



Munich Personal RePEc Archive

## **Client Intentions and Buying Behavior with Regard of Dairy Products-Review**

Hussain, Safdar and Ahmed, Wasim and Rabnawaz, Ambar  
and Jafar, Rana Muhammad Sohail and Saqib, Zulkaif  
Ahmed and Ullah, Sana and JianZhou, Yang

Fujian Agriculture and Forestry University, China, University of  
Sargodha, Pakistan

2016

Online at <https://mpra.ub.uni-muenchen.de/70383/>  
MPRA Paper No. 70383, posted 04 Apr 2016 18:51 UTC

## **Client intentions and buying behavior with regard of dairy products-Review**

Wasim Ahmed<sup>1</sup>, Safdar Hussain<sup>1</sup>, Ambar Rabnawaz<sup>2</sup>, Rana Muhammad Sohail Jafar<sup>1</sup>,  
Zulkaif Ahmed Saqib<sup>3</sup>, Sana Ullah<sup>1</sup>, Yang JianZhou<sup>1\*</sup>

<sup>1</sup>College of Economics, Fujian Agriculture and Forestry University, Fuzhou-350002, China

<sup>2</sup>Department of Economics, Faculty of Management & Administrative Sciences, University of Sargodha-40100, Pakistan

<sup>3</sup>Department of Commerce, Faculty of Management & Administrative Sciences, University of Sargodha-40100, Pakistan

**\*Corresponding author's email: yjianz2015@163.com**

### **Abstract**

Presently, profoundly educated, focused and soaked business sector, a key to accomplishment of any business relies on knowing consumer and his utilization designs, and perceiving as well as understanding elements impacting his choice making with the end goal of adding to an appealing of products. Moreover, supporting administrations, correspondence implies and other promoting apparatuses that would fit to client's needs. Investigation of consumer conduct has a place with a gathering of wide and solid subjects of advertising consideration and its examination requires continuous methodology. Milk, as one classification of dairy products, fits with the gathering of essential day by day devoured products described by moderately high demand. The study on consumer conduct is the investigation of how people settle on choice to spend their accessible assets (time and cash) for utilization of related things. It incorporates the investigation of what they purchase, why they purchase it, when they purchase it, where they purchase it, how regularly they purchase it, and how frequently they utilize it. Agreeable dairies needs to comprehend this idea in profound mode as the private players a representing a hardy competition to them.

**Keywords:** Brand; Consumer; Food consumption; Purchase behavior; Product quality

### **Introduction**

Global dairy production was 665 million tonnes in 2007, 84% got from cattle (551 million tonnes), 12.5% share was from buffalo (Indo-Pak), and 3.2% from goats and sheep and others was 0.3% (International Dairy Federation 2007a). The cost of milk produced by all these countries relies on the factors as production technology, labor wages, animal genetics, water availability and fodder varies greatly (Blayney and Gehlhar, 2006).

Among EU 25 the 8<sup>th</sup> largest producer of cow's milk was Ireland that is 0.94%, 5.2 million tonnes of global production, United Kingdom (14.4), Netherlands (11.0), Spain (6.5) Poland (11.8), Germany (28.3 million tonnes) and Italy (11.2) France (24.3) (International-Dairy-Federation, 2007). The growth of global production of cow's milk has been strong and sustained leading to a decade and over a year rise of 17.2% (of 470 million tonnes in 1997) and 1.5% (of 543 million tonnes in 2006 respectively (International-Dairy-Federation, 2007). while concentrating this growth India, Americas (Brazil, Mexico, Argentina and USA) and China were focused. In dairy production the growth in China is very fast as the production expanding between 1990 and 2000 and 2000 to 2004 respectively (Fuller *et al.*, 2007). During 2004-2006, milk production and cow number increased by 23.0% and 41.3%, accordingly. Chile, Brazil and Argentina became self-sufficient in milk production, and

focused on exports. Australian national milk production was declined during 2004/05 and 2006/07 because of existence of persistent drought (International-Dairy-Federation, 2007).

In the last twenty years, service quality obtained greater importance because of distinct characteristics of service involving intangibility (as it cannot be perceived, smelt, tasted or felt), variability (as the services quality varies because who provide them, how, when and where they are provided), inseparability (as services cannot be separated from their providers) and perishability (as services cannot be stored/held and spent when offered). The purchase, delivery and types of service process make it complex for both customer and seller by these characteristics. Because of least consensus on the definition and measurement of service quality the concept has much attention in the marketing literature (Wisniewski, 2001; Schneider and White, 2004).

The preferences, attitudes and behavior of consumers towards dairy products consumption changes significantly across countries (Grunert *et al.*, 2000; Bus and Worsley, 2003; Yee and Chin, 2007; Robb *et al.*, 2007; Francesconi *et al.*, 2010) discuss perception of consumers of dairy product quality are complex and involve sensory attributes. Four dimensions were contended by them that consumers consider while forming perception the quality of dairy product: (1) convenience-related (2) health-related (3) hedonic (4) process-related (e.g. production techniques likewise genetic alteration, organic and animal welfare). Hence the role of all these dimensions must be understood by processors/manufacturers and marketers which plays in driving consumer dairy product demand realize heterogeneous consumers may be in their preferences or perception of what constitutes quality dairy product.

## **1. AWARENESS OF CONSUMERS**

### ***1.1. Socio-economic characteristics***

Behavior depends upon the desirability of human values, and such values help the individuals for final decision about any product (Creamer *et al.*, 1992; Engel *et al.*, 1995). People are motivated by values universally to buy safe products and emotional to protect environment.

Vitell *et al.* (2001) stated that consumers are directed by values or principles than consequences while making ethical decisions. Unethical behavior of consumer is not been rated ethical though it is positive (as expired coupon used) or negative (as price tag switching) consequences. The negative or positive consequences of ethical behavior were not considered ethical decisions of consumer. Self-involvement in meetings is important to perceived service, product or promotional message and to know about needs, goals, and values to motivate consumers. The values and goals of people's life is important to address and motivate by their involvement in decision making to satisfy their needs otherwise habitual behavior occurs due to low involvement or low motivation to satisfy needs (Jager, 2000). To influence level of knowledge, creation of beliefs attitudes and aims, the decision making process as well as behavioral effects such as looking for variety, brand-switching behavior, brand-commitment or loyalty, frequency of product usage and shopping enjoyment, involvement is needed. (Beharrell and Denison, 1995; Verbeke and Vackier, 2004). Sustainable or ethical behavior to personal values are linked in several studies (Vermeir and Verbeke, 2004) for an overview) Generally benevolence, idealism, the value universalism, freedom, self-direction and responsibility are linked with sustainable consumption, whereas security, ambition, tradition, hedonism and power were related with low ethical or less sustainable pattern of consumption (for an explanation of the values of following (Schwartz, 1992). In promotion of correct values universally and sustainably through national

institutions and socialization are helpful to get long run goals of sustainable consumption. The extent of sustainable behavior in short run depends upon specific attitudes, habits, and preferences and on opportunities much more to engage in sustainable consumptions (Thøgersen, 2001).

### **1.2. Awareness of Consumers**

To approach process of purchase decision transparent and reliable information is an important factor. Less number of consumer have understanding about actual sustainable characteristics of products show by studies. Consumers are poorly informed about the benefits of sustainable product, due to that, they are not able in making decisions to purchase according to their budget. Moreover In the food supply chain and agricultural products consumers have less information so they are weak in the implication of purchasing decisions (Dickson, 2001; Verbeke, 2005). The availability of weak information consumers are uncertain what products to purchase. Credibility is a relevant issue with sustainability so that consumers cannot evaluate themselves this is why they put trust in other sources to claim sustainability. High usage of other sources of information because of uncertainty consumers depends other people to indicate best outcome so product labeling is unique way to give information (Verbeke and Viaene, 1999; Verbeke and Ward, 2006).

## **2. Factors influencing consumers in usage**

Regardless of a few studies investigating boundaries and consumer profiles, there is a crevice in exhaustive comprehension of consumer choice making towards maintainable food utilization. Consequently, the goal of the present study is in the first place, to explore the state of mind – behavioral expectation crevice that regularly happens, and second, which calculates impact the aim of buying feasible food. We begin from the reason that uplifting demeanors towards purchasing manageable food products are not as a matter of course taken after by positive goals, interestingly with the hypothesis of contemplated activity (Fishbein and Ajzen, 1974). The legitimacy of this hypothesis of contemplated activity has yet been discussed in the particular instance of food products (Lunt and Kokkinaki, 1997). It was investigated that the part of a few individual qualities, similar to inclusion, observations, and qualities, that could clarify practical utilization designs by and large and the disposition. The last point is to detail suggestions for fortifying un-suitable food utilization among particular consumer fragments. It is critical to pass on messages to consumer states of mind (Robinson and Smith, 2002).

Various studies have connected moral or economical conduct to individual qualities (Vermeir and Verbeke, 2004). By and large, the qualities universalism, kindheartedness, self-course, genuineness, idealism, correspondence, opportunity, and obligation have been connected to reasonable utilization, though control, debauchery, custom, security, congruity, and aspiration were connected with less moral or less supportable utilization designs (Schwartz, 1992). The affirmation of a causal connection between a few qualities, similar to universalism, and a supportable utilization design suggests that advancing the right values through socialization and national establishments can encourage the accomplishment of the long-run objective of maintainable utilization. Moreover, the degree of feasible conduct depends considerably more on particular elements, for example, propensities, particular states of mind, and inclinations and on chances to participate in economical utilization (Thøgersen, 2001).

## **2.1. Sources of Information**

Access to clear and solid data is a vital variable in the buying choice procedure, which demonstrated that couple of consumers have a high mindfulness or understanding of the genuine feasible attributes of products. The advantages of economical products are regularly ineffectively imparted to consumers, so they can't settle on educated acquiring choices as per their financial plan and/or heart. Besides, consumers frequently have constrained learning of horticulture and its creation forms and an absence of knowledge into the ramifications of their food buy choices on the food production network (Dickson, 2001; Verbeke, 2005). A related issue is that supportability is a confidence trait, which implies that consumers can't assess it by and by, however need to place trust in the source that claims maintainability. Instability can prompt the utilization of social data, which implies that consumers will take a gander at other individuals to get a sign of the best result. One method for giving data is through item marking. In any case, (Verbeke and Viaene, 1999; Verbeke and Ward, 2006) found a huge differentiation between consumer's subjective learning and view of names versus the accurate named meat highlights.

## **3. Consumption Pattern**

Worldwide utilization designs demonstrate that as salary expands, the utilization of creature protein (dairy) multiplies (Seale *et al.*, 2003; Pingali and Khwaja, 2004). Since numerous Asian economies have been developing quickly, they fit these worldwide utilization designs. They have been encountering a generous increment in creature protein utilization and specifically dairy albeit beginning from low levels. Asian consumer interest for dairy gives off an impression of being receptive to wage instead of costs (Campo and Beghin, 2005; Fuller *et al.*, 2005; Hillman *et al.*, 2005; Dong, 2006). Numerous Asian nations are additionally encountering westernization of their eating regimen. The last alludes to an extra change in utilization designs not clarified by salary development yet rather by urbanization and related introduction and accessibility of new food things serious in dairy. The development of cheddar utilization in Asia plainly takes after the rising westernization of eating regimen and the expanded dependence on accommodation food and eating out. Urbanization gives off an impression of being a key driver in the development of cheddar utilization yet it is an intermediary for more particular vectors of changes, such as; substantial retailers and networks extending the arrangement of consumers' decisions (Fabiosa, 2005; Fuller *et al.*, 2005). The examinations incorporated into the extraordinary issue give confirmation of basic examples of dairy utilization among Asian nations additionally demonstrate the impediments of a typical example worldview to comprehend Asian dairy markets. Few Asian societies and diets use milk fat in their cooking. India is a generous counter-sample to this propensity, despite the fact that its milk fat utilization is still low by western gauges (Dong, 2006). What's more, numerous Asian consumers experience the ill effects of lactose prejudice. Henceforth, the utilization of liquid milk and milk fat in Asia is liable to stay lower than in different nations/locales with equivalent pay and demographic attributes (Campo and Beghin, 2005).

## **4. Purchase Pattern**

Various vindications can be recommended for the crevice between the inspirational state of consumers' mind and their genuine buy conduct. For instance, conduct in view of propensity or situational elements like advancements can represent the low piece of the pie of reasonable products (Minteer *et al.*, 2004). Likewise, a few other individual or situational qualities could be advanced to clarify this crevice. Illustrations are qualities, information, and saw behavioral

control (Jager, 2000). Consumer obtaining choices frequently consolidate a perplexing assortment of inspirations that entangles a comprehension of specific occasions. Particular mentalities might propose a particular conduct when taken in separation, yet this may not be the situation while considering the more extensive buy choice. Extra mentalities become possibly the most important factor, directing conduct, weakening the effect of beginning demeanors, and bringing about an optional outcome.

#### **4.1. Sources for Purchase**

The potential determinant of consumer choice making relates to the accessibility of reasonable products, which is identified with consumer's behavioral control. Behavioral control alludes to the simplicity or trouble of getting or expending a particular item. In spite of the fact that the inspiration to devour economical products is high, it might be difficult to do as such in light of low accessibility. This issue is identified with the shortage of neighborhood food shops or agriculturists' business sectors, which frequently do not have the normality, and accommodation requested by consumers. Furthermore, moral products frequently have constrained accessibility, and are not by any stretch of the imagination noticeable in the shop, and/or are deficiently advanced (De Pelsmacker *et al.*, 2003). Late research demonstrates that 52% of consumers were occupied with buying "earth-supportable" foods, yet did not buy those foods attributable to the perceived obstructions of absence of accessibility, trailed by hindrance and value (Robinson and Smith, 2002). Another angle identified with behavioral control is the perceived consumer effectiveness (PCE), which is the degree to which the consumer trusts that his own endeavors can add to the arrangement of an issue. High PCE is important to inspire consumers to make an interpretation of their inspirational states of mind into genuine buy (Roberts, 1996; Lee and Holden, 1999). Though (Roberts, 1996) proposed that with a specific end goal to persuade behavioral changes, consumers must be persuaded.

### **5. Brand loyalty**

It is indispensable for an organization to realize what clients wish and if the organization is fulfilling those goals. Concentrates on have demonstrated that, for most products, there is a huge relationship between consumer loyalty and brand dedication (Pritchard *et al.*, 1999), and brand faithfulness is an indicator of piece of the pie and benefit, a definitive objective for most organizations (Baldinger and Rubinson, 1997). It is sufficiently troublesome to pull in new clients yet holding current clients can be trying too. Client maintenance implies higher benefits. According to (Reichheld and Sasser, 1990), five percent maintenance can prompt as much as 85% expansion in benefit in some commercial enterprises. At the point when clients are held, assets for publicizing and advancing can be allotted for different matters, for example, growing new products, extending the quantity of eatery units, or exchanged specifically to the primary concern. All the more significantly, when an organization keeps up costumers' devotion, incomes ought to be more steady and ones' notoriety for being a solid organization is more probable.

The idea of brand loyalty was presented more than half a century prior and has been investigated by various specialists. In any case, this idea is still dubious in the educated community. By and (Jacoby and Chestnut, 1978), the principal observational examination really taking a gander at brand loyalty was directed in 1930 by the Psychological Corporation to screen the piece of the pie of around 1,500 distinct brands (Jacoby and Chestnut, 1978).

The premise for utilizing these eateries was that each is substantial and in this way surely understood, frequented by a high rate of brand loyalty is characterized in different routes by various scientists. (Jacoby and Kyner, 1973) characterized brand loyalty as, "(1) The one-sided, (2) behavioral reaction, (3) communicated after some time, (4) by some choice making unit, (5) as for one or more option brands out of an arrangement of such brands, and (6) is an element of mental procedure" (Jacoby and Kyner, 1973). Tidwell *et al.* (1992) recommended brand loyalty is communicated as "a part of rehash buy conduct that finds a premise as far as inside put away structures of data: brand-related convictions, conditions of influence, and conduct based goals." (Teas and Grapentine, 1996) note that brand loyalty streamlines the buy choice procedure by reducing the requirement for data procurement, as well as by constraining the quantity of firms in the thought set and the natural danger of the buy. Also, Zeithaml and Bitner (2003) portray brand loyalty as a method for substituting so as to streamline choice exertion propensity for rehashed, conscious choices which goes about as a methods for decreasing choice danger. Another direct clarification of brand loyalty is that it is "the propensity of somebody to purchase a brand over and over in light of the fact that they incline toward it over others" (Hofmeyr and Rice, 2000). Two distinctive methods of insight have been adjusted to further take a gander at brand loyalty: the stochastic methodology and the deterministic methodology (Jacoby and Chestnut, 1978). Along these lines, faithful conduct is thought to be past human intelligent comprehension and an organization can't impact buy conduct as it most likely is aware nothing about the reason for this conduct (Odin *et al.*, 2001). The deterministic methodology tries to infer clarifications for client loyalty. Rehash conduct does happen by chance as well as by a few examples that can be explained by variables or causes (Jacoby and Chestnut, 1978). Dormancy is likewise included when taking a gander at rehash buy conduct. Dormancy is the rehash buying of the same brands without genuine thought process and is entirely not quite the same as buy because of clear inclination for item attributes (Odin *et al.*, 2001).

### 5.1. *Quality*

If clients have inclinations for particular brands and are slanted to repurchase products conveying those brands, the brands probably fulfilled clients or beat different brands in a few ways. Consequently, an organization needs to comprehend and find out about its clients to accomplish client maintenance. According to the findings of (Hoisington and Naumann, 2003), "clients utilize five noteworthy classes to esteem an organization's execution: item quality, administration quality, relationship in the middle of client and supplier, picture, and value recognition. For a substantial item, quality may incorporate elements, convenience, or similarity. For an administration offering, this would incorporate the different measurements of the administration being given (Hoisington and Naumann, 2003)." The general term is regularly utilized as the comprehensive term for a brand's offerings, whether these are unmistakable products or immaterial administrations (Hellofs and Jacobson, 1999). While the center of this examination is the fast administration eatery, the credits used to gauge different elements of this and other industry sections are not totally unrelated. For instance, the essence of a food item, civility of workers and cleanliness of the office would be material to the larger part of eateries, paying little heed to the sort of idea. For any business, quality would be surveyed in view of every consumer's disposition toward an item and its correlation with different products in the client's evoked set.

Item quality is frequently conceptualized diversely in various fields and for various sorts of products. Item quality is also communicated just as item properties in advertising and financial aspects while it might speak to numerous measurements to specialists in operations

(Wang *et al.*, 2003). Moreover, Ebrahim (2015) recorded a few traits for surveying item quality in the foodservice business. These included divineness of food, food quality, bit size, fixing freshness, food temperature, and cost of food. The nature of item traits is essential when the center offerings are substantial products. At the point when the center offering is an amalgamation of administrations and tangibles, administration quality likewise assumes a vital part and is regularly seen as having the most elevated level of calculated variety in quality (Zins, 2001). The issue of administration quality has drawn much consideration from analysts particularly (Zeithaml *et al.*, 2012). Important to the snappy administration business sector are the impalpable or administration quality properties, for example, fast food conveyance, no holding up, worker disposition, representatives' welcome, responsiveness, and menu thing accessibility (Oh and Jeong, 1996).

## **5.2. Price**

Cost is the measure of cash or esteem which the consumers pay for getting the upsides of the ownership or utilizing products or administrations (Orel and Kara, 2014). Valuing is a dynamic procedure. Organizations build up the value structure in a way that covers the greater part of their traders, yet this structure changes by taking a break. An organization adjusts its valuing structure in view of the consumers' attributes and their conditions. Contingent upon the existed contrast in the middle of consumers and distinctive conditions utilize the diverse valuing adjusting strategies. At the point when an organization thinks to cost transforming it ought to consider the consumers and contenders' response. The consumers' response rely on upon their pressure with the cost will be distinctive. An organization which sees the contender's value changing ought to recognize this expectation. Knowing the time of value changing and its impact on the organization is fundamental. In the event of fundamental speedy response, the organization ought to arrange its response relying upon the distinctive changes which the contenders force on their offering value (Orel and Kara, 2014). Clients utilize the cost as a list of the products or administration quality. The costly brands are thought to be the brands with more quality than cheap ones in the clients' brains (Aschemann-Witzel and Zielke, 2015). Yoo *et al.* (2000) assumed that an immediate and huge relationship has not been distinguished between value, mindfulness, and the brand affiliation. Both high and low cost can relate a few preferences in the clients' brains, and these two add to the clients' consciousness about the brand.

## **6. Brand composition**

### **6.1. Brand advertisement**

Advertisement is characterized as any presentation and declaration of thoughts, merchandise, or administrations which a notice unit, individual, or organization executes and required use (Rubio *et al.*, 2014). The showcasing scientists have found that ads are viable in brand value's quality expanding (Johnson, 1984; Das, 2014). The Advertisement show the measure of the speculation of the firm or organization in its own brand value and the consumer holds a positive association between the promotions' uses and the nature of the brand value (Cobb-Walgren *et al.*, 1995; Gil and Joos, 2007).

### **6.2. Brand Packaging**

According to Edward (2013), package draws in consumer's regard for specific brand, improves its picture, and impacts consumer's recognitions about item. Additionally bundle gives special worth to products (Underwood *et al.*, 2001; Silayoi and Speece, 2004), acts as



an instrument for separation, i.e. helps consumers to pick the item from extensive variety of comparable products, empowers clients purchasing conduct (Wells *et al.*, 2007). Along these lines bundle performs a critical part in showcasing correspondences and could be dealt with as a standout amongst the most imperative elements impacting consumer's buy choice. In this connection, looking to augment the effectiveness of bundle in a purchasing place, examine of package, its components and their effect on consumer's purchasing conduct turned into a significant issue. Writing examination on inquiry under scrutiny has demonstrated that there is no concurrence on order of bundle components and also on exploration strategies for bundle sway on consumer's buy choice. Some of scientists attempt to explore every single conceivable component of bundle and their effect on consumer's buy choice (Silayoi and Speece, 2004); (Silayoi and Speece, 2007), while others focuses on particular components of bundle and their effect on consumer purchasing conduct (Vila and Ampuero, 2007);(Madden *et al.*, 2000) ; (Underwood *et al.*, 2001). In addition a few analysts research effect of bundle and its components on consumer's general buy choice (Underwood *et al.*, 2001), while others on consumer's choice making process. Moreover the wealth of exploratory writing on this issue does not give consistent answer concerning effect of bundle components on consumer's purchasing conduct.

## **Conclusion**

Consumer conduct characterizes to one of principle segments of the human conduct subsequent to each man needs certain arrangement of unmistakable and elusive products that are vital for his daily life. Currently, the investigation of consumer conduct is turning out to be more genuine and intense issue in the field of advertising. This is fashionable that a consumer because of free accessibility and stream of data, wide aggressive offer of option products and high innovative headway turned into the predominant identity of a business sector who solidly grasp a control over a business sector and have a definitive say in regards to what ought to be delivered and offered on a business sector. Thus, the consumers know a mystery formula for achievement and along these lines the information about consumers and their conduct speaks to one of primary elements for their achievement. Be that as it may, understanding consumers and their buy conduct is an exceptionally entangled. This is created generously in light of the mind boggling nature of consumer conduct what implies that consumer choice making and buy conduct is impacted by an extensive variety of jolts, elements, occasions, data and components coming about because of inside nature of consumers and outside character of a situation in which a consumer live. Precisely, the investigation of such variables empowers to advert and signalize associations the most basic ones that ought to be consolidated into to the advertising technique and its related promoting exercises and devices keeping in mind the end goal to get the consideration of consumers as well as to fortify them towards buy and convey them fulfillment.

The profoundly focused organization needs to develop their generation, showcasing and valuing systems adequately. A reasonable discernment about consumer inclination concerning item, service quality and cost is of most significance. This audit study endeavors to draw out the variables prompting the buy conduct and view of consumers in dairy products.

It was experienced that various different household and outside exploration articles, papers, reports and concentrates, basically, with the end goal of contemplating and knowing how different variables impact consumers and their milk buy conduct. Our principle goal of this optional exploration movement, whose result took a type of above displayed writing survey, was to decide a source foundation or a beginning base that would go about as a bouncing off

point for the acknowledgment of our future consumer examination action in the field of milk buy. The study recommends that accessibility of milk products to the retailers and to the consumers is not up to the coveted state. The organization needs to strengthen its deals limited time exercises by improving commercials in nearby TV stations, hoardings, daily paper and shows. Every single positive part of dairy products must reach to people in general. As quality was observed to be vital element, the agreeable needs to search for quality change as to thickness, smell and deterioration rate, evaluating arrangement should be audited and made such so they can contend with the free milk merchants. Retailers are expecting higher edge, consequently evaluating strategy ought to be looked into to keep the retailers fulfilled and excited in the advancement of offers of producer. These endeavors might go far in giving sufficient open/fulfillment about dairy products, this well help the firm to exceed expectations in their organizations.

## References

- Aschemann-Witzel, J., Zielke, S., 2015. Can't Buy Me Green? A Review of Consumer Perceptions of and Behavior Toward the Price of Organic Food. *Journal of Consumer Affairs*.
- Baldinger, A.L., Rubinson, J., 1997. The jeopardy in double jeopardy. *Journal of Advertising Research* 37, 37-50.
- Beharrell, B., Denison, T.J., 1995. Involvement in a routine food shopping context. *British Food Journal* 97, 24-29.
- Blayney, D., Gehlhar, M.J., 2006. US dairy at a global crossroads. *Economic Research Service Report*.
- Bus, A.M., Worsley, A., 2003. Consumers' health perceptions of three types of milk: a survey in Australia. *Appetite* 40, 93-100.
- Campo, I.S., Beghin, J.C., 2005. Dairy food consumption, production, and policy in Japan.
- Cobb-Walgren, C.J., Ruble, C.A., Donthu, N., 1995. Brand equity, brand preference, and purchase intent. *Journal of advertising* 24, 25-40.
- Creamer, M., Burgess, P., Pattison, P., 1992. Reaction to trauma: a cognitive processing model. *Journal of abnormal psychology* 101, 452.
- Das, G., 2014. Linkages of retailer awareness, retailer association, retailer perceived quality and retailer loyalty with purchase intention: a study of Indian food retail brands. *Journal of Retailing and Consumer Services* 21, 284-292.
- De Pelsmacker, P., Driesen, L., Rayp, G., 2003. Are fair trade labels good business? Ethics and coffee buying intentions. *Journal of Consumer Affairs* 39.
- Dickson, M.A., 2001. Utility of no sweat labels for apparel consumers: Profiling label users and predicting their purchases. *Journal of Consumer Affairs* 35, 96-119.
- Dong, F., 2006. The outlook for Asian dairy markets: The role of demographics, income, and prices. *Food Policy* 31, 260-271.
- Ebrahim, A.A.A., 2015. The Effectiveness of Quality Control Measures on Food Processing Case Study Blue Nile Company for Dairy Production (CAPO). UOFK.
- Edward, S.T.W., 2013. The influence of visual packaging design on perceived food product quality, value, and brand preference. *International Journal of Retail & Distribution Management* 41, 805-816.
- Engel, J.F., Blackwell, R.D., Miniard, P.W., 1995. *Consumer behavior*, 8th. New York: Dryder.
- Fabiosa, J.F., 2005. Growing demand for animal-protein-source products in Indonesia: trade implications.

- Fishbein, M., Ajzen, I., 1974. Attitudes towards objects as predictors of single and multiple behavioral criteria. *Psychological review* 81, 59.
- Francesconi, G.N., Heerink, N., D'Haese, M., 2010. Evolution and challenges of dairy supply chains: Evidence from supermarkets, industries and consumers in Ethiopia. *Food Policy* 35, 60-68.
- Fuller, F., Beghin, J., Rozelle, S., 2007. Consumption of dairy products in urban China: results from Beijing, Shanghai and Guangzhou. *Australian Journal of Agricultural and Resource Economics* 51, 459-474.
- Fuller, F.H., Huang, J., Ma, H., Rozelle, S., 2005. The rapid rise of China's dairy sector: Factors behind the growth in demand and supply. 374, 1-41.
- Gil, H.A., Joos, G., 2007. Customer-owned back-up generators for energy management by distribution utilities. *Power Systems, IEEE Transactions on* 22, 1044-1050.
- Grunert, K.G., Bech-Larsen, T., Bredahl, L., 2000. Three issues in consumer quality perception and acceptance of dairy products. *International Dairy Journal* 10, 575-584.
- Hellofs, L.L., Jacobson, R., 1999. Market share and customers' perceptions of quality: When can firms grow their way to higher versus lower quality? *The Journal of Marketing*, 16-25.
- Hillman, P., Lee, C., Willard, S., 2005. Thermoregulatory responses associated with lying and standing in heat-stressed dairy cows. *Transactions of the ASAE* 48, 795-801.
- Hofmeyr, J., Rice, B., 2000. Brand Equity: What it is and how it should be measured. *The Encyclopaedia of Brands & Branding in South Africa*. Sunday Times.
- Hoisington, S., Naumann, E., 2003. The loyalty elephant. *Quality Progress* 36, 33.
- International-Dairy-Federation, 2007. IDF guiding principles for traceability/ product tracing. *Bulletin of the International Dairy Federation* 412/2007.
- Jacoby, J., Chestnut, R.W., 1978. Brand loyalty: Measurement and management.
- Jacoby, J., Kyner, D.B., 1973. Brand loyalty vs. repeat purchasing behavior. *Journal of Marketing research*, 1-9.
- Jager, W., 2000. Modelling consumer behaviour. *Rijksuniversiteit Groningen*.
- Johnson, T., 1984. Natural language computing: the commercial applications. *The Knowledge Engineering Review* 1, 11-23.
- Lee, J.A., Holden, S.J., 1999. Understanding the determinants of environmentally conscious behavior. *Psychology and Marketing* 16, 373-392.
- Lunt, P., Kokkinaki, F., 1997. Attitude accessibility as a function of involvement with the attitude object: Moderators of the attitude-behaviour relationship. *British Journal of Social Psychology*, 497-509.
- Madden, T.J., Hewett, K., Roth, M.S., 2000. Managing images in different cultures: A cross-national study of color meanings and preferences. *Journal of international marketing* 8, 90-107.
- Minteer, B.A., Corley, E.A., Manning, R.E., 2004. Environmental ethics beyond principle? The case for a pragmatic contextualism. *Journal of Agricultural and Environmental Ethics* 17, 131-156.
- Odin, Y., Odin, N., Valette-Florence, P., 2001. Conceptual and operational aspects of brand loyalty: an empirical investigation. *Journal of Business Research* 53, 75-84.
- Oh, H., Jeong, M., 1996. Improving marketers' predictive power of customer satisfaction on expectation-based target market levels. *Hospitality Research Journal* 19, 65-85.
- Orel, F.D., Kara, A., 2014. Supermarket self-checkout service quality, customer satisfaction, and loyalty: Empirical evidence from an emerging market. *Journal of Retailing and Consumer Services* 21, 118-129.
- Pingali, P., Khwaja, Y., 2004. Globalisation of Indian diets and the transformation of food supply systems. *Indian Journal of Agricultural Marketing* 18, 2004.

- Pritchard, M.P., Havitz, M.E., Howard, D.R., 1999. Analyzing the commitment-loyalty link in service contexts. *Journal of the Academy of Marketing Science* 27, 333-348.
- Reichheld, F.P., Sasser, W.E., 1990. Zero defections: Quality comes to services. *Harvard business review* 68, 105-111.
- Robb, C.A., Reynolds, L.M., Abdel-Ghany, M., 2007. Consumer preference among fluid milks: low-fat vs. high-fat milk consumption in the United States. *International Journal of Consumer Studies* 31, 90-94.
- Roberts, J.A., 1996. Will the real socially responsible consumer please step forward? *Business Horizons* 39, 79-83.
- Robinson, R., Smith, C., 2002. Psychosocial and demographic variables associated with consumer intention to purchase sustainably produced foods as defined by the Midwest Food Alliance. *Journal of nutrition education and behavior* 34, 316-325.
- Rubio, N., Oubiña, J., Villaseñor, N., 2014. Brand awareness–Brand quality inference and consumer’s risk perception in store brands of food products. *Food quality and preference* 32, 289-298.
- Schneider, B., White, S.S., 2004. *Service quality: Research perspectives*. Sage.
- Schwartz, S.H., 1992. Universals in the content and structure of values: Theoretical advances and empirical tests in 20 countries. *Advances in experimental social psychology* 25, 1-65.
- Seale, J.L., Regmi, A., Bernstein, J., 2003. International evidence on food consumption patterns. Economic Research Service, US Department of Agriculture.
- Silayoi, P., Speece, M., 2004. Packaging and purchase decisions: An exploratory study on the impact of involvement level and time pressure. *British Food Journal* 106, 607-628.
- Silayoi, P., Speece, M., 2007. The importance of packaging attributes: a conjoint analysis approach. *European Journal of Marketing* 41, 1495-1517.
- Teas, R.K., Grapentine, T.H., 1996. Demystifying brand equity. *Marketing Research* 8, 24.
- Thøgersen, Ø., 2001. Reforming social security: Assessing the effects of alternative funding strategies. *Applied Economics* 33, 1531-1540.
- Tidwell, P.M., Horgan, D.D., Kenny, C.T., 1992. Brand character as a function of brand loyalty. *Current psychology* 11, 347-353.
- Underwood, R.L., Klein, N.M., Burke, R.R., 2001. Packaging communication: attentional effects of product imagery. *Journal of Product & Brand Management* 10, 403-422.
- Verbeke, W., 2005. Consumer acceptance of functional foods: socio-demographic, cognitive and attitudinal determinants. *Food quality and preference* 16, 45-57.
- Verbeke, W., Vackier, I., 2004. Profile and effects of consumer involvement in fresh meat. *Meat Science* 67, 159-168.
- Verbeke, W., Viaene, J., 1999. Beliefs, attitude and behaviour towards fresh meat consumption in Belgium: empirical evidence from a consumer survey. *Food quality and preference* 10, 437-445.
- Verbeke, W., Ward, R.W., 2006. Consumer interest in information cues denoting quality, traceability and origin: An application of ordered probit models to beef labels. *Food quality and preference* 17, 453-467.
- Vermeir, I., Verbeke, W., 2004. Impact of values, involvement and perceptions on consumer attitudes and intentions towards sustainable food consumption. *Proceedings of the 5th EurSafe Congres*.
- Vila, N., Ampuero, O., 2007. The role of packaging in positioning an orange juice. *Journal of Food Products Marketing* 13, 21-48.
- Vitell, S.J., Singhapakdi, A., Thomas, J., 2001. Consumer ethics: an application and empirical testing of the Hunt-Vitell theory of ethics. *Journal of Consumer marketing* 18, 153-178.

- Wang, Y., Lo, H.-P., Hui, Y.V., 2003. The antecedents of service quality and product quality and their influences on bank reputation: evidence from the banking industry in China. *Managing Service Quality: An International Journal* 13, 72-83.
- Wells, L.E., Farley, H., Armstrong, G.A., 2007. The importance of packaging design for own-label food brands. *International Journal of Retail & Distribution Management* 35, 677-690.
- Wisniewski, M., 2001. Using SERVQUAL to assess customer satisfaction with public sector services. *Managing Service Quality: An International Journal* 11, 380-388.
- Yee, C.F., Chin, R., 2007. Parental perception and attitudes on infant feeding practices and baby milk formula in East Malaysia. *International Journal of Consumer Studies* 31, 363-370.
- Yoo, B., Donthu, N., Lee, S., 2000. An examination of selected marketing mix elements and brand equity. *Journal of the Academy of Marketing Science* 28, 195-211.
- Zeithaml, V., Berry, L., Parasuraman, A., 2012. *Customer Relationship Management: Concepts and Cases*. CUSTOMER RELATIONSHIP MANAGEMENT: CONCEPTS AND CASES, 130.
- Zeithaml, V.A., Bitner, M., J., 2003. *Service Marketing: Integrating Customer Focus Across the Firm*. New York: McGraw-Hill Higher Education.
- Zins, A.H., 2001. Relative attitudes and commitment in customer loyalty models: Some experiences in the commercial airline industry. *International Journal of Service Industry Management* 12, 269-294.