"A STUDY ON BRAND AWARENESS OF NEPALESE CONSUMERS WITH REGARDS TO LOW PURCHASE INVOLVEMENT RETAIL PRODUCTS"

A Thesis Submitted to: Office of the Dean Faculty of Management Tribhuvan University

By:

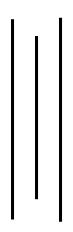
ANISHA BHATTA

Kailali Multiple Campus

Kailali Multiple Campus, Dhangadi, Kailali

T.U. Regd. No: 6-2-327-548-2001

Campus Roll No: 19/059



In partial fulfillment of the requirement for the Degree of

Master of Business Studies (M.B.S)

Dhandgadi, Kailali, Nepal March, 2010

RECOMMENDATION

This is to certify that the thesis

Submitted by:

Anisha Bhatta

Entitled:

"A Study on Brand Awareness of Nepalese Consumers with Regards to Low Purchase Involvement Retail Products"

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

| Padamkant Joshi | Dr. Padam Raj Joshi | Surendra chand |
|-----------------|-------------------------------|----------------|
| (Supervisor) | (Head of Research Department) | (Campus Chief) |

VIVA-VOCE SHEET

We have conducted the viva –voce of the thesis presented by

Anisha Bhatta

Entitled:

"A Study on Brand Awareness of Nepalese Consumers with Regards to Low Purchase Involvement Retail Products"

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 the Degree of Master's in Business Studies (M.B.S.)

Viva-Voce Committee

| Head, Research Department | |
|----------------------------------|--|
| Member (Thesis Supervisor) | |
| Member (Thesis Supervisor) | |
| Member (External Expert) | |

DECLARATION

I hereby declare that the work reported in this thesis entitled "A Study on Brand

Awareness of Nepalese Consumers with Regards to Low Purchase Involvement

Retail Products" 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 Study (M.B.S.) under the

supervision of Padamkant Joshi of Kailali Multiple Campus.

......

Anisha Bhatta

Researcher

T.U. Regd.: 6-2-327-548-2001

Campus Roll No.:- 19/059

ACKNOWLEDGEMENT

This thesis is prepared to submit as a partial fulfillment for the degree of Masters of

Business Studies set by T.U. on the topic, "A Study on Brand Awareness of Nepalese

Consumers with Regards to Low Purchase Involvement Retail Products" The sole

aim of the study and the presentation is to find out awareness of the Nepalese Consumers

on the brand in the Nepalese Consumer Market.

First of all I would like to express my sincere gratefulness to my respected supervisor

Mr. Padamkant Joshi for his valuable guidelines, inspiration and suggestion given to

me from the beginning of the study to the end. Without his valuable insight, I would not

have been able to complete this thesis. I am also highly thankful towards the head of

Research Department, Dr. Padam Raj Joshi and the Campus Chief Mr. Surendra

Chand for allowing me to carry out this study in the valuable topic like the one mention

above.

Finally, I would like to express my sincere gratitude to all those people who help me in

designing and bringing out the final out come of the thesis including those who took part

in the survey.

ANISHA BHATTA

Researcher

TABLE OF CONTENTS

Recommendation

| Viva-Voce Sheet | | |
|-------------------------------|------------------------|----------|
| Declaration | | |
| Acknowledgemen | nt | |
| Table of Contents | | |
| List of Tables | | |
| List of Figures | | |
| CHAPTER-1 | INTRODUCTION | PAGE NO. |
| 1.1 Background o | of the Study | 1-5 |
| 1.2 Focus of the S | Study | 5-7 |
| 1.3 Statement of t | the Problem | 8-9 |
| 1.4 Objectives of | the Study | 9-9 |
| 1.5 Significance of | of the Study' | 9-10 |
| 1.6 Limitations of | f the Study | 10-10 |
| 1.7 Organization of the Study | | 10-11 |
| CHAPTER- 2 | REVIEW OF LITERATURE | |
| 2.1 Conceptual Re | eview | 12-13 |
| 2.1.1 Marketing | Concepts | 13-14 |
| 2.1.2 Evolution | of Marketing | 14-15 |
| 2.1.3 The Marke | eting Concept in Nepal | 15-17 |

| 2.1.4. Brand | 17-18 |
|---|-------|
| 2.1.5. Branding | 18-19 |
| 2.1.6 Brand Awareness | 19-20 |
| 2.1.7. Brand Loyalty | 20-23 |
| 2.1.8. Brand Equity | 23-24 |
| 2.1.9. Brand Preference | 24-24 |
| 2.1.10 Consumer Behavior | 25-25 |
| 2.1.11 Brand Switching | 25-26 |
| 2.1.12 Switching Costs | 26-26 |
| 2.1.13 Brand Recognition and Brand Franchise | 26-26 |
| 2.1.14 Brand Identity | 27-27 |
| 2.1.15. Some Important Terminologies | 27-27 |
| 2.1.15.1. Brand Marks | 27-27 |
| 2.1.15.2 Individual Branding | 27-27 |
| 2.1.15.3 Multi-Brands | 28-28 |
| 2.1.15.4 Derived Brands | 28-28 |
| 2.1.15.5 "No Brand" Branding | 29-29 |
| 2.1.15.6 Attitude Branding | 29-29 |
| 2.1.15.7 Iconic Brands | 29-29 |
| 2.1.15.8 Brand Extension | 29-29 |
| 2.1.15.9 Company Name | 30-30 |
| 2.1.15.10 Attitude Branding and Iconic Branding | 30-30 |
| 2.1.15.11 Trade Mark | 30-30 |
| 2.1.15.12 Copyright | 30-30 |
| 2.1.15.13 Packaging | 31-31 |
| 2.1.15.14. Labeling | 31-31 |
| 2.1.15.15 Producers | 31-31 |
| 2.1.15.16 Agents | 31-32 |

| 2.1.15.17 Wholesalers | 32-32 |
|--|----------|
| 2.1.15.18 Retailers | |
| 2.1.16 Benefits of a Strong Brand | 32-33 |
| 2.2 Review of Related Studies in Nepal | 33-38 |
| 2.3 Research Gap | 38-38 |
| | |
| CHAPTER-3 RESEARCH METHODOLOGY | |
| 3.1 Research Design | 40-40 |
| 3.2 Nature and Sources of Data | 40-40 |
| 3.3 Population and Sample | 40-40 |
| 3.4 Data Collection Procedure | 41-41 |
| 3.5 Data Processing, Tabulation and Analysis | 41-41 |
| | |
| CHAPTER -4 DATA PRESENTATION AND ANALYSI | IS |
| 4.1 Brand Awareness of Nepalese Consumers | 42-42 |
| 4.2 Knowledge about Brand Availability of Products | 43-45 |
| 4.3. Brand Naming Regarding the Sample Products | 45-46 |
| 4.4. Buying Behavior | 46-48 |
| 4.5 Factors Affecting Buying Behavior | 48-49 |
| 4.6. Brand Preference | 49-52 |
| 4.7. Brand Loyalty | 53-54 |
| 4.8. Brand Switching Pattern | 54-55 |
| 4.9. Reasons of Switching Brands | 55-56 |
| 4.10 Readiness to Pay for Premium | 57-58 |
| 4.11 Major Findings | 58-61 |
| CHAPTER-5 SUMMARY, CONCLUSION AND RECOMM | ENDATION |
| 5.1. Summary | 62-63 |
| 5.2. Conclusion | 63-63 |
| 5.3. Recommendation | |
| Bibliography | |
| Annex | |

LIST OF TABLES

| Table No. Title | | Page No. |
|-----------------|---|----------|
| 4.1 | Reponses Regarding Brand Consciousness | 42 |
| 4.2 | Reponses Regarding Knowledge about Brand Availability | 43 |
| 4.3 | Reponses Regarding Knowledge about Brand Naming Ability | 45 |
| 4.4 | Reponses Regarding Buying Behavior | 47 |
| 4.5 | Reponses Regarding Factors Affecting Buying Behavior | 48 |
| 4.6 | Reponses Regarding Brand Preference | 50 |
| 4.7 | Reponses Regarding Brand Loyalty | 53 |
| 4.8 | Reponses Regarding Brand Switching Pattern | 54 |
| 4.9 | Reponses Regarding Reasons of Switching Brand | 56 |
| 4.10 | Reponses Regarding Readiness to Pay for Premium | 57 |

LIST OF FIGURES

| Figur | Figure No. Title | |
|-------|--|----|
| 4.1 | Depiction of the Response Regarding Brand Consciousness | 43 |
| 4.2 | Depiction of the Response Regarding Brand Availability | 44 |
| 4.3 | Depiction of the Response Regarding Brand Naming Ability | 46 |
| 4.4 | Depiction of the Response Regarding Buying Behavior | 47 |
| 4.5 | Depiction of the Reponses Regarding Factors Affecting | |
| | Buying Behavior | 49 |
| 4.6.1 | Depiction of the Reponses Regarding Brand Preference With | |
| | Reference to "Mineral Water" | 51 |
| 4.6.2 | Depictions of the Reponses Regarding Brand Preference With | |
| | Reference to "Cold Drinks" | 51 |
| 4.6.3 | Depiction of the Reponses Regarding Brand Preference With | |
| | Reference to "Cine Artists" | 52 |
| 4.6.4 | Depiction of the Reponses Regarding Brand Preference With | |
| | Reference to "Mobile Sets" | 52 |
| 4.7 | Depiction of the Reponses Regarding Brand Loyalty | 54 |
| 4.8 | Depiction of the Reponses Regarding Brand Switching Pattern | 55 |
| 4.9 | Depiction of the Reponses Regarding Reasons of Switching Brand | 56 |
| 4.10 | Depiction of the Reponses Regarding Readiness to Pay for Premium | 58 |