Majors: MKT Serial No. 5

THE IMPACT OF SUPERSTORE ENVIRONMENT ON CONSUMER BUYING BEHAVIOR: A STUDY OF SUPERMARKETS IN ISLAMABAD



By

Farooq Muhammad Khan

01-121181-007

Supervisor

Sir Adil Hashmi

This Thesis is Submitted to Bahria University, Islamabad in Partial Fulfilment for the Degree of Master of Business Administration

Department of Business Studies
Bahria University, Islamabad
Spring 2019

FINAL THESIS APPROVAL SHEET

Viva-Voce Examination

Viva Date: June 27, 2019 **Topic of Research:** The Impact of Superstore Environment on Consumer Buying Behavior: A Study of Supermarkets in Islamabad **Name of Student:** Farooq Muhammad Khan 01-121181-007 **Class:** MBA (1.5 Years) **Approved By:** Sir Adil Hashmi Supervisor Dr. Farrukh Jaleel Examiner – I Sir Salman Ali Khan Examiner-IIDr. Muhammad Sarwar Zahid Research Coordinator

Dr. Khalilullah Muhammad

Head of Department Business Studies

Dedication

To My Mentor and Friend, I couldn't have done this without you.

Thank you for all the support along the way.

Acknowledgments

First and foremost we would like to express our thanks to ALLAH ALMIGHTY because of His love and strength that He has given me a chance to finish this dissertation and give us an opportunity to work as a researcher.

I would first like to thank my thesis advisor Mr. Adil Hashmi at Bahria University Islamabad. The door to his office was always open whenever I ran into a trouble spot or had a question about my research or writing. He consistently allowed this paper to be my own work, but steered me in the right the direction whenever he thought I needed it.

I would also like to thank my sister in law who was involved in the validation survey for this dissertation, without her passionate participation and input, the validation survey could not have been successfully conducted.

Finally, I must express my very profound gratitude to my parents for providing me with unfailing support and continuous encouragement throughout my years of study and through the process of researching and writing this thesis. This accomplishment would not have been possible without them.

FAROOQ MUHAMMAD KHAN

Abstract

The aim of this research was to explore the retail market of Islamabad Pakistan, for that purpose different retails stores based in Islamabad were visited and data were collected. The data which has been used in this research is primary as well as secondary, for the primary data questionnaire have been used and for the secondary data existing Literature has been reviewed. In addition, Microsoft excel software has been used in order to analyze the data and data have been shown in the form of charts and graphs. The environment of superstores has been selected as independent variable however, consumer behaviors has been selected as the dependent variable. However, correlation and regression analysis has been used for the data analysis and, measure the dependency of variables. Finally it has been found that there is the positive correlation between superstore environment and consumer buying behaviors as those superstores which maintained their environment have experienced higher sales.

Keywords: Buying Behaviors, Superstore, Environment, Performance

Table of Contents

FINAL TH	HESIS APPROVAL SHEET	i
Dedication	1	.ii
Acknowled	dgments	iii
Abstract		iv
Table of C	ontents	. v
CHAPTEI	R 1: INTRODUCTION	.1
1.1. B	ackground	. 1
1.2. Pr	roblem Statement	.2
1.3. Si	gnificance of the Study	.3
1.4. R	esearch Question	.4
1.5. R	esearch Objectives	.4
1.6. Li	imitations of Study	.4
1.7. St	ructure of the Study	.4
CHAPTEI	R 2: LITERATURE REVIEW	.6
2.1. In	troduction	.6
2.2. To	echnological Acceptance Model	.6
2.2.1.	Trait Theory	.7
2.2.	1.1. Openness to Experience	.8
2.2.	1.2. Conscientiousness	.8
2.2.	1.3. Extraversion	.8
2.2.	1.4. Agreeableness	.9
2.2.	1.5. Neuroticism	.9
2.2.2.	Psychoanalytic theory	.9
2.2.3.	Horney's psychoanalytic social theory	.9
2.2.4.	Self-Concept Theory	10
2.3. St	upermarket Industry of Islamabad	11
2.4. C	oncept of Consumer Behavior in Supermarket Industry	11
2.5. C	oncept of Supermarkets	12
2.6. Fa	actors Influencing Online Purchase of Luxurious Goods	12
2.6.1.	Brand Value	13
2.6.2.	Easily Accessible	13
2.6.3.	Price and Selection of Goods	14

	2.6.4.	Income of Consumers	14
	2.6.5.	Referring to friends	14
	2.6.6.	Spending more time	15
	2.6.7.	Better choices	15
	2.6.8.	Enjoyment	15
	2.6.9.	Authentic products	15
	2.6.10.	Quality	16
	2.6.11.	Motivation	16
	2.6.12.	Good Security and Features	16
	2.7. Co	nceptual Framework	17
	2.7.1.	Consumer Buying Behaviour – Dependent Variable	17
	2.7.2.	Store Environment – Independent Variable	17
	2.8. Hyj	pothesis	17
	2.8.1.	Null Hypothesis	17
	2.8.2.	Alternative Hypothesis	17
	2.9. Sur	mmary of Literature	17
C	CHAPTER	3: RESEARCH METHODOLOGY	19
	3.1. Intr	roduction	19
	3.2. Res	search Philosophy	19
	3.3. Res	search Approach	20
	3.4. Dat	ta Collection Methods	21
	3.5. Res	search Design	21
	3.6. Typ	pes of Investigation	22
	3.7. San	npling Methods	22
	3.8. San	mple Size	23
	3.9. Dat	ta Analysis Techniques	23
	3.10. E	Ethical Considerations	23
C	CHAPTER	4: ANALYSIS AND FINDINGS	25
	4.1. Intr	roduction	25
	4.2. Fre	equency Analysis	25
	4.2.1.	Customer Feasibility	25
	4.2.2.	Products Specifications	32
	4.3. Reg	gression Analysis	37
	4.3.1	.1. Model Summary	39

	4.3.1.2.	ANOVA	40
	4.3.1.3.	Regression Coefficients	41
4.4.	Correla	tion Analysis	42
4.5.	Discuss	sion	43
СНАР	TER 5:	DISCUSSIONS AND CONCLUSIONS	47
5.1.	Summa	rized Findings and Conclusion	47
5.2.	Future 1	Implications	50
5.3.	Researc	ch Limitations	50
Refere	ences		51
Questionnaire		57	
Turnitin Originality Report			59