5-B: Coping With On-Going Terror and Threats: Resilience, Place Attachment, and Behaviors

Ning (Chris) Chen, University of Canterbury, New Zealand
Rohail Ashraf, Lahore University of Management Sciences, Pakistan

This study looks at regions in Pakistan where people live in constant terror of terrorism, political unrest, and threats of death, and aim to understand how people cope with the extreme situations, how their attachment to the place evolves and changes, and how people’s perceptions and ideologies on consumption shift.

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3-H: Through the Looking Glass:  
Role of Construal Level on Description-Intensive Reviews  
Swagato Chatterjee, Institute for Financial Management and Research, India  
Aruna Divya T, IIM Ahmedabad, India

Focus on consumer engagement has led service providers to explore contextual factors influencing consumers’ satisfaction. In this paper we draw insights from Construal Level Theory to identify the conditions when own vs. others’ experiences along with Process vs. Outcome attributes of services become more important in overall service evaluation.

14-M: The Making of a Successful Advocate:  
How Incentivizing Consumer Referrals Affects Persuasion  
Lauren Cheatham, Stanford University, USA  
Zakary Tormala, Stanford University, USA

When it comes to consumer product and service referrals do incentives work? We find that there is an important tradeoff such that incentivizing referrals increases reach but undermines the effectiveness of the advocacy. We provide evidence for this tradeoff being driven by a shift in intrinsic motivation.

4-G: Examining Tourists’ Intentions to Revisit Religion Processions:  
The Role of Religiosity and Flow Experience  
Annie Chen, University of West London, UK  
Norman Peng, University of Westminster, UK

The purpose of this research is to examine the factors that contribute to tourists’ intentions to re-participate in religious processions. The results from 109 participants show flow experience positively affects revisit intentions. Addition religiosity positively moderates the relationship between flow experiences and revisit intentions.

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6-A: Chooser or Suitor: The Effects of Mating Cues on  
Men’s vs. Women’s Reaction to Brand Rejection  
Rui Chen, Xiamen University, China  
Chun-Ming Yang, Ming Chuan University, Taiwan  
Hao Shen, Chinese University of Hong Kong, China

Once mating motives are activated males will respond to rejection less negatively than they otherwise would whereas this effect does not occur for females. Two studies examine the marketing implications of these effects.