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#### **Research Paper**

Marketing



# Study on Dislike towards TV advertisements – An empirical Evidence

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#### **ABSTRACT**

Even the most ardent followers of the advertisements have one or more reasons for disliking the ads. The current exhibition of monopoly by the advertisers in terms of display of fake, annoying and disturbing content is leading to dislike towards ad in general. The study attempts to analyze the reasons of ad dislike among the respondents. The data was collected conveniently from three prominent cities of India . The reliability of the same was established by applying Cronbach's coefficient alpha . Data reduction technique of Factor Analysis was incorporated. The study clearly establishes that the viewers dislike the ads when they are pushy, irritating and vague.

#### Keywords: Television ads, advertisement dislike, intrusive

#### Introduction

India has the largest TV market in the world with as many as 134 million households with TV sets 1. With more than 52% of its one billion plus population under 25 yrs of age, makes it the world's youngest nation. This age group has high disposable income, thus posing an apt. magnet for the Entertainment Industry. Heightened individualization and heterogeneous society has lead to ad avalanche. On an average an individual is exposed to around 1500 commercials in a day(Callius, 2008). The advertisers are doing everything to break the building clutter of advertisements, even to the extent of using unethical appeals in the advertising by projecting disgusting, annoying and boring content. Some advertisers even don't mind gaining negative publicity through these ways. The end result comes out in the form of dislike towards the advertisements in general. The advertisements which interfere with the normal processing of the program leading to goal impediment may also lead to irritability towards ads (Li, Edwards and Lee,2002).

#### Literature Review

It is undeniable that in general the audience dislike the advertisements (Alwitt, Linda F.; Prabhaker, Paul R.,1994). The prominent reasons of dislike is that the ads are annoying, fake or boring (Wight and Newstead 2008). One of the biggest challenge being faced by advertisers is the shear advertising clutter and the fight to get consumers attention (Green, 2003). Consequently the main goal of advertisers is to break this clutter by generating rule breaking cut through advertising message. This scenario has directed the advertisers to incorporate unusual, irritating or shocking content in the advertising(Waller,1999;Cotte and Richie,2005). In New York Ad Age, it was claimed that the repetition leads to hatred and irritability towards advertising (Steinberg, 2008). According to Vizu, Stuart study, 2008, 62% of respondents dislike or strongly dislike advertisements and 73% of respondents find advertisements annoying. Furthermore ad intrusiveness is another prime measure of deeming an advertisements as irritating and annoying (Bauer & Greyser, 1968; Li, Edwards and Lee,2002). Furthermore, it was also suggested that the ad is regarded as interfering and disturbing when the content is too loud, repetitive and fake (Li, Edwards and Lee,2002). There has been quite a few consumer studies which illustrates the negative sentiment towards advertising (Bauer and Greyser, 1968; Alwitt and Prabhaker, 1994). Advertisement liking came out to be one of the persistent variable in distinguishing the commercials which were successful or not in terms of the sales results at the 1991 ARF copy testing validity summit ( Haley and Baldinger,1991).Liking towards an advertisements is one of the measure used by practitioners to gauge the effectiveness of the advertising (Biel and Bridgewater,1990;Thorson,1991).The consumers are less likely to avoid the commercials which they like (Biel,1990). The advertisements which are able to generate a positive emotional response are able to create to better recall of advertisements and its contents (Hollis,1995;Thorson,1991).

#### Need of the study

A review of literature establishes that the viewers have significant dislike towards the television commercials. There have been many studies abroad which were conclusively able to establish the dislike of ads but the authors did not come across any study in the Indian context. A need was therefore felt to undertake the same in the Indian context.

#### 3. THE STUDY

Questionnaire Development, Sampling and Data Collection The questionnaire consisted of a scale based on the studies of Wight & Newstead in 2008 (Wight& Newstead, 2008) and Li, Edwards & Lee, 2002 (Li, Edwards & Lee, 2002) adjusted in accordance to the objective of the study . This scale consisted of 17 statements describing the probable variables which create dislike towards television advertising among the Indian viewers (refer to table 1). Responses to these statements were anchored on a five point Likert scale. The questionnaire also contained questions on the profile of the respondents (Table 2) .Data for the study was collected conveniently from three prominent cities of North India (Chandigarh, Panchkula and Mohali). The questionnaires were collected over a seven-month period from August 2011 to February 2012. A pilot study was also conducted to ensure that the questionnaire was suitable, error free and easy to understand. The sampling technique used was convenience sampling. Out of 400 questionnaires distributed only 340 usable were obtained.

Table 1: Statements used in the questionnaire

S.No.	Statements
1.	I don't like the ads that are offensive in nature
2.	I don't like the ads that are loud in nature

3.	I don't like ads that are disgusting
4.	I don't like ads that are hard to understand
5.	I don't like ads that are annoying
6.	I don't like ads that are fake
7.	I don't like ads that are boring
8.	I don't like ads that are cheap
9.	I don't like ads that are repetitive
10.	I don't like ads of the brands I don't like .
11.	I don't like the ads that are Distracting
12.	I don't like the ads are Disturbing
13.	I don't like the ads that are Forced on me
14.	I don't like the ads are Interfering
15.	I don't like the ads that are Intrusive( pushy)
16.	I don't like the ads that are Invasive (persistent & omnipresent)
17.	The ads are Obtrusive (prominent)

#### 5. Demographic Profile

Table 2: Demographic profile of the respondents (N= 340)

Gender	
Male	41.01%
Female	58.99%
Age	·
15-25 years	62.68%
25-35years	11.80%
35-45years	7.77%
45-55years	6.19%
55-65years	5.66%
Above 65 years	5.90%
Income	
Dependent on family	72.27%
Working professional	23.01%
Homemaker	4.72%

6. Data Analysis Technique - The reliability of the collected data was established using Cronbach's coefficient Alpha. Its value worked out to .888, which clearly establishes the reliability of the data (Bernardi, 1994, Klassen, 2003). The data was reduced using the Factor analysis technique. The extraction method was Principal Component Analysis. It was followed by Varimax with Kaiser Normalization (Malhotra, 2007). SPSS 20 was used to analyse the collected data.

Table 3: KMO and Bartlett's Test				
Kaiser-Meyer-Olkin Measure of Sampling .877 Adequacy				
Bartlett's Test of Sphericity	2170.631			
	136			
	Sig.	.000		

Table 4: Rotated Component Matrix

Variables	Factors				
	F1	F2	F3	F4	Communalities
Var1	.129	.800	.113	005	.670
Var2	.161	.792	.119	.166	.695
Var3	.147	.741	.289	.040	.656
Var4	.274	.482	.137	.241	.384
Var5	.300	.475	.264	.179	.418
Var6	.207	.232	.766	026	.684
Var7	.219	.187	.805	.056	.734
Var8	.073	.343	.658	.169	.585
Var9	.247	.003	.559	.379	.517
Var10	.211	.098	028	.807	.707
Var11	.089	.189	.293	.666	.573

Var12	.404	.201	.415	.333	.487
Var13	.746	.151	.208	.171	.652
Var14	.684	.135	.330	.135	.613
Var15	.783	.209	.074	012	.662
Var16	.675	.199	.109	.086	.515
Var17	.547	.100	.130	.290	.411
Eigen Value	6.199	1.484	1.235	1.044	
Cumulative Variance %	36.464	45.192	52.455	58.595	

Extraction Method: Principal Component Analysis

Rotation Method: Varimax with Kaiser Normalization

#### Nomenclature of the Factors

The four factors have been named on the basis of the variable associated with each factor. The names are:

F1: Advertisements are pushy and prominent

F2: Advertisements are irritating

F3: Advertisements are displeasing.

F4: Advertisements are vague.

"I don't like the ads that are disturbing" did not significantly load on any factor that is why it is not included in the analysis. Factor 1 clearly emerged as one of the most significant factor of the study with the Eigen value of 6.199. Five variables clearly loaded on this factor. With increasing media penetration the persistent presence of advertisements cannot be denied.

Table 5: Advertisements are pushy and prominent

Labels	Variables	Loadings
Var 15	I don't like the ads that are intrusive	.783
Var 13	I don't like the ads that are forced on me	.746
Var 14	I don't like the ads are interfering	.684
Var 16	I don't like the ads that are invasive	.675
Var 17	The ads are obtrusive	.547

Second factor with Eigen value of 1.484 clearly loaded five variables demonstrating that the advertisements which are made irrationally without a proper thought process are bound to create irritability among the viewers. It has always been believed that the advertisements which are fake ,boring and annoying are disliked (Wight& Newstead, 2008).

Table 6: Advertisements are controversial

Labels	Variables	Loadings
Var 1	I don't like the ads that are offensive in nature	.800
Var 2	I don't like the ads that are loud in nature	.792
Var 3	I don't like ads that are disgusting	.741
Var 4	I don't like ads that are hard to understand	.482
Var 5	I don't like ads that are annoying	.475

"I don't like the ads that are boring" is one of the highest loaded variable with .805 loading on the factor with Eigen value of 1.235. The creativity quotient have to be taken into close consideration while formulating the advertisements to decrease dislike towards ads.

Table 7: Advertisements are displeasing

Labels	Variables	Loadings
Var 7	I don't like ads that are boring	.805
Var 6	I don't like that are fake	.766
Var 8	I don't like ads that are cheap	.658
Var 9	I don't like ads that are repetitive	.559

In order to create the effective advertisement, it is important to understand target audiences behaviour during the whole decision-making process (Kotler & Keller, 2006, pp. 191-199).

Table 8: Advertisements are vague

Labels	Variables	Loadings
Var 10	I don't like ads of the brands I don't like	.807
Var 11	I don't like the ads that are distracting	.666

#### Suggestions

The viewers have started considering the commercial breaks as bathroom breaks. The increasing dislike towards ad is leading to avoidance as a consequence. There should be formation of regulatory body whose objective should be to scan the final advertisement before the launch .In case of presence of objectionable content in the ad, the same should be banned or atleast some prerequisite warning should be mentioned before the ad .Better targeting of the advertisements is also one of the strategy which can be incorporated. Advertisers should give second thought to the content of advertisements, as there's never going to be a technology designed to block ads people does not want to see.

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