that Japanese brand is in the first position in terms of the durability and reliability. Further this brand is also in a first position for its exchange facilities. It is a matter of proud for this brand to occupy second position for its three products attributes namely technological factor, warranty and guarantee, and aesthetic look. Technological factor of Indian brand is in first position, none of the attributes of this brand is in second position, warranty, guarantee and advertisement are in the third position, and aesthetic look and exchange facilities of this brand are in last position. Korean brand occupies first position in terms of the advertisement and warranty and guarantee. The brand is in second position in terms of durability and exchange facilities and in third position for technological and aesthetic look. No any attribute of this brand is in fourth position. First position in terms of the price factor is occupied by the Chinese brand and Chinese brand is also ahead in terms of

the advertisement factor as Chinese brand occupies second position for this attribute. The performance of Chinese brand seems to be miserable in terms of the attribute like durability and reliability, technological factors and warranty and guarantee as this attributes are in last position

) The overall superiority analysis shows the Japanese brand is highly appreciated brand or this brand has been positioned positively into the mind of Nepalese customers as brand's total of weighted average median value is lowest of all i.e. 99.91 this indicates this the most super brand in Nepalese market, followed by Korean brand, Chinese brand and Indian brand respectively.

CHAPTER V

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

This is the last chapter of the thesis. It presents the summary, conclusion and recommendations. Summary refers the short form of whole study regarding brand preference of customer. Based on the basic findings presented at the end of chapter four, summary and conclusion have been made. Then, applicable suggestion has been presented as the form of recommendation that will certainly provide the guideline for concerned parties.

5.1 Summary

Modern marketing has been complex, and challenging. Companies are facing toughest competition. Customer attitude and behavior are changing. The brand preferred today may not be preferred tomorrow. So understanding of customer desired thoughts, feelings, images, choices, perception, attitudes, purchase intention, marketer should assess preference etc. Customer behavior gives important insights to become successful marketer in this globalize and competitive market. Continuing challenges of marketer is to build a strong brand to satisfy customer needs and wants very effectively than other competitors.

A brand, which does not change with the time, fossilizes and loses its relevance. Time is merely the indicator of changes in lifestyles, customer expectations, technology, and competitive position. Values, customs and behavior patterns are constantly changing with time. Leaders today thus must plot the future of their companies and they are challenged to find a path that makes sense. The path should be formed by analyzing the complex behavior of modern and improved customers. The development of effective marketing plan and strategy for any market rests on a proper knowledge of how consumer feels about brand, how they perceive and go to actual preference drove purchase. Every successful product in the modern marketing world is an embodiment

of customer's needs, wants, prestige, preference, satisfaction, aspiration and mental horizon.

Brands vary in the amount of power and value they have in the market place. The customer in the market place does not know some brands. Some are having high degree of loyalty and preference level. Today's businessmen are devoting to present their products in the market for the sake of increasing the sales. Every marketer focuses their product to the customer based on customer preference towards brands. Realizing this fact, this study focus on: identification the profiles of customers to specific brand, examination of the product attributes sought in the TV brand, assessment of the customer's perception on brand of T.V., and evaluation of the influence of different factors in brand preference of T.V.

The main results of the analysis are that the most attractive Brand for Nepalese customers is Japanese brand. Indian brand is the next most attractive brand to Japanese Brand for the customers. Chinese and Korean brand are in third and fourth position in terms of the brand preferences of Nepalese customers Two types of customers (categorized on the basis of income level) do not differ and are similar as regards the attitude of preferring Japanese brand among them. Like wise the brand preferences toward Korean and Chinese brand of customers according to their income level do not differ. However in case of Chinese brand it is imperative to say that the preference of customers according to their income level toward Chinese brand differs significantly.

Analysis of factors influencing the brand preferences shows that durability is the most influencing factor for choice of the particular brand. Out of the given factors 'price' is in the second position to determine the investor's choice of TV brand. Next to this factor, the factor customers heed is the technological factor followed by advertisement, warranty and guarantee and aesthetic look for choosing a certain brand. The analysis of reason to use TV reveals that more of the respondents centered to "entertainment" purpose that propels customers in buying TV. Out of the given four purposes

'Information' is in the second position as a reason to buy TV. There are few respondents rating 'prestige' is the important purpose that induces customers to buy TV. The last ranking is received by 'Aesthetic looks' and it is least important so far as the matter of buying purpose of TV is concerned. Brand preference by age group projects that most of the respondents belongs to age group of 26 to 40. Japanese brand is the most preferred brand among the age group of 26 - 40, and 40 and above years, which is 44.68 percent out of the total in these age groups. Age group of below 25 prefers Indian brand that account for 33.33 percent. In the total Japanese brand is most preferred brand followed by Indian, Korean and Chinese. Large number of TV users is from businessperson followed by jobholder and others. Japanese brand is the most preferred brand among the jobholders and businessman. Indian brand is mostly preferred by 'others' job category. The most important thing customer perceives in Japanese brand is its feature of durability and reliability followed by technological factor, aesthetic look, warranty and guarantee etc. The excellent factor in Indian brand as perceived by the customers is technological factors. Durability and reliability is also the factors that attract customers for this brand. Indian televisions are more affordable than Japanese brand thus the price factor has received third rating as the notable attribute in this brand. Then after warranty and guarantee, Advertisement, exchange facilities and aesthetics looks are in the fourth, fifth, sixth and seventh position to as a value of this television to customers. The most important attribute customer perceives in Chinese brand is price followed by aesthetic look, advertisement, and exchange facilities, technological factors respectively. They prefer this brand for it being affordable and with least price. On the other the excellent factor in Korean brand as perceived by the customers is advertisement factors, Durability and reliability is also the factors that attract customers for this brand. Korean televisions are more affordable than Japanese brand thus the price factor has received third rating as the notable attribute in this brand. Then after warranty and guarantee, technological factor, exchange facilities and aesthetics looks are in the fourth, fifth, sixth and seventh position to as a value of this television to customers.

Analysis performed with a view to identify superior product in terms of the each selected attributes reveals that Japanese brand is in the first position in terms of the durability and reliability. Further this brand is also in a first position for its exchange facilities. It is a matter of proud for this brand to occupy second position for its three product attributes namely technological factor, warranty and guarantee, and aesthetic look. Technological factor of Indian brand is in first position, none of the attributes of this brand is in second position, warranty, guarantee and advertisement are in the third position, and aesthetic look and exchange facilities of this brand are in last position. Korean brand occupies first position in terms of the advertisement and warranty and guarantee. The brand is in second position in terms of durability and exchange facilities and in third position for technological and aesthetic look. No any attribute of this brand is in fourth position. First position in terms of the price factor is occupied by the Chinese brand and Chinese brand is also ahead in terms of the advertisement factor as Chinese brand occupies second position for this attribute. The performance of Chinese brand seems to be miserable in terms of the attribute like durability and reliability, technological factors and warranty and guarantee as this attributes are in last position The overall superiority analysis shows the Japanese brand is highly appreciated brand or this brand has been positioned positively into the mind of Nepalese customers as brand's total of weighted average median value is lowest of all i.e. 99.91 this indicates this the most super brand in Nepalese market, followed by Korean brand, Chinese brand and Indian brand respectively.

5.2 Conclusions

Based on the whole study, conclusion can be drawn as following. The analysis of brand preference pave the way to conclude that Nepalese customers prefer Japanese brand in comparison to others selected brand. The customers from different income category are similar as regards the attitude of preferring Japanese and Korean brand among them. The durability is the most influencing factor for choice of the particular brand. Out of the given factors 'price' is in the second position to determine the investor's choice of TV brand. Next to this factor, the factor customers heed is the technological

factor followed by advertisement, warranty and guarantee and aesthetic look for choosing a certain brand.

The analysis of reason to use TV reveals that more of the respondents centered to "entertainment" purpose that propels customers in buying TV. Out of the given four purposes 'Information' is in the second position as a reason to buy TV. Further the analysis of brand preference by age group provides the way to conclude that most of the Nepalese TV users belongs to age group of 26 to 40. In the total, Japanese brand is most preferred brand followed by Indian, Korean and Chinese. Large number of TV users is from businessperson followed by jobholder and others. Japanese brand is the most preferred brand among the jobholders and businessman. Indian brand is mostly preferred by 'others' job category. The most important thing customer perceives in Japanese brand is its feature of durability and reliability followed by technological factor.

The excellent factor in Indian brand as perceived by the customers is technological factors. Durability and reliability is also the factors that attract customers for this brand. The most important attribute customer perceives in Chinese brand is price followed by aesthetic look, advertisement, and exchange facilities, technological factors respectively. They prefer this brand for it being affordable and with least price. On the other the excellent factor in Korean brand as perceived by the customers is advertisement factors, Durability and reliability is also the factors that attract customers for this brand.

Korean televisions are more affordable than Japanese brand thus the price factor has received third rating as the notable attribute in this brand. Then after warranty and guarantee, technological factor, exchange facilities and aesthetics looks are in the fourth, fifth, sixth and seventh position to as a value of this television to customers. It can be concluded from the analysis performed with a view to identify superior product in terms of the each selected attributes reveals that Japanese brand is in the first position in terms of the durability and reliability. Further this brand is also in a

first position for its exchange facilities. It is a matter of proud for this brand to occupy second position for its three product attributes namely technological factor, warranty and guarantee, and aesthetic look. Technological factor of Indian brand is in first position, none of the attributes of this brand is in second position, warranty, guarantee and advertisement are in the third position, and aesthetic look and exchange facilities of this brand are in last position. Korean brand occupies first position in terms of the advertisement and warranty and guarantee. The brand is in second position in terms of durability and exchange facilities and in third position for technological and aesthetic look. No any attribute of this brand is in fourth position. First position in terms of the price factor is occupied by the Chinese brand and Chinese brand is also ahead in terms of the advertisement factor as Chinese brand occupies second position for this attribute.

The performance of Chinese brand seems to be miserable in terms of the attribute like durability and reliability, technological factors and warranty and guarantee as this attributes are in last position. The overall superiority analysis helps to conclude that the Japanese brand is highly appreciated brand or this brand has been positioned positively into the mind of Nepalese customers, thereafter the Korean brand, Chinese brand and Indian brand respectively.

5.3 Recommendations

Brand preference is the most widely accepted tools that provide competitive advantage for the business units. Positioning of positive and strong brand image among the customer with diverse interest, income level, culture, education, and personality is a great challenge for the today's company.

- 1) Japanese brand is the brand that is highly appreciated among Nepalese people. Even though the case is inspiring, some of the factors in this brand like price, warranty and guarantee etc. are not in line with the expectations of the customers. In this context, these factors those are weak in relation to other brands must be improved to be competitive over the long term.

- 2) Chinese brand is weak in terms of durability, Indian brand is weak in terms of exchange and other facilities and Korean brand is weak in the aspect of aesthetic look. So these brands should be upgraded by improving the quality.
- 3) Analysis of brand loyalty shows that Most of the selected customers are no loyal in the brand of television. This indicates the need of different types of market positioning strategy for this market. This is the most challenging issue for the TV industry to win the customers' brand loyalty.
- 4) It is the point to note here is that customers like durable feature of the TV most. In this context, brands like Chinese, Indian, and Korean need to add durability feature in their product.
- 5) Customers from the age group of 26 to 40 purchase and use TV more in comparison to other age groups. TV dealers must focus on this age group while formulating their promotional and other marketing strategies.
- 6) Although the Japanese brand is in top in terms of the brand superiority, the life of this brand is not altogether easy. So this requires constant vigilance upon the fast changing customer behavior, technology and the competitors move.
- 7) Nepalese market is price sensitive as customers of this market rate "Price" as the next important factor determining the brand choice. So producers should keep this fact on their mind while making marketing strategy.
- 8) Service centers in major cities, home delivery facilities, in-home services are other factors to be considered to make and implementing promotional activities.

APPENDIX-1

QUESTIONNAIRE

Dear Respondents,

I am collecting the data concerned with “Consumer Behaviour of Television Brands Performance” for the research work in partial fulfillment of the requirement for the degree of master of business studies (M.B.S.) and it would be great value of your help in this research work, if you help by filling up the following questionnaires.

For Consumer

Name:-

Address:-

1. Which TV they buy depends much on which brand they prefer?

Type of Brand	No. of respondents				
	1	2	3	4	5
Chinese					
Japanese					
Korean					
Indian					

Source: Sample Survey, 2010, Kathmandu valley

Note: 1,2,3,4 and 5 indicates rating scale of most preferred (1) to least preferred (5).

2. Which TV they buy depends by income level on which brand they prefer?

Types TV brand	Responses	Income level	
		>15000	<15000
Japanese	a. Like		
	b. Dislike		
Korean	a. Like		
	b. Dislike		
Chinese	a. Like		
	b. Dislike		
Indian	a. Like		
	b. Dislike		

Source: Sample Survey, 2010, Kathmandu valley

3. What Factors are influencing choice purchase of TV?

Factors influencing Brand preferences	Number of respondents									
	1	2	3	4	5	6	7	8	9	10
Price										
Durability										
Transpiration facility										
Warranty & guaranty										

Source: Sample Survey, 2010, Kathmandu

Note: From 1 to 10, indicates Rating scale of most important (1) to least important (10).

4. What Factors are influencing choice of customers for purchase of TV?

Factors influencing Brand preferences	Number of respondents									
	1	2	3	4	5	6	7	8	9	10
Price										
Advertisement										
Durability										
Technology factor										
Aesthetic looks										
Warranty & guaranty										

Source: Sample Survey, 2010, Kathmandu

Note: From 1 to 10, indicates Rating scale of most important (1) to least important (10).

5. Which source do you know TV brand?

Description	No. of respondents
Newspaper	
Magazines	
Television	
Radio	
Pamphlets & Posters	
Total	

Source: Sample Survey, 2010, Kathmandu

Note: From 1 to 10, indicates Rating scale of most important (1) to least important (10).

6. What Purpose of purchasing of Television?

Purposes	No. Of respondents				
	1	2	3	4	5
Information					
Prestige & social status					
Entertainment					
Refreshment/Time pass					

Source: Sample Survey, 2010, Kathmandu

Note: 1,2,3,4 and 5 indicates Rating scale of most important (1) to least important (5)

7. Which brand preferences for you? according to the age group.

Brand	Age		Below 25		26-40 Years		40 and above years		Total
	No.	Percent	No.	Percent	No.	Percent			
Japanese									
Korean									
Chinese									
Indian									
Total									

Source: Sample survey, 2010, Kathmandu

8. Which TV brand they buy depends on the Basis of Profession they prefer?

Profession Brand	Job holder		Business man		Others		Total
	No	%	No.	%	No.	%	
Japanese							
Korean							
Chinese							
Indian							
Total							

Source: Sample survey, 2010, Kathmandu

9. Why you purchasing of Japanese brand of TV?

Industrial sector	Number of respondents									
	1	2	3	4	5	6	7	8	9	10
Durability and reliability										
Technology factor										
Warranty & guaranty										
Advertisement										
Aesthetic looks										
Exchange facilities										
Price										

Source: Sample Survey, 2010, Kathmandu

Note: From 1 to 10, indicates Rating scale of most important (1) to least important (10).

10. Why you purchasing of Indian brand of TV?

Industrial sector	Number of respondents									
	1	2	3	4	5	6	7	8	9	10
Durability and reliability										
Technology factor										
Warranty & guaranty										
Advertisement										
Aesthetic looks										
Exchange facilities										
Price										

Source: Sample Survey, 2010, Kathmandu

Note: From 1 to 10, indicates Rating scale of most important (1) to least important (10).

11. Why you purchasing of Chinese brand of TV?

Industrial	Number of respondents
------------	-----------------------

sector	1	2	3	4	5	6	7	8	9	10
Durability and reliability										
Technology factor										
Warranty & guaranty										
Advertisement										
Aesthetic looks										
Exchange facilities										
Price										

Source: Sample Survey, 2010, Kathmandu

Note: From 1 to 10, indicates Rating scale of most important (1) to least important (10).

12. Why you purchasing of Korean brand of TV?

Industrial sector	Number of respondents									
	1	2	3	4	5	6	7	8	9	10
Durability and reliability										
Technology										

factor										
Warranty & guaranty										
Advertisement										
Aesthetic looks										
Exchange facilities										
Price										

Source: Sample Survey, 2010, Kathmandu

Note: From 1 to 10, indicates Rating scale of most important (1) to least important (10).

13. Which brand of TV do you prefer for gain?

Description	No. of respondents
Japanese	
Korean	
Chinese	
Indian	

Source: Sample Survey, 2010, Kathmandu

QUESTIONNAIRE

Dear Respondents,

I am collecting the data concerned with “Consumer Behaviour of Television Brands Performance” for the research work in partial fulfillment of the requirement for the degree of master of business studies (M.B.S.) and it would be great value of your help in this research work, if you help by filling up the following questionnaires.

For Retailer and Wholesaler

Name:-

Address:-

1. Which TV they buy for sales prefer by seller?

Brand	wholesaler	Retailer
Chinese		
Japanese		
Korean		
Indian		

Source: Sample Survey, 2010, Kathmandu

2. What Factors are influencing choice of wholesaler seller for purchase of TV?

Factors influencing Brand preferences	Number of respondents									
	1	2	3	4	5	6	7	8	9	10
Price										
Durability										
Transpiration facility										
Warranty & guaranty										

Source: Sample Survey, 2010, Kathmandu

Note: From 1 to 10, indicates Rating scale of most important (1) to least important (10).

3. Why you purchasing of Japanese brand of TV?

Industrial sector	Number of respondents									
	1	2	3	4	5	6	7	8	9	10
Durability and reliability										
Technology factor										
Warranty & guaranty										
Advertisement										
Aesthetic looks										
Exchange facilities										
Price										

Source: Sample Survey, 2010, Kathmandu

Note: From 1 to 10, indicates Rating scale of most important (1) to least important (10).

4. Why you purchasing of Indian brand of TV?

Industrial sector	Number of respondents									
	1	2	3	4	5	6	7	8	9	10
Durability and reliability										
Technology										

factor										
Warranty & guaranty										
Advertisement										
Aesthetic looks										
Exchange facilities										
Price										

Source: Sample Survey, 2010, Kathmandu

Note: From 1 to 10, indicates Rating scale of most important (1) to least important (10).

5. Why you purchasing of Chinese brand of TV?

Industrial sector	Number of respondents									
	1	2	3	4	5	6	7	8	9	10
Durability and reliability										
Technology factor										
Warranty & guaranty										
Advertisement										
Aesthetic looks										

Exchange facilities										
Price										

Source: Sample Survey, 2010, Kathmandu

Note: From 1 to 10, indicates Rating scale of most important (1) to least important (10).

6. Why you purchasing of Korean brand of TV?

Industrial sector	Number of respondents									
	1	2	3	4	5	6	7	8	9	10
Durability and reliability										
Technology factor										
Warranty & guaranty										
Advertisement										
Aesthetic looks										
Exchange facilities										
Price										

Source: Sample Survey, 2010, Kathmandu

Note: From 1 to 10, indicates Rating scale of most important (1) to least important (10).

7. Which brand of TV do you prefer for high gain?

Description	No. of respondents
Japanese	
Korean	
Chinese	
Indian	

Source: Sample Survey, 2010, Kathmandu

8.what is the impact of TV brand for new investor?

Description	No. of respondents
Japanese	
Korean	
Chinese	
Indian	

Source: Sample Survey, 2010, Kathmandu

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