

# A STUDY OF PRODUCT PACKAGING IN CONSUMER PURCHASING DECISIONS

## ROZANI BIN IBRAHIM 2007101239

## BACHELOR OF BUSINESS ADMINISTRATION (HONS) MARKETING FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA

HAKMILIK Perpustakaan

Universiti Takhologi MARA (UITM) Sebas Beg Berkunci 71

88997 Kota Kinabalu, Saban

**JANUARY 2012** 

#### AKNOWLEDGEMENT

Syukur Alhamdulillah, first of all, I would like to thank God for the blessing and guidance to me in completing this project paper. My appreciation also goes to my advisor, Puan Sharifah Nurafizah Syed Annuar of Universiti Teknologi Mara, Kota Kinabalu for sharing her precious time giving me advices, guidance and patiently assisting me to complete this report.

I am also extending my appreciation to my father and mother, MF Ibrahim and Fenny Chow Poi Sem @ Siti Hawa, my Uncle and Aunt, Bilal and Sakinah, my siblings; Roselee, Rosnilah, Rozzana, Nissa, Borhan, Hisham, Taufiq, Shafie, Baizura, and Siti Rahmah, and my other family member; Rosminah, Riduan, Gofrey, Samsinah and Sriatie, for continuously giving me moral support.

To someone special in my life, JonJon Rosaleen, thanks for the sacrifices of time and efforts.

To all of my friends, thank you very much for all of your supports.

I would also like to extend my gratitude to all the respondents who took part in this research. Thank you for your time. For without you, I would never be able to complete this study.

Finally, I am thankful to Universiti Teknologi Mara, for being the medium for me to learn and develop myself in many ways. Thousand memories are kept in heart and mind.

Thank you all.

### **CONTENTS**

			PAGE
ACK	NOW	LEDGEMENT	iv
LIST	OF T	ABLES	V
LIST	OF F	IGURES	vi
ABSTRACT			
1.0	INT	RODUCTION	1
	1.1	Research Background	1
	1.2	Problem Statement	3
	1.3	Objective of the Research	3
	1.4	Research Questions	4
	1.5	Significance of the Study	4
	1.6	Definition of Terms	5
	1.7	Limitations	6
2.0	LITERATURE REVIEW		7
	2.1	Introduction	7
	2.2	Factors Influencing Consumers Purchase Decision	8
	2.3	Theoretical Framework	15
3.0	RESEARCH METHODOLOGY		
	3.1	Research Design	16
	3.2	Target Population and Sample Size	17
	3.3	Methods for Data Collection	18
	3.4	Data Analysis and Interpretation	18

1.0	ANA	LYSIS AND INTERPRETATION OF DATA	
	4.1	Reliability Test	19
	4.2	Respondents' Gender	20
	4.3	Respondents' Age	21
	4.4	Respondents' Level of Education	22
	4.5	Respondents' Occupation	23
	4.6	Respondents' Income Level	25
	4.7	Respondents' View on the Role of Packaging	27
	4.8	Respondents' Experiences of Buying Poor Packaging Product	28
	4.9	Quality of Packaging Against Materials Used for Packaging	29
	4.10	High Quality Product Packaging Against Packaging as Protection	31
	4.11	Informative Label Against The Importance of Label Info	33
	4.12	Information on Package Against Packaging and Content	35
	4.13	Packaging Enhances Promotion Against Consumers' Experiences	37
	4.14	Attractive Packaging Against Influence to Purchase	39
	4.15	Colors as an Important Element in Packaging Against Consumers' Preferences with Less Combination of Colors	41
	4.16	Colors as an Important Element in Packaging Against Packaging and Content	43
	4.17	Materials Used in Packaging Against Good Quality of Packaging as a Protection of Its Content	45

## A STUDY ON PRODUCT PACKAGING IN CONSUMER PURCHASING DECISIONS

#### Abstract

Consumers, impulsive purchasers especially are tend to be attracted to the extrinsic cues and other factors with low-involvement situations in in-store purchasing decisions. It is believed that product with package standing out of the shelf affects the consumer decision process that sells the product into the consumer's trolley. Consumers generally choose to buy from the image they perceive that a product has, and what they perceive is heavily influenced by the cues given on the product's packaging which are the brand name, color and display. Packaging, the 'silent salesman' and it is the final interface between a company and its consumers but do marketers fully understand the role that packaging plays in a marketing environment? This paper will investigate the attributes of packaging and how consumers purchasing decisions are affected through packaging.