2-S: the Asymmetric Attribution Toward Brands (Underdog Vs. Top-Dog) Upon Brand Crisis (External Vs. Internal)

Kiwan Park, Seoul National University, Republic of Korea
Yaeri Kim, Seoul National University, Republic of Korea
Seojin stacey Lee, Seoul National University, Republic of Korea

We identify that in service domain, where perceived warmth from the brand is particularly important, service failure especially caused by the underdog brand is considered more serious. However, in product context where brands’ competence is more important than warmth, people express less forgiveness intention on top-dog brands’ crisis.

[to cite]:

[url]:
http://www.acrwebsite.org/volumes/1024950/volumes/v45/NA-45

[copyright notice]:
This work is copyrighted by The Association for Consumer Research. For permission to copy or use this work in whole or in part, please contact the Copyright Clearance Center at http://www.copyright.com/.
2-S: The Asymmetric Attribution toward Brands  
(Underdog vs. Top-dog) upon Brand Crisis (External vs. Internal)  
Kiwan Park, Seoul National University, Republic of Korea  
Yaeri Kim, Seoul National University, Republic of Korea  
Seojin stacey Lee, Seoul National University, Republic of Korea  

We identify that in service domain where perceived warmth from the brand is particularly important service failure especially caused by the underdog brand is considered more serious. However in product context where brands’ competence is more important than warmth people express less forgiveness intention on top-dog brands’ crisis.

1-J: The Effect of Incidental Disgust on Aesthetic Preference  
Kiwan Park, Seoul National University, South Korea  
Seojin Stacey Lee, Seoul National University, South Korea  
Joonkyung Kim, University of Toronto, Canada  

Current work shows that an exposure to disease related stimuli will lead to a more favorable evaluation for simple designs and less favorable evaluation for designs visually complex. This research contributes to the emotion and art literature by showing how avoidance tendency triggered by disgust can influence aesthetic evaluation.

19-H: An Individual Choice vs. A Bundle Choice:  
The Effect of Choice Mechanics on Diversification Bias  
Jihye Park, Hankuk University of Foreign Studies, South Korea  

To the extension of Mittelman et al. (2014) this study examined how choice mechanics influence variety seeking in the multiple product choice context. The expected satiety drove variety seeking in the individual choice mechanics whereas relationships of items were more likely to be considered when consumers chose a bundle.

13-F: Location-based Services Effect on Online Purchase Intention  
Jean-Eric Pelet, ESCE International Business School, France  
Jashim Khan, University of Surrey, UK  
Kelly Cowart, University of South Florida Sarasota-Manatee, USA  

This paper presents an empirically tested model explaining the relationship between social media location-based services (LBS) user emotion and online purchase intention.

14-G: Incorporating Vanity into a Luxury Value-Attitude-Behavior Model- 
Evidence from Luxury Restaurant Consumers  
Norman Peng, University of Westminster, UK  
Annie Chen, University of West London, UK  
Li-Wei Mai, University of Westminster, UK  
Stella Kladou, Sheffield Hallam University, UK  

Existing theories of the effect of luxury value on consumers may require adjustment when applied to service-based products. To contribute to the literature this study incorporates a “vanity” variable into a luxury value-attitude-behavior model. A total of 150 participants from the UK completed questionnaires. All hypotheses are supported.