# WOMEN IN DIGITAL ERA – A STUDY ON THE IMPACT OF INTERNET ADVERTISEMENTS ON WOMEN'S PURCHASE DECISIONS AND ACCESS OF SERVICES

Thesis submitted to the Bharathiar University for the award of the Degree of

#### DOCTOR OF PHILOSOPHY IN COMMERCE

By

#### N. NANDHINI

Under the Guidance of

Dr. (Mrs.) D. VIJAYALAKSHMI M.Com., M.Phil., PGDCA., MBA., Ph.D., SET

Assistant Professor, Department of Commerce
PSGR Krishnammal College for Women, Coimbatore



# DEPARTMENT OF COMMERCE PSGR KRISHNAMMAL COLLEGE FOR WOMEN

College of Excellence - Awarded by UGC

**An Autonomous Institution - Affiliated to Bharathiar University** 

Accredited with 'A' Grade by NAAC - Ranked 10th by NIRF 2020

An ISO 9001: 2015 Certified Institution

**COIMBATORE – 641 004** 

TAMIL NADU, INDIA

**JANUARY 2021** 

Certificate

#### **CERTIFICATE**

This is certify that the thesis, entitled "WOMEN IN DIGITAL ERA – A STUDY ON THE IMPACT OF INTERNET ADVERTISEMENTS ON WOMEN'S PURCHASE DECISIONS AND ACCESS OF SERVICES" submitted to the Bharathiar University, in partial fulfillment of the requirements for the award of the Degree of DOCTOR OF PHILOSOPHY IN COMMERCE is a record of original research work done by N. NANDHINI during the period 2015-2021 of her research in the Department of Commerce, PSGR Krishnammal College for Women, Coimbatore - 641 004, under my supervision and guidance and the thesis has not formed the basis for the award of any degree/Diploma/Associateship/Fellowship or other similar title of any candidate of any University.

Signature of the Guide

Countersigned

**Head of the Department** 

**Principal** 

Declaration

#### **DECLARATION**

I N. NANDHINI, hereby declare that the thesis, entitled "WOMEN IN DIGITAL ERA – A STUDY ON THE IMPACT OF INTERNET ADVERTISEMENTS ON WOMEN'S PURCHASE DECISIONS AND ACCESS OF SERVICES", submitted to the Bharathiar University, in partial fulfillment of the requirements for the award of the Degree of DOCTOR OF PHILOSOPHY IN COMMERCE is a record of original and independent research work done by me during 2015-2021 under the Supervision and Guidance of Dr. (Mrs.) D. VIJAYALAKSHMI M.Com., M.Phil., PGDCA.,MBA., Ph.D., SET, Assistant Professor, Department of Commerce, PSGR Krishnammal College for Women, Coimbatore, and it has not formed the basis for the award of any Degree/Diploma/ Associateship/Fellowship or other similar title to any candidate in any University.

**Signature of the Candidate** 

Certificate of Genuineness of the Publication

#### CERTIFICATE OF GENUINENESS OF THE PUBLICATION

This is to certify that Ph.D candidate **N.NANDHINI** working under my supervision has published a research article in the referred journal named

- International Journal of Recent Scientific Research (SJIF Impact Factor 2017: 7.383, Index Copernicus Value ICV: 81.25, ISSN: 0976-3031, Impact Factor: 6.86), Vol. 10, No. 04(A), Page No. 31673-31677 and year of publication April 2019, published by IJRSF.
- 2. **Asian Journal of Multidisciplinary Studies** (ISSN:2321 8819 (online), 2348 7186 (print), Impact Factor:1.498) with Vol. **4**, No. 13, Page Nos. **225-230** and year of publication **December 2016** published by **Sonhira Publications**.
- 3. International Journal of Research in Economics and Social Sciences (ISSN 2249-7382), Vol. 6, No. 1, Page Nos. 250 -259 and year of publication January 2016 published by Euro Asia Research and Development Association.

The content of the publication incorporated part of the results presented in her thesis

**Research Supervisor** 

Countersigned

**Head of the Department** 

**Principal** 





#### பாரதியார் பல்கலைக்கழகம் BHARATHIAR UNIVERSITY COIMBATORE – 641 046, TAMILNADU, INDIA

State University | Re-Accredited with "A" Grade by NAAC | Ranked 13th among Indian Universities by MHRD-NIRF

	CERTIFICATE OF PLAGIARISM CHECK		
1	Name of the Research Scholar	N. NANDHINI	
2	Course of study	M.Phil., / Ph.D.,	
3	Title of the Thesis / Dissertation	WOMEN IN DIGITAL ERA - A STUDY ON THE IMPACT OF INTERNET ADVERTISEMENTS ON WOMEN'S PURCHASE DECISIONS	
4	Name of the Supervisor	PALLMAS.) D. VIJAYALAKSHMI M. COM, M. Phil, MBA, PGDCA, Ph.D., SET	
5	Department / Institution/ Research Centre	DEPARTMENT OF COMMERCE PSGR Knishnammal College Fox Women	
6	% of Similarity of content Identified	18 /	
7	Acceptable Maximum Limit	30 %	
8	Software Used	URKUND	
9	Date of verification	31/12/2020	

Report on plagiarism check, items with % of similarity is attached

Signature of the Superrvisor

Dr. (Mrs.) D.VIJAYALAKSHMI,
M.COM,M.PHII.,PGDCA,MBA.,PH.D.
ASSISTANT PROFESSOR IN COMMERCE
SGR KRISHNAMMAL COLLEGE FOR WOMEN
COMBATORE - 641 004.

N. Nandhini

Signature of the Researcher

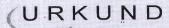
Head of the Department

(Seal)

Dr. (Mrs) G.KAVITHA, M.Com. M.Fill. FROCL, Ph.D.
Assistant Professor and Head
Department of Comme de
PSGR Krishnammal College for Momen
Peelamedu, Colmbatore - 64 1 Co.4.

University Librarian (BU)
University Librarian
Arignar Anna Central Library
Bharathiar University
Coimbatore - 641 046

Director i/c Center for Research & Evaluation (Seal)



#### **Urkund Analysis Result**

Analysed Document:

Nandhini. N.pdf (D90755262)

Submitted:

12/31/2020 10:13:00 AM

Submitted By:

rspani1967@gmail.com

Significance:

18 %

#### Sources included in the report:

Gayathiri. R.pdf (D79007810)

Nancy Fernandez N.docx (D30690183)

Bhuvaneshwari P.pdf (D78260992)

https://www.researchgate.net/publication/317069922\_Internet\_Usage\_in\_Punjab\_Libraries https://shodhganga.inflibnet.ac.in/jspui/bitstream/10603/233295/7/07\_chapter4.pdf https://shodhganga.inflibnet.ac.in/jspui/bitstream/10603/113446/15/15\_appendix.pdf

http://ijegr.com/wp-content/uploads/2018/03/A-Study-on-Access-and-Usage-of-Online-

Shopping-By-Women-in-Coimbatore-City.pdf

https://shodhganga.inflibnet.ac.in/bitstream/10603/33808/4/chapter4.pdf

https://www.ijcseonline.org/spl\_pub\_paper/NCTT-2018-92.pdf

https://shodhganga.inflibnet.ac.in/jspui/bitstream/10603/248882/11/12\_chapter6.pdf

https://www.miet.ac.in/assets/uploads/faculty-img/mba\_Cosmetic.pdf

https://www.apjor.com/downloads/310720159.pdf

https://shodhqanqa.inflibnet.ac.in/jspui/bitstream/10603/263232/9/10\_chapter3.pdf

https://www.researchgate.net/profile/Uvaneswaran\_S\_M/

publication/320554916\_Purchase\_Behaviour\_of\_Organic\_Food\_Products\_in\_India/

links/59ec59d74585151983cb893d/Purchase-Behaviour-of-Organic-Food-Products-in-India.pdf

Instances where selected sources appear:

377

University Librarian Arignar Anna Central Library Bharathiar University Coimbatore - 641 046.

Acknowledgement

#### **ACKNOWLEDGEMENT**

I offer my sincere gratitude to my Supervisor, Guide and my well wisher **Dr.** (**Mrs.**) **D.** VIJAYALAKSHMI, Assistant Professor, Department of Commerce, PSGR Krishnammal College for Women, Coimbatore for her splendid and constant motivation, meticulous care, compassion and endless encouragement, which has facilitated the successful completion of my research in a phased manner.

I offer my respectful gratitude to **Shri. G. RANGASWAMY**, Managing Trustee, GRG Institutions and **Smt. R. NANDHINI**, Chairperson, PSGR Krishnammal College for Women, Coimbatore, for providing me an opportunity to pursue my research in this esteemed institution.

I offer my profound thanks to **Dr.** (**Mrs.**) **N. YESODHA DEVI,** Secretary, PSGR Krishnammal College for Women, Coimbatore, for providing me an opportunity to carry out my research work in this esteemed institution.

I express my sincere thanks to **Dr.** (**Mrs.**) **S. NIRMALA**, Principal, PSGR Krishnammal College for Women, Coimbatore, for reinforcing my efforts with support and guidance.

I express my profound thanks to **Dr.** (**Mrs.**) **S. SUMA DEVI** Associate Professor and Head of the Department of Commerce (Retd), PSGR Krishnammal College for Women, Coimbatore for her constant motivation and support.

I express my profound thanks to **Dr.** (**Mrs.**) **M. NAGAMANI** (late), Associate Professor and Head of the Department of Commerce (Retd), PSGR Krishnammal College for Women, Coimbatore for her constant motivation and support.

I express my thanks to **Dr.** (**Mrs.**) **G. KAVITHA**, Head of the Department (I/C), Department of Commerce, PSGR Krishnammal College for Women, Coimbatore, for her support and guidance.

I thank faculty members, Department of Commerce, PSGR Krishnammal College for Women, Coimbatore, for being a source of encouragement.

I express my sincere thanks to **Mrs. G. KALAVATHI**, Dean- vocational programmes, PSGR Krishnammal College for Women, Coimbatore, for her support and motivation.

I thank **Mr. D. MARUTHACHALAM**, M.Sc., Mugil Data Systems, for his immense assistance for transforming the raw input into the meaningful form. I thank the managers of organized retail stores for providing the necessary details. I thank the respondents for their valuable inputs and support.

I take this opportunity to thank my parents **J. NATARAJAN & N. SUSILA** for the mental and physical support for doing Ph.D and blessed daughter with special love and care thank you mom and dad for continues encouragement.

My Chithi **DHARMAMBAL** motives me in each step of my research work and she is my back boon in completing my research. My Periamma **SUNDHARY** always encourages me to be inspiration to others.

My brother **ADHITHYAN** encouraged me to finish my research work.

My sincere thanks to my friends for the continuous encouragement and moral support given to me for completing my thesis work successfully

All this has been possible only with grace of the **Lord Almighty**, whose blessings I invoke.

N. NANDHINI

List of Tables

# LIST OF TABLES

TABLE NO.	TITLE	PAGE NO.
1.1	Total Number of Female Literate for Sample Determination	5
4.1	Demographic Profile of the Women Consumers	60
4.2	Level of Internet Usage	63
4.3	Internet Speed and Mobile Network	65
4.4	Kinds of Internet Connectivity	68
4.5	Frequently Used Browsers	69
4.6	Popularly Used Search Engines	69
4.7	Amount Spent for Internet Connection per Month	70
4.8	Source of Internet Channel Advertisements	71
4.9	Period of Watching Internet Channel Advertisements	71
4.10	Kinds of Internet Channel Advertisement Preferred by the Consumers	72
4.11	Frequency of Watching Internet Channel Advertisements	73
4.12	Level of Awareness on the Features of Internet Channel Advertisements	75
4.13	Demographic Factors Vs Place of Internet Access	76
4.13 (a)	Chi Square Test - Demographic Factors Vs Place of Internet Access	79
4.14	Demographic Factors Vs Internet Speed	80
4.14 (a)	Chi Square Test - Demographic Factors Vs Internet Speed	84
4.15	Demographic Factors Vs Network Access in Phone\ I Pad\Tablet	85
4.15(a)	Chi Square Test - Demographic Factors Vs Network Access in Phone\ I Pad\Tablet	88
4.16	Demographic Factors Vs Network Access in Personal Computer\Laptop	89

TABLE NO.	TITLE	PAGE NO.
4.16 (a)	Chi Square Test - Demographic Factors Vs Network Access in Personal Computer\Laptop	92
4.17	Demographic Factors Vs Frequently Used Browsers	93
4.17 (a)	Chi Square Test - Demographic Factors Vs Frequently Used Browsers	96
4.18	Demographic Factors Vs Popularly Used Search Engines	97
4.18 (a)	Chi Square Test - Demographic Factors Vs Popularly Used Search Engine	101
4.19	ANOVA – Demographic Factors Vs Awareness Score	102
4.20	ANOVA – Internet Usage Vs Awareness Score	104
5.1	Level of Perception towards Internet Advertisements	111
5.2	ANOVA – Demographic Factors Vs Perception Score	112
5.3	ANOVA – Internet Usage Vs Perception Score	114
5.4	Level of Attitude towards Internet Advertisements	119
5.5	ANOVA – Demographic Factors Vs Attitude Score	120
5.6	ANOVA –Internet Usage Vs Attitude Score	123
5.7	Purpose of Watching Product Internet Advertisements	127
5.8	Purpose of Watching Service Internet Advertisements	128
5.9	Factors Influencing the Preference of Internet Advertisements	129
5.9 (a)	Kendall's Coefficient of Concordance -	130
	Factors Influencing the Preference of Internet Advertisements	
5.10	Product Internet Advertisements (Multiple Response)	130
5.11	Service Internet Advertisements (Multiple Responses)	131
6.1	Impact of Internet Advertisements on Purchase Decisions	135

TABLE NO.	TITLE	PAGE NO.
6.2	ANOVA – Demographic Factors Vs Impact Score on Purchase Decisions	137
6.3	ANOVA – Internet Usage Vs Impact Score on Purchase Decisions	139
6.4	Impact of Internet Advertisements on Access of Services	143
6.5	ANOVA – Demographic Factors Vs Impact Score on Access of Services	145
6.6	ANOVA – Internet Usage Vs Impact Score on Access of Services	147
6.7	Consumer Satisfaction towards Internet Advertisements on Purchase Decisions	152
6.8	ANOVA – Demographic Factors Vs Satisfaction Score on Purchase Decisions	153
6.9	ANOVA – Internet Usage Vs Satisfaction Score on Purchase Decisions	156
6.10	Consumer Satisfaction towards Internet Advertisements on Access of Services	160
6.11	ANOVA – Demographic Factors Vs Satisfaction Score on Access of Services	161
6.12	ANOVA – Internet Usage Vs Satisfaction Score on Access of Services	164
6.13	Consumer Satisfaction towards Internet Channel Advertisements	168
6.14	Difficulties Faced While Accessing and Watching Internet Advertisements	169
6.14 (a)	Kendall's Coefficient Of Concordance - Difficulties Faced While Accessing And Watching Internet Advertisements	170
6.15	Consumer Satisfaction towards Internet Advertisements on Purchase Decisions	171
6.15 (a)	KMO And Bartlett's Test	173
6.16	Total Variance Explained for Consumer Satisfaction - Purchase Decisions	174
6.17	Component Matrix for Consumer Satisfaction –Purchase Decisions	175

TABLE NO.	TITLE	PAGE NO.
6.18	Rotated Component Matrix for Consumer Satisfaction –Purchase Decisions	177
6.19	Factors Identified against Statements Relating to the Consumer Satisfaction towards Internet Advertisements - Purchase Decisions	178
6.20	Consumer Satisfaction towards Internet Advertisements on Access of Services	180
6.20 (a)	KMO And Bartlett's Test	181
6.21	Total Variance Explained for Consumer Satisfaction – Access of Services	183
6.22	Component Matrix for Consumer Satisfaction – Access of Services	184
6.23	Rotated Component Matrix for Consumer Satisfaction – Access of Services	186
6.24	Factors Identified against Statements Relating to the Consumer Satisfaction Towards Internet Advertisements - Access of Services	187
6.25	Initial Cluster Centers	190
6.26	Final Cluster Centers	191
6.27	Distances Between Final Cluster Centers	192
6.28	ANOVA – Clusters	193
6.29	Distribution of Cluster Groups	194
7.1	The Model Fit Statistics Estimated By AMOS	204
7.2	Estimate of Path Coefficients Regression Estimate of Path Coefficient	206
7.3	Direct, Indirect And Total Effects –Unstandardised	210
7.4	Regression Table For Selected Independent and Dependent Variables Without Mediation Variable Effects	213
7.5	Direct And Indirect Effects – Standardised	215

List of Exhibits

# LIST OF EXHIBITS

FIGURE NO.	TITLE	PAGE NO.
3.1	Spending Pattern of Indian Companies towards Digital Advertisement	43
3.2	Classification of Digital Advertisement	44
3.3	Classification of Internet Channel Advertisement	45
7.1	Path Model - Consumer Perception and Attitude, Impact of Internet Advertisements and Consumer Satisfaction on Purchase Decisions and Access of Services	198
7.2	Path Model -The Relationship between Consumer Perception, Consumer Attitude, Impact of Internet Advertisements and Consumer Satisfaction on Purchase Decisions and Access of Services	202

List of Abbreviations

# LIST OF ABBREVIATIONS

GDP	Gross Domestic Product
IAMAI	Internet and Mobile Association of India
ANOVA	Analysis of Variance
SD	Standard Deviation
SE	Standard Error
No	Number
CMIN	Chi Square statistics
CMIN/DF	Relative Chi Square
GFI	Goodness of Fit Index
NFI	Normed Fit Index
CFI	Comparative Fit Index
RMSEA	Root Mean Square Error of Approximation
INTERNET CHANNEL ADVERTISEMENTS	Email Advertisement, Social Media Advertisement, Display Advertisement, Web Advertisement, Search Advertisement and Mobile Application Advertisement
INTERNET ADVERTISEMENTS	Product Internet Advertisements and Service Internet Advertisements