17-E: Glass Houses: Disability Perceptions in the Consumption Environment

Helen van der Sluis, Arizona State University, USA
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While marketing and public policy decision-makers express heightened sensitivity to stigmatized groups, such as people with disabilities, little research has examined their impact on the consumption environment. We find that people view disabled individuals higher in moral character, but also punish them more harshly when they engage in moral violations.

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5-W: Why Firms Should Be Thankful for Thankful Customers: 
Incidental Gratitude Increases Satisfaction with Consumption Experiences

Arianna Uhalde, University of Southern California, USA
Valerie Folkes, University of Southern California, USA

Three studies demonstrate incidental gratitude influences consumers’ reactions to product failure experiences. Incidental gratitude (vs. non-emotionally infused thoughts about others incidental pride in oneself and incidental admiration of others) 1) increases satisfaction by fostering compassion and 2) reduces behaviors like spreading negative WOM and grudge-holding against the firm.

4-P: The Emancipatory Alliance for Social Activism: 
The Symbiotic Interplay between Subcultures and Social Movements

Emre Ulusoy, Youngstown State University, USA

While subcultures mold potentially destructive youth rebellion into constructive activism and mobilize individuals to social movements social movements imbue subcultures with a radical political edge the two working together to seek meaningful social and cultural change.

20-D: False Positives: 
How Double-sided Review Systems Affect Consumers’ Rating Valence

Bryan Usrey, University of East Anglia, UK
Antje Graul, Leeds University, UK

Drawing on reciprocity literature three studies demonstrate that double-sided review systems in peer-to-peer service schemes positively affect consumers’ rating valence due to activating their psychological perception of “pre-ciprocity” of the review – leading to false positives. The effect is strengthened in a socially distant and attenuated in a private review scenario.

10-Q: The Compromise Effect in Post-Purchase Consumption Behavior: 
Evidences from Field Experiments.

Veronica Valli, University of Mannheim, Germany
Florian Stahl, University of Mannheim, Germany
Elisa Montaguti, University of Bologna, Italy

This paper investigates the impact of the compromise effect (Simonson 1989) on post-purchase consumption. Results of a field experiment suggest that the selection of an intermediate option vs. an extreme one in a choice set leads to an increase in the number of (complementary) items purchased after the first choice.

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