APPENDIX - D

Sr. No. 285

STUDY ON CONSUMER BEHAVIOUR

(Only for Research Use)

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LEASE READ THE INSTRUCTIONS CAREFULLY BEFORE ANSWERING THE QUESTIONS.

research is being carried out to study the product attributes according to different consumers. Ve will be thankful for your co-operation in completing the questionnaire without omitting any of the items.

The information collected will be used only for research purposes. The identity of the respondint and the information provided will be kept in strict confidence. Therefore, you are requested to be frank in your answers.

The questionnaire consists of 4 parts. Please fill in the questionnaire in the same order as it is provided, i. e. start with the first item of 16 P. F. and end with the last item (105th) of Part IV.

PLEASE ANSWER ALL THE QUESTIONS/ITEMS.

Please turn the page for further instructions.

1. M - MH - U 4. M - GU - U

7. F - MH - U

10. F - GU - U

2. M - MH - M

5. M - GU - M

8 F - MH - M

11. F - GU - M

3. M - MH - L

6. M - GU - L

9. F - MH - L

12. F - GU - L

PART II

a. DESIRABILITY SCALE

n individual buys a product, considering various attributes / characteristics lated to the particular product. It is expected that an individual will have sirability for different attributes at different degrees. Desirability represents e extent to which an attribute is valued by the consumer, while deciding a ideal brand of a product group.

ive product groups, along with 10 related attributes are listed in the next w pages. The 'Desirability Scale' is a five-point scale, starting from Most esirable (5) to Least Desirable (1). You are requested to indicate your agree of desirability for each attribute with regard to the corresponding reduct group.

he value YOU ATTACH may vary not only for a particular attribute within product group, but also between different product groups for the same tribute. Therefore, please remember that your ratings on the 5-point scale yould reflect the extent of value YOU ATTACH to the attribute in deciding in ideal brand

For example 'Colour' is an attribute for the product group Toilet Soap If you attach the maximum value for 'Colour' in a Toilet Soap, please encircle as follows:

	Most desirable	mode- rately désirable	what desirable	rately not desirable	Least desirable
Colour	⑤	4	3	2	1

Product Group I - Toilet Soap

Attributes	Most desirable	Mode- rately desirable	Some- what desirable	Mode- rately not desirable	Lea desir
1. Foam/Lather	5	4	3	2	1
2. Imparts freshness	5	4	3	2	1
3 Germicidal/medicinal	5	4	3	2	1
4. Habit	5	4	3	2	1
5. Hardness of the soap	5	4	3	2	1
6. Lasts Longer	5	4	3	2	1
7. Newly introduced brand	5	4	3	2	1
8. Other's opinion	5	4	3	2	1
9. Price	5	4	3	2	1
10. Reaction/Sensitivity to skin	5	4	3	2	, 1 .

Group II - Tooth Paste

ies	Most desirable	Mode- rately desirable	Some- what desirable	Mode- rately not desirable	Least desirable
l Fresh	5	4	3	2 .	1
vour	5	4	3	2	1
.m/Lather	5	4	3	2	1
mula/Content	5	4	3	2	1
micidal/Medicinal	5	4	3	2	1
oit	5	4	3	2	I
wly introduced brand	5	4	3	2	1
ter's opinion	5	4	3	2	I
pe	5	4	3	2	1
te	5	4	3	2	1

Product Group III - Face/Talcum Powder

Attributes	Most desirable	Mode- rately desirable	Some- what desirable	Mode- rately not desirable	L des
1. Attractive container	5	4	3	2	
2. Display of Brands	5	4	3	2	
3. Fragrance	5	4	3	2	
4. Imparts Freshness/ Refreshing	5	4	3	2	
5. Habit	5 .	4	3	2	
6. Naturality	5	4	3	2	
7. Newly Introduced Brand	5	4	3	2	
8. Other's Opinion	5	4	3	2	
9. Price	5	4	3	2	
10. Smoothness	5	4	3	2	

t Group IV - Dress Material/Cloth

ites	Most desirable	Mode- rately desirable	Some- what desirable	Mode- rately not desirable	Least desirable
ırk Colour	5	4	3	2	1
fferent types for lifferent weather conditions	5	4	3	2	ſ
el heavy while wearing	5	4	3	2	1
sel of the cloth	5	4	3	2	1
.test/new type of material	5	4	3	2	1
her's opinion	5	4	3	2	1
ice	5	4	3	2	1
ber/Light colour	5	4	3	2	I
ber design/Plain	5	4	3	2	1
ype of Fabric	5	4	3	2	Ĭ

Product Group V - Movies

	Most desirable	Mode- rately desirable	Some- what desirable	Mode- rately not desirable	I de
1. Adventurous	5	4	. 3	2	_
2. Educational	5	4	3	2	
3. Entertaining	5	4	3	2	
4. Reality/Close to life	5	4	3	2	
5. Social	5	4	3	2	
6. Spy/Detective	5	4	~ 3	2	
7. Suspense	5	4	3	2	
8. Story	5	4	3	2	
9. War	5	4	3	2	
10. Western	5	4	3	2	

b. DISTINCTION SCALE

individual perceives his/her own brand to be distinct or different from the apetitive brands. Further this distinction is perceived at varying degrees ending on a particular attribute or characteristic within a product group.

e 'Distinction Scale' also has five-point scale, starting from Very Much tinct (5) to not at all Distinct (1). You are requested to encircle one of se numbers according to the 'distinction' / 'difference' YOU PERCEIVE YOUR BRAND as compared to the alternate/other' brands, with regard a particular attribute of the same product group.

r example, if you think/feel that the attribute 'Colour' of your brand of ilet Soap is not very distinct/different (or only somewhat distinct) as npared to the colour in 'Other brands', please encircle as follows.

ery much distinct	Much distinct	Distinct	Some- what distinct	Not at all distinct
 5	4		<u></u>	1

lour

R - C

DISTINCTION SCALE

Product Group I - Toilet Soap

Attributes	Very much distinct	Much distinct	Distinct	Some- what distinct	Not a
1. Foam/Lather	5	4.	3	2	1
2. Imparts freshness	5	4	3	2	1
3. Germicidal/Medicinal	5	. 4	3	2	1
4. Habit	5	4	3	2	1
5. Hardness of the soap	5	4	3	2	1
6. Lasts Longer	5 ′	4	3	2 .	1
7. Newly introduced brand	5	4	3	2	1
8. Other's opinion	. 5 .	4	3	2 .	1.
9. Price	5	4	. 3	2 .	1
10. Reaction/Sensitivity to skin	. 5	4	3	2	1

1

DISTINCTION SCALE

Group II - Tooth Paste

	Very much distinct	Much distinct	Distinct	Some- what distinct	Not at all distinct
el Fresh	5	4	- 3	2	1
vour	5	- 4	3	2 .	1
am/Lather	5	4	3	2	· 1
rmula/Content	5	4	3	2	1 .
rmicidal/Medicinal	5	4	3	2	1.
.bit	5	4	3	, 2	1
wly introduced brand	5	4	3	2	1
her's opinion	5	4	3	2	. 1
ice	5	: 4	3	2	1
ste.	5	. 4	3	2	1

5.85

DISTINCTION SCALE

Product Group III - Face/Talcum Powder

	Very much' distinct		Distinct	Some- what distinct	No đ
.1. Attractive container	5	4	3	2	
2. Display of Brands	5	4	3	2	
3. Fragrance	5	· 4	3	2	
4. Imparts Freshness/ Refreshing	5 .	4	3	2	
5. Habit	5	4	3	2	
6. Naturality	5	4	3 ′	2	
7. Newly Introduced Brand	5	4	3	2	
8. Other's Opinion	5	4	3	2	,
9. Price	5	4	3	2	
10. Smoothness	5	4	3	2	

DISTINCTION SCALE

oduct Group IV - Dress Material/Cloth

tributes	Very much distinct		Distinct	Some- what distinct	Not at all distinct
Dark Colour	5	4	3	2	1 ,
Different types for different weather conditions	5	4 .	3 ·	· 2	1
Feel heavy while wearing	5	4	3	2	1
. Feel of the cloth	5	4	3	2	1
. Latest/new type of material	5	4	3	2	′ 1
Other's opinion	_ 5	4	3	2	1
Price	5	4	,3	2 .	1
Sober/Light colour	5	4	3	2	1
Sober design/Plain	5	4	3	2	1
Type of Fabric	5	4	3 .	2	1

DISTINCTION SCALE

Product Group V - Movies

Attributes -	Very much distinct	Much · distinct	Distinct	Some- what distinct	Not at a
1. Adventurous	5	4	3	. 2	1
2. Educational	. 5	4	3	2	1
3. Entertaining	.5	4 .	. 3	2	1
4. Reality/Close to life	5	4	3	2	1
5. Social	5	4	` 3	2	1.
6. Spy/Detective	5	4	3	2	1
7. Suspense	- 5	4	-3	2	1
8. Story	5	4	3	2	. 1
9. War	5	4	3	, 2	. 1
10. Western	5`	4	3	2	1

1/1

Kindly answer the following questions for the three Product groups - Toilet Soap, Tooth Paste and Face/Talcum Powder-seperately and make the answers in the grid provided below. Please answer all the questions for one product group and then go to the next product group.

- Please write the brand name of (a) Toilet Soap (b) Tooth Paste, (c) Face/Talcum Powder that you are using currently.
- Since when you are using this current brand? ج ن
- Are you aware of any other brand? က်
- If 'yes' please write the brand names that you are aware of. 4
- Do you generally buy newly introduced brands? ιÖ.
- Have you tried any of the newly introduced brands that are available in these 3 Product groups? 6. 7. 8.
 - If 'yes' what are the newly introduced brands that you have tried?
- If answer is 'No' to Question 6, please answer why you have not tried it so far? (Please write your reasons at the end of this page).
- Given an opportunity which specified brand you would prefer to choose as an ideal brand?

	definition of a						****				
o	Ideal Brand		•								,
7 .0	Now Brando tried			•							
	de la sera referencia de la composación del composación de la comp	Х	the state of the s								
9.0	Tried new brands	Yes No				· · · · · · · · · · · · · · · · · · ·			Heren and Allendaria		
Q. 5	Buy new brands	Yes No									
4	Brands Aware of				1						
o,	Awareness	Yes No					-	 			
Q. 2	Period				***************************************				-		
0.	,		,								
	Product Groups		A. Toilet	Soap		B. Tooth	Paste		C. Face/	Powder	

Reasons for not trying a newly introduced brand ωi d

. C. Face/Talcum Powder	
B. Tooth Paste	
A. Toilet Soap	

THIS IS NOT A TEST

This schedule consists of a number of pairs of statements about things that you may or may not like about ways in which you may or may not feel. You have to choose one of the two statements which is more characteristic of what you like or how you feel. Your choice in each instance should be in terms of what you like or how you feel at present, and not in terms of what you should like or how you should feel.

If two statements are equally acceptable to you, choose the one which is slightly more acceptable than the other. If the two statements are equally unacceptable to you, choose the one which you dislike less. Please, make a choice for every pair of statements; do not mark "both".

Please circle (a or b) the one which you choose.

		r.
a b	pro-	12/1 (a
a b	e.	
a k	with- that	•
a b	er.	45/4 (
, a k		56/5 (
a t		67/6 (
a t	ually,	78/7 (
a 1	ween	89/8 (
a	want. ns.	
· a]	than	1011/10 (
a l		1112/11 (
a l		1213/12 (
a l	obs.	1314/13

1415/14	(a) I like to listen to or to tell jokes in which sex plays a major part. (b) I feel like getting revenge when some one has insulted me.	a	ь
13/15	(a) I would like to be recognised authority in some job, profession or field of specialisation.	a	b
	(b) Any written work that I do I like to have precise, neat and well organized.		
24/15	(a) I like to read about the lives of great men.(b) I like people to notice and to comment upon my appearance when I am out in public.	a	b
35/17	(a) I like to keep my things neat and orderly on my desk or work-space. (b) I like to be independent of others in deciding what I want to do.	a	b
46/18	(a) I like to say things that are regarded as witty and clever by other people.	a	b
i to our	(b) I like to have strong attachments with my friends.	-	٠.
57/19	(a) I like to do things that other people regard as unconventional.(b) I like to study and to analyse the behaviour of others.	a	b
68/20	(a) I like my friends to help me when I am in trouble.(b) I like to do things for my friends.	а	b
79/21	(a) I like to predict how my friends will act, in various situations.(b) When with a group of people, I like to make the decisions about what we are going to do.	a	b
810/22	(a) I like my friends to sympathise with me and to cheer me up when I am depressed.(b) I feel that I should confess in the things that I have done that I regard as wrong.	. a	b
911/23	(a) I like to be one of the leaders in the organizations and groups to which I belong.(b) I like to sympathise with my friends when they are hurt or sick.	a	b
1012/24	(a) If I do something that is wrong, I feel that I should be punished for it. (b) I like to move about the country and to live in different countries.	a	b
1113/25	(a) I like to help other people who are less fortunate than I am.(b) When I have some assignment to do, I like to start on and keep working on it until it is completed.	a	b
1214/26	(a) I like to meet new people.(b) I like to kiss attractive persons of the opposite sex.	a	b
1315/27	(a) I like to avoid being interrupted while I am at my work.(b) I feel like telling other people off when I disagree with them.	ą	b
*	(a) I like to be able to do things better than other people can. (b) I like to tell amusing stories and jokes at parties.	a	b
25/29	(a) I like to read about the lives of great men.(b) I like to avoid situations where I am expected to do things in a conventional way.	. a	b
36/30	(a) Any written work that I do, I like to have precise, neat and well organized.	a	b
47/31	(b) I like to make as many friends as I can.	٠	
: :	(a) I like to say things that are regarded as witty and clever by other people.(b) I like to put myself in some one else's place and to imagine how I	a	b

(a) I feel depressed by my own inability to handle various situations.(b) I like to read books and plays in which sex plays a major part.

1014/49

1115/50	(a) I like my friends to confide in me to tell their troubles.	}	a
-	(b) I like to attack points of view that are contrary to mine.		
16/51	(a) I like to be successful in things undertaken. (b) I like to form new friendships.	,	a
27/52	 (a) I like to accept the leadership of people I admire. (b) I like to understand how my friends feel about various problems they have to face. 	, ,;	a
38/53	 (a) I like to have my life so arranged that it runs smoothly and without much change in my plans. (b) I like my friends to feel sorry for me when I am sick. 	, ,	a
4954	(a) I like to ask questions which I know no one will be able to answer (b) I like to tell other people how to do their jobs.	,	a
510/55	(a) I like to avoid responsibilities and obligations. (b) I feel that I am inferior to others in most respects.	• ‡	a
611/56	(a) I like to participate in groups in which the members have warm and friendly feelings toward one another.(b) I like to help my friends when they are in trouble.		a
712/57	 (a) I like to put myself in some one else's place and to imagine how would feel in the same situation. (b) I like to eat in new and strange restaurants. 		8
813 / 58	(a) I like my friends to do many small favours for me cheerfully. (b) I like to stay up late working in order to get a job done.		a
914/59	(a) When with a group of people, I like to make the decisions about what we are going to do.(b) I like to engage in social activities with persons of the opposite sex.		a
1015/60	(a) I feel that I am inferior to others in most respects.(b) I feel like blaming others when things go wrong for me.		a
17/61	(a) I like to solve puzzles and problems that other people have difficulty	ļ	
	with. (b) I like to judge people by why they do something not by what actually they do.		a
28/62	(a) When planning something, I like to get suggestions from other people whose opinions I respect.		a
	(b) I like my friends to treat me kindly.	[
39/63	(a) I like to keep my letters, bills and other papers neatly arranged and filed according to some system.(b) I like to be one of the leaders in the organisations and groups to which I belong.	,	a
410/64	(a) I like to use words which other people often do not know the meaning of.		a
	(b) I feel that I am inferior to others in most respects.	,	
511/65	(a) I like to say what I think about things.(b) I like to forgive my friends who may sometimes hurt me.		a
612/66	(a) I like to do things with my friends rather than by myself.(b) I like to experiment and to try new things.		a
713/67	(a) I like to analyse the motives of others.(b) I like to avoid being interrupted while at my work.	,	a

3	
I like my friends to show a great deal of affection towards me. I like to be regarded as physically attractive by those of the opposite	
I like to tell other people how to do their jobs. I feel like getting revenge when someone has insulted me.	
I like to accomplish tasks that others recognize as requiring skill and effort. I like my friends to encourage me when I meet with failure.	
When I am in a group I like to accept leadership of someone else in deciding what the group is going to do. I like to supervise and to direct the actions of other people whenever I can.	
I like to plan and organise the details of any work that I have to undertake. When things go wrong for me, I feel that I am more to blame than anyone else.	(b)
I like to tell other people about adventures and strange things that have happened to me. I like my friends to confide in me and to tell me their troubles.	,
I like to be independent of others in deciding what I want to do. I like to do new and different things.	
I like to participate in groups in which members have warm and friendly feelings toward one another. When I have some assignment to do, I like to start in and keep working on it until it is completed.	(b)
I like to predict how my friends will act in various situations. I like to participate in discussions about sex and sexual activities.	1/76 (a) (b)
I like my friends to make a fuss over me when I am hurt or sick. I feel like blaming others when things go wrong for me.	
I like to be able to do things better than other people can. I like to be one of the leaders in the organisations and groups to which I belong.	(b)
I like to read about the lives of great men. I feel that I should confess the things that I have done that I regard as wrong.	(b) :
I like to make a plan before starting in to do something difficult. I ike to do small favours for my friends.	(b)
I am out in public. I like to move about the country and to live in different places.	(b)
I like to feel free to do what I want to do. I like to complete a single job or task at a time before taking up other jobs.	(b)
I like to make as many friends as I can. I like to go out with attractive persons of the opposite sex.	14/83 (a)
I like to predict how my friends will act in various situations. I like to attack points of view that are contrary to mine.	
	I like to be regarded as physically attractive by those of the opposite sex. I like to tell other people how to do their jobs. I feel like getting revenge when someone has insulted me. I like to accomplish tasks that others recognize as requiring skill and effort. I like my friends to encourage me when I meet with failure. When I am in a group I like to accept leadership of someone else in deciding what the group is going to do. I like to supervise and to direct the actions of other people whenever I can. I like to plan and organise the details of any work that I have to undertake. When things go wrong for me, I feel that I am more to blame than anyone else. I like to tell other people about adventures and strange things that have happened to me. I like my friends to confide in me and to tell me their troubles. I like to be independent of others in deciding what I want to do. I like to participate in groups in which members have warm and friendly feelings toward one another. When I have some assignment to do, I like to start in and keep working on it until it is completed. I like to predict how my friends will act in various situations. I like to participate in discussions about sex and sexual activities. I like my friends to make a fuss over me when I am hurt or sick. I tell like blaming others when things go wrong for me. I like to be able to do things better than other people can. I like to be one of the leaders in the organisations and groups to which I belong. I like to read about the lives of great men. I eel that I should confess the things that I have done that I regard as wrong. I like to make a plan before starting in to do something difficult. I kike to make a plan before starting in to do something difficult. I like to do small favours for my friends. I like to do small favours for my friends. I like to do small favours for my friends. I like to do small favours for my friends. I like to complete a single job or task at a time before taking up other jobs. I like to go ou

110/85 (a) I would like to be a recognised authority in some job, profession, or field of specialisation. (b) I feel guilty whenever I have done something I know is wrong. 211/86 (a) I like to find out what great men thought about various problems in which I am interested. (b) I like to be generous with my friends. 312/87 (a) I like to have my work organised and planned before beginning it. (b) I like to travel and to see the country. 413/88 (a) I like people to notice and to comment upon my appearance when I am out in public. (b) I like to stick at a job or problem even when it may seem as if I am not getting anywhere with it. 514/89 (a) I like to do things in my own way without regard to what others	a a a	
 (b) I feel guilty whenever I have done something I know is wrong. 211/86 (a) I like to find out what great men thought about various problems in which I am interested. (b) I like to be generous with my friends. 312/87 (a) I like to have my work organised and planned before beginning it. (b) I like to travel and to see the country. 413/88 (a) I like people to notice and to comment upon my appearance when I am out in public. (b) I like to stick at a job or problem even when it may seem as if I am not getting anywhere with it. 	a	,
which I am interested. (b) I like to be generous with my friends. 312/87 (a) I like to have my work organised and planned before beginning it. (b) I like to travel and to see the country. 413/88 (a) I like people to notice and to comment upon my appearance when I am out in public. (b) I like to stick at a job or problem even when it may seem as if I am not getting anywhere with it.	a	I
 (b) I like to be generous with my friends. 312/87 (a) I like to have my work organised and planned before beginning it. (b) I like to travel and to see the country. 413/88 (a) I like people to notice and to comment upon my appearance when I am out in public. (b) I like to stick at a job or problem even when it may seem as if I am not getting anywhere with it. 	•	:
 (b) I like to travel and to see the country. 413/88 (a) I like people to notice and to comment upon my appearance when I am out in public. (b) I like to stick at a job or problem even when it may seem as if I am not getting anywhere with it. 	•	
I am out in public. (b) I like to stick at a job or problem even when it may seem as if I am not getting anywhere with it.	a	b
(b) I like to stick at a job or problem even when it may seem as if I am not getting anywhere with it.	-	b
514/89 (a) I like to do things in my own way without regard to what others	•	
	a	b
may think. (b) I like to participate in discussion about sex and sexual activities.	•	
615/90 (a) I like to write letters to my friends. (b) I like to attack points of view that are contrary to mine.	а	b
111/91 (a) I like to do my very best in whatever I undertake. (b) I like to help other people who are less fortunate than I am.	a	b
212/92 (a) I like to conform to custom and to avoid doing things that people I respect might consider unconventional.	a	b
(b) I like to participate in new fads and fashions. 313/93 (a) If I have to take a trip, I like to have things planned in advance.	а	b
(b) I like to keep working at a puzzle or problem until it is solved.	a	IJ
414/94 (a) I like to be the centre of attention in a group. (b) I like to read books and plays in which sex plays a major part.	а	b
515/95 (a) I like to avoid responsibilities and obligations. (b) I get so angry that I feel like throwing & breaking things.	a i	b
(a) I like to be able to do things better than other people can. (b) I like to eat in new and strange restaurants.	a	,b
213/97 (a) I like to praise someone I admire. (b) I like to stay up late working in order to get a job done.	a	b
314/98 (a) I like to keep my things neat and orderly on my desk or work-space (b) I like to be in love with someone of the opposite sex.	a l	Ó
(a) I like to ask questions which I know no one will be able to answer. (b) I like to tell other people what I think of them.	a l	b
1113/100(a) I would like to accomplish something of great significance. (b) I like to work hard at any job I undertake.	a b)
214/101 (a) I like to praise someone I admire. (b) I like to be regarded as physically attractive by those of the opposite	a t)
315/102 (a) I like to have my meals organised and a definite time set aside for eating. (b) I like to tell other people what I think of them.	a b)
	a b	í
215/004 (a) When I am in a group, I like to accept the leadership of someone else in deciding what the group is going to do.	a ., b	I
(b) I feel like getting revenge when someone has insulted me.	_ / *	
115/105 (a) I would like to write a great novel or play. (b) I like to attack points of view that are contrary to mine.	a .b	1 -

PLEASE FILL IN THE FOLLOWING CLASSIFICATION DATA

Since when you are staying in a hostel?	years months	
Married/Single:	Mother Tongue:	
Age:	Class of Study:	
Name & Address	College:	~
(Hostel)	Subjects:	
Average Monthly income of your Family (1) Below Rs. 500/- (2) Rs. 5	Family (3) [3] Rs. 1,000 & over	
Are you a Scholarship Holder? (Government, Merit or Private)	Yes ,1 No 2	
		-
Date of Interview:	Time of Interview From to	
Place of Interview		٠
Group No.	No. of Respondents in the group	
Investigated by	,	