IMPACT OF BUYER'S CHARACTERISTICS ON IMPULSE PURCHASING BEHAVIOR OF TEXTILE BUSINESS IN NORTH WESTERN PROVINCE IN SRI LANKA



By:

KALU ARACHCHILAGE ASANKA NUWAN GUNAWARDANA

Reg. No: EU/IS/2014/COM/91

Index No: COM - 1861



FCM2381
Project Report

A project report submitted to the Faculty of Commerce and Management, Eastern University, Sri Lanka, as a partial fulfillment of the requirement for the Degree of Bachelor of Commerce (B.Com).

DEPARTMENT OF COMMERCE FACULTY OF COMMERCE AND MANAGEMENT EASTERN UNIVERSITY, SRI LANKA

ABSTRACT

In Sri Lankan context retail and wholesale marketing is very important because economy of country is running through this platform. In this platform impulse purchasing behavior is also identified as a major concept by businesses because it leads to instant purchase of goods in businesses. In this study impulse purchasing behavior and buyer's characteristics mainly focus with reference to the textile businesses in North Western province.

This study attempts to find out the impact of buyer's characteristics on impulse purchasing behavior in textile business in North Western province, Sri Lanka. In accordance with literature review and existing findings, there are literature gap regarding the buyer's characteristics on impulse purchasing behavior in textile business in North Western province, Sri Lanka. This study was conducted to fill this gap with this objective in the textile business in North Western province, Sri Lanka.

The population of the study is all customers of textile industry in North Western province in Sri Lanka and primary data that has been used for the study were obtained from 228 customers of selected textile businesses as Nolimit Textile Kurunegala, Fashion Bug Textile Kurunegala, Sriyani Dress point Kurunegala, Kandy Textile Chilaw using convenience sampling. The collected data has been analyzed using univariate and bivariate analysis. Univariate analysis (descriptive Statistics) has been adopted by using the SPSS 22 package was used to generate the analyzed outcome. According to the bivariate analysis results showed the positive high linear relationship between the buyer's characteristics and impulse purchasing behavior and emotions is the most important factor to consider as basically for the impulse buying behavior. According to the univariate analysis results showed the mean value of variables and their concluded items, based on the decision rule, indicates there are high level of Enjoyment, Emotions, Hedonism Fashion and Impulse purchase. The findings of this study are useful in further enlarging and enriching applications of these concepts in practice.

Keywords: Impulse purchasing behavior, Enjoyment, Emotions, Hedonism, Fashion, Textile business, Buyer's Characteristics

TABLE OF CONTENTS

ACKNOWLEDGEMENT	i
ABSTRACT	ii
TABLE OF CONTENTS	iii
LIST OF TABLES	X
LIST OF FIGURES	xi
ABBREVIATIONS	xii
CHAPTER ONE	
INTRODUCTION	
1.1 Background of the Study	
1.2 Problem Statement	2
1.3 Research Questions	<u></u> 4
1.4 Objectives of the Study	
1.5 Significance of the study	5
1.6 Summary	6
CHAPTER TWO	
LITERATURE REVIEW	7
2.1 Introduction	7
2.2 Impulse Purchase	7

2.3 Factors Affecting Impulse Purchase	9
2.3.1 External Factors	9
2.3.2 Internal Factors	
2.4 Buyer Characteristics	10
2.4.1 Enjoyment	10
2.4.2 Emotion	12
2.4.3 Hedonism	
2.4.4 Fashion	17
2.5 Summary	
CHAPTER THREE	20
CHAPTER THREE	one of the contract of the con
CONCEPTUALIZATION AND OPERATIONALIZA	
	TION 20
CONCEPTUALIZATION AND OPERATIONALIZA	TION
CONCEPTUALIZATION AND OPERATIONALIZA 3.1 Introduction	TION
CONCEPTUALIZATION AND OPERATIONALIZA 3.1 Introduction	TION 20 20 20 21
CONCEPTUALIZATION AND OPERATIONALIZA 3.1 Introduction	TION
CONCEPTUALIZATION AND OPERATIONALIZA 3.1 Introduction	TION
CONCEPTUALIZATION AND OPERATIONALIZA 3.1 Introduction	TION
CONCEPTUALIZATION AND OPERATIONALIZA 3.1 Introduction	TION

CHAP	TER FOUR	28
METH	ODOLOGY	28
4.1 I	ntroduction	28
4.2	Study Setting and Design	28
4.2.1	Time horizon	28
4.2.2	Research approach	29
4.2.3	Deductive Approach	29
4.3 S	ampling plan	29
4.3.1	Study Population	
4.3.2	Sample Size	30
4.3.3	Sampling Technique	31
4.4 I	Data Collection	31
4.4.1	Primary Data	31
4.4.2	Secondary Data	32
4.5 N	Method of Measurement	32
4.5.1	Personal Information	32
4.5.2	Research Information	33
4.6 N	Method of Data Analysis	33
4.6.1	Reliability Analysis	34
4.6.2	Univariate Analysis	35

4.6.3 Bivariate Analysis	35
4.6.4 Correlation Analysis	35
4.7 Hypothesis Testing	37
4.7.1 Hypothesis Testing Using Regression	38
4.7.2 Hypothesis Testing Using Regression Analysis	38
4.8 Method of Data Evaluation	38
1.9 Chapter Summary	39
CHAPTER FIVE	40
DATA PRESENTATION AND ANALYSIS	40
5.1 Introduction	40
5.2 Analysis of Reliability of Variables	40
Data Presentation	41
5.3.1 Frequency Distribution Analysis of respondents by their Personal Characteristics	41
5.3.2 Data presentation and Analysis	46
Univariate Analysis	49
5.4.1 Identify the Level of Buyer's Characteristics	49
5.4.2 Identify the Level of Impulse Purchase	53
5.5 Bivariate Analysis	54
5.5.1 Correlation Analysis	54

5.6 Simple Regression Analysis between Buyer's Characteristics and Impulse	
Purchase 5	55
5.7 Multiple Regression Analysis	57
5.8 Testing Hypotheses	59
5.8.1 Testing Hypothesis 1	59
5.8.2 Testing Hypothesis 2	50
5.8.3 Testing Hypothesis 3	51
5.8.4 Testing Hypothesis 4	51
5.8.5 Testing Hypothesis 5	
5.9 Chapter Summary 6	53
CHAPTER SIX	54
DISCUSSION6	54
5.1 Introduction 6	54
6.2 Personal Information	54
6.2.1 Age of the Customers	54
6.2.2 Gender of the Customers	54
6.2.3 Monthly income of the Customers	55
6.2.4 Education Level of the Customers	55
Discussion on the Level of Buyer's Characteristics and Impulse Purchasing	
Behavior6	55
6.3.1 The Level of Enjoyment.	55

6.3.2 The Level of Emotions	66
6.3.3 The Level of Hedonism	66
6.3.4 The Level of Fashion.	67
6.3.5 The Level of Impulse Purchase	67
6.4 Discussion on the Relationship and Impact between Buyer's Characteristics Impulse Purchasing Behavior.	and 67
6.4.1 Discussion on the Relationship and Impact between Enjoyment and Impuls Purchasing Behavior.	se
6.4.2 Discussion on the Relationship and Impact between Emotions and Impulse Purchasing Behavior.	
6.4.3 Discussion on the Relationship and Impact between Hedonism and Impulse Purchasing Behavior.	
6.4.4 Discussion on the Relationship and Impact between Fashion and Impulse Purchasing Behavior.	69
6.4.5 Discussion on combined Effects and Relationship of the Enjoyment, Emoti Hedonism (Buyer's Characteristics) and Impulse Purchasing Behavior	
6.5 Chapter Summary	71
CHAPTER SEVEN	72
CONCLUSION AND RECOMMENDATIONS	72
7.1 Chapter Introduction	72
7.2 Conclusions	72
7.3 Recommendations	73

7.3.1	Enjoyment		74
7.3.2	Emotions	<i>I</i> -	74
7.3.3	Hedonism	(\	75
7.3.4	Fashion		75
7.3.5	Impulse purchasing behavior		75
7.4 L	imitations of the Study and Suggestions for Future Studie	S	76
7.5 Ir	nplication of the Study		76
7.6 C	hapter Summary		77
LIST O	F REFERENCES	×	78
APPEN	DIX 01	<i>F</i>	83
APPEN	DIX 02		87
	DIX 03		01