Major: MKT S. No.: 26

Adversarial Effects of Manipulative Advertisements on Consumer Buying Behaviour



#### Submitted By

Alina Zia Hanfi Roll #: 01-221152-002

Supervisor

Mr. Qazi Mohammed Ahmed

Department of Management Sciences
Bahria Institute of Management & Computer Sciences
Bahria University Islamabad
2016

## FINAL PROJECT APPROVAL SHEET

## **Viva-Voice Examination**

	Date//	
Topic of Research: Ad	versarial effects of manipulative advertisement on consumer	
behaviour		
NT		
Names of Student(s):		
Alina Zia Hanfi	Enrolment # 01-221152-002	
<u>Class:</u> MBA		
Approved by:		
	Qazi Mohammed Ahmed	
	Supervisor	
	Examiner I	
	Examiner II	
	Dr. Muhammad Sarwar Zahid	_
	Research Coordinator	
	Dr. M. Ali Saeed	
	Head of Department	

Management Sciences

### **ACKNOWLEDGEMENT**

In the name of Allah the most benevolent and ever compassionate. I would like to thanks Allah almighty who abetted me and made myself proficient enough to complete my thesis.

I would like to pay my sincere gratitude to my thesis supervisor Mr. Qazi Mohammed Ahmed who provided me with his valuable guidance, collaboration, cooperation and provision throughout my research.

In the end I would like to concede the support of our parents Mr. Ziaul Haq Hanfi and Mrs. Anjum Zia, they provided me with possible amenities for my thesis. To my siblings Farhan Ul Haq Hanfi and Faiza Zia Hanfi for their boundless adoration, supplications and commendation. Also to my husband Mr. Faique Bin Fakhar for his patronage, care and support.

Also not forgetting those who indirectly contributed to this research, my friends, Ms. Faryal Shahid and Ms. Doa'a Jamal your kindness means a lot to me. Thank you very much.

#### **Abstract**

Manipulative advertising occurs frequently within the market. It has been questioned whether it is in a firm's best interest to deceive the public through false, misrepresentative ads. This study seeks to examine whether customer is affected by the content that is showed in the advertisement or not or if they find that the advertisement was misleading so they stop using the product or not.

This paper observes the impact of manipulative advertisement on consumer buying behavior in beauty products. There are 4 independent and 3 dependent variables of this research, dependent variable includes consumer attitudes, consumer behavior and purchase decision and Independent variables of this study are information, entertainment, credibility and value. Respondents for this study were from top ten cities of Pakistan that includes Karachi, Lahore, Faisalabad, Rawalpindi, Multan, Hyderabad, Gujranwala, Peshawar, Quetta and Islamabad. Data was analyzed on SPSS on the sample size of 160 people.

By analyzing the results of the survey through reliability test, regression analysis and correlation it is identifies that advertiser's play with the psyche of consumers through advertisements and use different tools to make them believe their claims are right. By applying the tests it was revealed that these advertisement do affect the consumer buying behavior.

The research has reached its aims but still more work can be done on it, there were some unavoidable limitations. First, because of the time limitation the research was conducted on a small sample of metropolitan Cities of Pakistan, as the researcher resides in Islamabad majority of the data was collected from the twin cities for the research. This study focuses on the customer buying behavior only there are more auxiliary variable that can be considered.

# **Contents**

ACKNOWLEDGEMENT	I
Abstract	II
1. Introduction	5
1.1 Purpose of Research	8
1.1.1 Aim of Research	8
1.1.2 Research Objective	8
2. Literature Review	9
2.1 Advertising	9
2.2 Advertising Theory	11
2.3 Manipulative Advertising	12
2.4 Effects of Manipulative Advertising	13
2.5 Manipulative Advertising Effects on Consumer Behavior	15
2.6 Manipulative Advertising in Beauty products	17
2.7 Endorsing Flawless Looking Models in Advertisements	20
2.8 Manipulation in Advertisements and Films	24
2.9 Consumer Behavior	25
2.10 Unethical Advertisement and Impact on Consumer	27
2.11 Ethics in Advertisement	30
2.12 Literature Gap	32
3 Theoretical Framework	33
3.1 Graphical Representation of Theoretical Framework	34
3.2 Research Question	35
3.3 Hypothesis	35
4 Methodology	36
4.1 Overview	36
4.2 Research Nature	36
4.2.1 Quantitative & Descriptive Research	36
4.3 Data Collection	37
4.3.1 Structured Questionnaire	37
4.4 Rationale of Sampling	37

	4.4.1 Sampling	37
5. A	Analysis	39
5.1 Respondent's Profiling  5.2 Reliability Test  5.3 Regression Analysis		39
		44
		47
5.	5.4 Correlation	53
6.	Findings	54
7.	Conclusion	54
8.	Recommendations	59
9.	Reflections	61
10.	References	63
1	10.1 Bibliography	63
11.	Annexure	i
11	1.1 Questionnaire	i
11	1.2 Analysis Graphs	iv
Plag	giarism Report	vii