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# Impact Of Source Credibility Dimensions On Consumers Purchase Intention: An Empirical Study On Textile Industry

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## ABSTRACT

*The textile and equipment industry of the country India accounts almost about 4% of the global textile market. This sector is one of the expanding and most crucial sectors of the economy in the aspects of production, income by exchange rate and job opportunities. The objective of the study is to understand the theoretical concepts of credibility of the message source and its components. Our objective is to study the impact of message trustworthiness, expertness and attractiveness on consumer purchase intention. It is assumed that the true marketing concept professional must discover what consumers want or need and try to meet those needs if it makes economic and strategic sense. A marketing message is a means of communication designed to influence customers. The questionnaire consists of nine questions and all the questions were made in relevance to likert scale which is very famous in capturing intention and behavioral studies. The items in the scale are validated using explorative factor analysis. The associations between the study constructs are analyzed by regression analysis and discussions are made on the results obtained.*

## 1. INTRODUCTION

The textile and equipment industry of the country India accounts almost about 4% of the global textile market. This sector is one of the expanding and most crucial sectors of the economy in the aspects of production, income by exchange rate and job opportunities. This industry accounts for about 7% of industrial production in value, 2% of gross domestic product and 15% of the India's foreign export income. According to the WTO, in its 2018 World Trade Statistical Review, India ranks fifth among the world's leading RMG exporters (CARE Ratings Limited, 2019). It also provides direct employment to more than 45 million people and is the second largest provider of post-agricultural jobs (CARE Ratings Limited, 2019). It is essential to find out what consumers are feeling thanks to the credibility of the message source generated by the clothing vendors on the market.

## **OBJECTIVES OF THE STUDY**

- To understand the theoretical concepts of credibility of the message source and its components.
- To determine the impact of message trustworthiness on consumer purchase intention.
- To determine the impact of message expertness on consumer purchase intention.
- To determine the impact of message attractiveness on consumer purchase intention.

## **2. LITERATURE REVIRE**

Consumers must assess the relative credibility of web-based business information sources on traditional offline sites (e.g. Flanagin, Metzger, Pure, Markov and Hartsell). 2014). Message The reliability of the message is a high-level construction that consists of three sub-dimensions, trust, experience and attractiveness. Reliability refers to the degree of trust and acceptance of the recipients in relation to the sender of the message. The experience refers to the professional knowledge of the sender about the product. Attractiveness refers to when the sender attracts recipients to consume goods or services (Wu & Wang, 2011).

Credible sources are those that the reader can trust. We believe that the author's ideas belong to him and that they can be supported by evidence (Ferle and Choi, 2001). When writing a research article, researching or reading basic information, authors must always use a credible source. Many people said that honesty and trust were the qualities that most affected the way they voted. These actions led him to doubt his reliability and integrity (Lafferty and Goldsmith, 1999). The term 'experience' refers to the specific ways in which marketing thinks and approaches consumers. It is assumed that the true marketing concept professional must discover what consumers want or need and try to meet those needs if it makes economic and strategic sense. A marketing message is a means or communication designed to influence customers. They are often used to generate demand, create brand awareness and sell (Goldsmith et al., 2019, Wu and Wang, 2011).

## **RESEARCH QUESTIONS**

- Does message trustworthiness show any effect on consumer purchase intention?
- Does message expertness show any effect on consumer purchase intention?
- Does message attractiveness show any effect on consumer purchase intention?

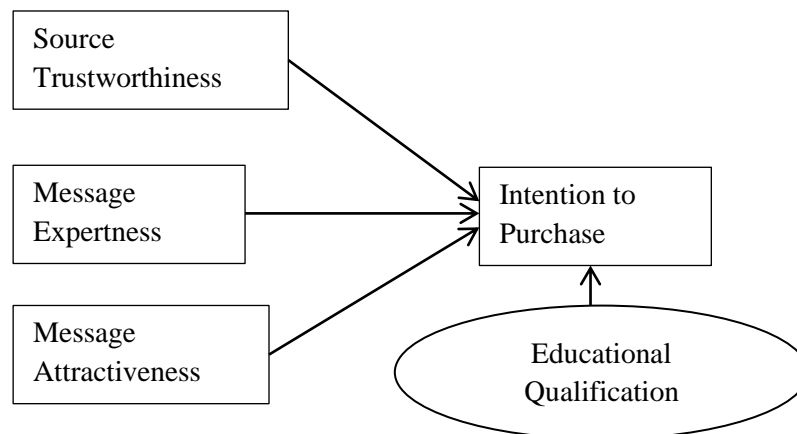
## **HYPOTHESIS FORMULATION**

H1: Message trustworthiness has a positive significant impact on consumer purchase intention.

H2: Message expertness has a positive significant impact on consumer purchase intention.

H3: Message attractiveness has a positive significant impact on consumer purchase intention.

## RESEARCH DESIGN



**Figure 1: Proposed Model**

### 3. METHODOLOGY:

The questionnaire consists of nine questions and all the questions were made in relevance to likert scale which is very famous in capturing intention and behavioral studies. The items in the scale are validated using explorative factor analysis. The scale under the construct Message Trustworthiness is as follows: 'the message in the ads was trustworthy', 'the message in the ads was attractive' and the third question 'the message in the ads contains expertness'. The scale items under Message attractiveness are: 'The message in the ad was communicative' and 'The message in the ad was logical'. The items under the construct Message Expertness: 'The message delivered by the endorser is reliable' and 'I envy the endorser' and finally, Purchase Intention was measured with the items: 'I intend to purchase the product/service' and 'I recommend this product/service to others'. The measurement on the scale is 7 point likert scale (1= Very strongly agree to 7=very strongly disagree).

#### DESCRIPTIVE ANALYSIS: Demographic Analysis

Demographics	Category	Frequency	valid Percent	Cumulative Percent	Mean	Std. Deviation
Gender	Male	86	61.90	61.90	-	-
	Female	53	38.10	100.00		
	Total	139				
Age	<20	19	13.7	13.70	2.61	0.91
	20-25	38	27.3	41.10		
	25-30	59	42.4	83.60		
	> 30	23	16.5	100		
	Total	139				
Marital Status	Married	91	65.60	65.60	-	-

	Un Married	48	34.40	100		
	Total					
Level of Job	Operational Level	131	93.20	93.20	-	-
	Tactical Level	0	0.00	93.20		
	Strategic Level	8	6.80	100.00		
	Total					
Educational Qualification	SSC/Diploma	3	2.2	2.2	2.28	0.57
	Degree/B.Tech	100	71.9	74.1		
	Post Graduate	30	21.6	95.7		
	Others	6	4.3	100.0		
	Total					
Monthly Income	0-2	70	50.4	50.4	1.92	1.08
	2-5	26	18.7	69.1		
	5-10	26	18.7	87.8		
	> 10	17	12.2	100.0		
	Total					

Table - 2:  
Demographic Characteristics

The method adopted for data collection is a non-probabilistic sampling method- snowball sampling such that, referrals from consumers as a chain process responses are collected and about 150 responses are collected in that after eliminating the inappropriate and semi-filled responses are removed in the final process of data analysis and only a few about 4 responses cases are replaced with mean values and that task is achieved by SPSS. Finally, 139 samples are considered for analyzing the results. The effect of demographic factor 'Educational Qualification' is observed in the study.

Study Construct	Mean	Std. Deviation	N
Message Trustworthiness	3.542	1.4608	139
Purchase Intention	3.942	2.3344	139
Message Expertness	4.892	1.1496	139
Message Attractiveness	5.449	2.1402	139

Table - 3:  
Descriptive Statistics

Analyzing the demographic characteristics of the respondents, from the total sample adopted: about 61.90 percent are male and the rest i.e., 38.10 percent are females. When come to age

of the respondents about 13.70 percent of the respondents are below 20 years, about 27.3 percent of the respondents are in the age of 20-25 years, and about 42.4 percent of the participants are in the age category of 25-30 years. Finally, about 16.5 percent of the respondents are above the age of 30 years. With respect to marital status of the respondents about 65.60 percent of the respondents are married and the rest about 34.40 percent are unmarried. Moving to the other category, about 93.20 percent are in operational level, no respondents belong to tactical level and about 6.80 percent of the respondents are in strategic level. The most important aspect considered for our study is educational qualification of the respondents, about 71.9 possess graduation as qualification who are in majority and only few in number about 4.3 percent are of neither with no qualification.

#### 4. INFERENTIAL ANALYSIS

A principle components factor analysis was performed to determine the factors from the adopted questionnaire. Before to that, KMO and Bartlett's test was performed to determine the sample adequacy and it is found that by test it is 0.613 which is sufficient enough for performing factor analysis. This is represented in the table 4. The items of the model are measured on a seven point likert scale were, mean and standard deviation of the model constructs are represented in the table 3, that the mean of trustworthiness is 3.542, the mean of purchase intention is 3.942, the mean of message expertness is 4.892 and the mean of message attractiveness is 5.449.

<b>KMO and Bartlett's Test</b>		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.613
Bartlett's Test of Sphericity	Approx. Chi-Square	226.611
	Df	37
	Sig.	.0001

Table - 4:  
Sample Adequacy

The constructs and the items are drawn from the literature, but the validity and to examine the variance explained by these constructs to the proposed model a dimension reduction technique is used in the present study (Manideep, 2019a, 2019b; Sudheer, Reddy, & Manideep, 2019). All the items and its responses are loaded in SPSS and Exploratory factor analysis is performed and it is found that four constructs evolved and the variance explained by these constructs is about 71.369 percent. As per the literature, a model explaining 60 percent of variance is considered valid and .the factors are decided based on the eigenvalue, if the eigenvalue is  $>1$  it is considered as a factor(Manideep, 2019b). The SPSS out below table 3 displays the result along with Rotation Sums of Squared Loadings.

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.231	24.787	24.787	2.231	24.787	24.787	1.987	22.076	22.077
2	1.764	19.600	44.387	1.764	19.600	44.387	1.543	17.148	39.223
3	1.399	15.546	59.933	1.399	15.546	59.933	1.505	16.722	55.947
4	1.029	11.435	71.368	1.029	11.435	71.368	1.388	15.422	71.369
5	.638	7.094	78.462						
6	.628	6.975	85.437						
7	.496	5.516	90.954						
8	.451	5.009	95.963						
9	.363	4.037	100.00						

Table - 5:  
Factor Loadings and Explained Variances

Study Construct	Message Trustworthiness	Purchase Intention	Message Expertness	Message Attractiveness	Reliability	Mean	Std. Deviation	N
Message Trustworthiness	1	.19*	.00	-.00	0.680	3.542	1.4608	139
Purchase Intention	.19*	1	.13	.25**	0.660	3.942	2.3344	139
Message Expertness	.00	.13	1	.06	0.740	4.892	1.1496	139
Message Attractiveness	-.00	.25**	.06	1	0.540	5.449	2.1402	139

Table - 6: Correlation and reliability Test

\* Correlation is significant at the 0.05 level (2-tailed).

\*\* Correlation is significant at the 0.01 level (2-tailed).

The rotation technique in this model is varimax rotation, which is a non-orthogonal method that, from table 5, it can be determined that out of 15 items about 6 items are removed due to

cross loadings and item loadings under that factor is less than 0.6 and this is done (Manideep, 2019b, 2019d, 2019a, 2019c). It can be observed from table 4, that all the items are  $>0.6$  (Correlated with that factor) and 3 items are under Message Trustworthiness, and 2 items are under Message Expertness, Message attractiveness and at last 2 items under purchase intention construct. The factor analysis does not define any causal relation between the factors but the validity of convergent and divergent validity is evaluated by this.

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.726E-16	.081		.000	1.000
	Message Trustworthiness	.195	.081	.195	2.410	.01730
	Message Expertness	.117	.081	.117	1.440	.1520
	Message Attractiveness	.251	.081	.251	3.090	.0020
2	(Constant)	.629	.331		1.890	.0600
	Message Trustworthiness	.182	.080	.182	2.260	.0250
	Message Expertness	.094	.081	.094	1.160	.2470
	Message Attractiveness	.267	.081	.267	3.300	.0010
	Educational Qualification	-.276	.141	-.159	-1.950	.0420

Table - 7:

Decomposed Standardized Coefficients of the model

A serial multiple hierarchical regression method is used to observe the impact of the independent variables Message Trustworthiness, Message Expertness and Message attractiveness on purchase intention from table 7 it can be determined that Message attractiveness is positively and significantly effects ( $\beta = 0.251$ ,  $P < 0.05$ ) the consumers purchase intention, Message Trustworthiness do not significantly effects ( $\beta = 0.195$ ,  $P > 0.05$ ) the consumers purchase intention and Message Expertness positively and significantly effects ( $\beta = 0.117$ ,  $P < 0.05$ ) the consumers purchase intention and the awaited objective of the study that educational qualification of the consumer has a significant impact ( $\beta = -0.15$ ,  $P < 0.10$ ) on the consumers purchase intention.

## 5. RESULTS AND DISCUSSION:

From the second model: message attributes along with educational qualification of the respondents have predicted a 14 percent of proportional variation (coefficient of determinant  $R^2$  is 0.14). It is observed that the proportion of variation has increased by 3 percent ( $R^2 = 0.11$ , change in  $R^2=0.03$ ) about 3 percent of the variance is explained by qualification of respondents and it is a key element in forming purchase intention.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
Study Constructs	.345 <sup>a</sup>	.119	.099	.9494805
Study Constructs with Educational Qualification	.379 <sup>b</sup>	.144	.118	.9396878

Table - 8:  
Model Determination

- a. Predictors: (Constant), Message Expertness, Message Credibility, Message Trustworthiness
- b. Predictors: (Constant), Message Expertness, Message Credibility, Message Trustworthiness, Educational Qualification
- c. Dependent Variable: Purchase Intention

Hence, it is proved that both the hypothesis, H1 and H2 are positive significantly associated with purchase intention means, both can contribute to formation of purchase intention and H3, the Message Trustworthiness was not significant that means consumers do not consider this as a considerable factor in purchase decision. The control variable qualification of respondents also a major decision contributing factor.

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