# IMPACT OF SOCIAL MEDIA INFLUENCERS ON CONSUMERS' PURCHASE INTENTION THROUGH BRAND ENDORSEMENTS: EXPLORING THE GENERATIONAL DIFFERENCES (GEN Y & GEN Z) IN THE CONTEXT OF COSMETICS INDUSTRY.



### FATIMA ABBAS 01-394192-003

MS RESEARCH THESIS (M&S)

## BAHRIA UNIVERSITY ISLAMABAD DEPARTMENT OF MANAGEMENT SCIENCES

**20<sup>TH</sup> APRIL 2021** 

#### **APPENDIX B**

#### **Certificate of Approval for Examination**

#### **Approval for Examination**

Scholar's Name: <u>Fatima Abbas</u> Registration No. <u>01-394192003</u>

Programme of Study:

MS (Marketing & Sales)

Thesis Title:

"Impact of Social Media Influencers On Consumers' Purchase Intention

Through Brand Endorsements: Exploring The Generational Differences (Gen Y

& Gen Z) In The Context Of Cosmetics Industry"

It is to certify that the above scholar's thesis has been completed to my satisfaction and, to my belief, its standard is appropriate for submission for examination. I have also conducted plagiarism test of this thesis using HEC prescribed software and found similarity index \_\_\_\_\_\_\_% that is within the permissible limit set by the HEC for the PhD degree thesis. I have also found the thesis in a format recognized by the BU for

the PhD thesis.

Principal Supervisor's Signature:

**Date: 20<sup>th</sup> April 2021** 

Name: Dr. Asma Basit Rauf

**APPENDIX C** 

**Author's Declaration** 

I, Fatima Abbas hereby state that my MS (M&S) thesis titled "Impact of Social

Media Influencers On Consumers' Purchase Intention Through Brand

Endorsements: Exploring The Generational Differences (Gen Y & Gen Z) In

The Context Of Cosmetics Industry" is my own work and has not been submitted

previously by me for taking any degree from **Bahria University Islamabad** or

anywhere else in the country/world.

At any time if my statement is found to be incorrect even after my graduation, the

University has the right to withdraw/cancel my MS (M&S) degree.

Name of scholar: Fatima Abbas

Date: 20th April 2021

3

APPENDIX D

**Plagiarism Undertaking** 

I, solemnly declare that research work presented in the thesis titled Influencers On

Consumers' Purchase Intention Through Brand Endorsements: Exploring The

Generational Differences (Gen Y & Gen Z) In The Context Of Cosmetics

is solely my research work with no significant contribution from any Industry"

other person. Small contribution / help wherever taken has been duly acknowledged

and that complete thesis has been written by me.

I understand the zero tolerance policy of the HEC and Bahria University towards

plagiarism. Therefore I as an Author of the above titled thesis declare that no portion

of my thesis has been plagiarized and any material used as reference is properly

referred / cited.

I undertake that if I am found guilty of any formal plagiarism in the above titled thesis

even after award of PhD degree, the university reserves the right to withdraw / revoke

my PhD degree and that HEC and the University has the right to publish my name on

the HEC / University website on which names of scholars are placed who submitted

plagiarized thesis.

Scholar / Author's Sign:

Name of the Scholar: **Fatima Abbas** 

4

A	P	P	$\mathbf{E}$	N	D	IX	E

<b>DEDICATION F</b>	<b>PAGE:</b>
---------------------	--------------

Dedicated to my Beloved Parents who supported and encouraged me at every point and empowered me, for who I am today.

#### **ACKNOWLEDGEMENT:**

In preparing this thesis, I was in contact with many people, researchers, academicians, and practitioners. They have contributed towards my understanding and thoughts. In particular, I wish to express my sincere appreciation to my main thesis supervisor, Professor **Dr. Asma Basit Rauf**, for encouragement, guidance, constant support and friendship. I am also very thankful to my co-supervisors Professor Sir Salman for their guidance, advices and motivation. Without their continued support and interest, this thesis would not have been the same as presented here.

Librarians at Bahria University also deserve special thanks for their assistance, in supplying the relevant literatures. My fellow postgraduate students should also be recognized for their support. My sincere appreciation also extends to all my colleagues and others who have provided assistance at various occasions. Their views and tips are useful indeed. Unfortunately, it is not possible to list all of them in this limited space. I am grateful to all my family members.

#### **ABSTRACT**

It has become a common practice for brands to look for support from different sources, such as famous names in eminent fields and celebrities. The ascent in item assorted variety, and the competition of items and promotional activities, has expanded the sum spent on limited-time activities by numerous companies. Moreover, various companies are constrained to put in their showcasing endeavors to minimum due to many limitations they face. That's why social media influencers are used for potential positive outcomes to make commercials additionally convincing, eye-catching, and perceptible to viewers. Social media influencers are miniature superstars who have countless adherents on social media stages. These social media can draw in buyers and can possibly advance client brand connections across various item classes. There is a trust connection between them and the beauty brands. On the other hand customers receive content from social media influencers to follow them because of their huge followership. Current study investigates the brand connection among purchasers and brands influencers in the digital marketing climate. Celebrities are used as endorsers of cosmetics due to more glam in this industry. Afterwards brands' endorsers are reached out to influence customers' buying behavior. This research study tries to identify the necessary components that propel purchasers to embrace beauty care products brands through social media platforms. This comparative study considers customers from Generation Y (born from 1996-1981) and Generation Z (born from 1997-till 2015). The study attempts to examine the influence of Beauty Vloggers and SMI's on buyers' purchase intent of cosmetics brands.

**Key words:** Social Media Influencers, Social Attractiveness, Physical attractiveness, Fellowship (PSI), Trustworthiness, Consumer buying intention

#### TABLE OF CONTENTS

	ABSTRACT4
1.	CHAPTER 1:
	INTRODUCTION11
	1.1. Research Objective
1.2	2.Research Questions
1.3	3.Research gap analysis15
1.4	Problem statement
2.	CHAPTER 2: LITERATURE REVIEW23
	2.1. Social Media Influencers & Vloggers affecting consumers' purchase
	intention
	2.2. Micro-celebrities/ influencers & Vloggers creating Brand involvement through
	Social media Platforms
	2.3. Vlogging and Social Media Impact viewed through Para-social interaction theory
	(PSI) homophily
2.3.1.	Online Brand Endorsements through Antecedents of PSI: Physical and Social
	Attractiveness of SMIs and Trustworthiness
2.4.	Importance of Social media Influencers & Vloggers to make social media platforms a
	trustworthy source or channel for beauty care and cosmetic brand
	endorsements
2.5.	Hypothesis Development
2.6.	Theoretical framework
2.7.	Categorization of Variables and operational Definitions

#### **CHAPTER 3:**

	METHODOLOGY50			
3.	Research Design			
3.1	1. The philosophical premise of the research			
3.2	2.Research philosophy and paradigm55			
3.3	3.Type of Study56			
3.4	4.Time Horizon57			
3.5	3.5.geographical context of the study5			
3.6	3.6.Research Interference			
3.7	3.7.Unit of Analysis			
3.8	3.Population and Sampling61			
3.9	9. Source of Data Collection			
3.1	10. Data Collection			
	Techniques			
3.1	11. Scale and Measures and variable codes			
3.1	12. Theoretical framework & Variable Codes in questionnaire70			
4.	CHAPTER 4: DATA			
	ANALYSIS71			
4.1	1.Data Analysis And Results71			
4.2	2. Frequency Distribution			
4.2.1.	Reliability Statistics			
4.2.2.	Descriptive Statistical Analysis			
4.2.3.	Correlation Analysis among Variables79			
4.3	4.3. Regression Analysis80			

4.4	1. Hypotheses Testing (of Variables)	82
	CHAPTER 5: RESEARCH DISCUSSION	.83
5.1	I. Research Discussion	.86
5.2	2.Limitations and Future Research	.88
5.3	3.Conclusion & Contributions of the Study	90
	REFERENCES	91
	ANNEXURES	.99
1.	RESEARCH QUESTIONNAIRE	
2.		
3.		
4.		
5.		
6.		
7.		
8.	100	
9.	PLAGIARISM REPORT STATS	02