

Chowdhury, Nasif

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# The Impact of Electronic Word-of-Mouth on Consumers' Purchase Intentions in Bangladesh Telecommunication Industry

Nasif Chowdhury\*

Faculty of Business, UCSI University, Malaysia  
1001439325@student.ucsiuniversity.edu.my

## **Abstract:**

Electronic informal (eWOM) is a rising promoting background for customers which affect their evaluation of various existing brands and items, for example, versatile brands through online correspondence channels. The World Wide Web is a magnificent pattern of the thousand years that the key pattern in correspondence has planned. Correspondence is a crucial capacity of the web that is not seen in other media. The World Wide Web gives likelihood to make points of interest to individuals, for example, the distributed business sector, the capacity to return subtle elements through telephone, aides, and productions make considering potential outcomes, and also self-learning. Movies and TV give pleasure, and every one of these things are done in the meantime. This study expects to clarify the impact of electronic informal (eWOM) on customers buy goals in Bangladesh telecom industry. Notwithstanding, the primary components are having audits and the ability to convey, which customizes the correspondence procedure. This study has been roused by the need to see how eWOM impacts buyers' buy goals as to the Bangladesh point of view.

## **keyword:**

Electronic Word of Mouth (eWOM), Consumers Purchase Intentions, Bangladesh Telecommunication Industry, *Word of Mouth Marketing*

**JEL classification :** M 31

## **1. Introduction:**

Because of this appearance electronic verbal (eWOM) now gives a standout amongst the best advertising assets being used these days (Hennig-Thurau et al., 2004). The web makes accessible a few areas for clients to talk about their suppositions and experiences, and electronic verbal (eWOM) spreads it at an unmatched rate and at a much less expensive rate than the ordinary WOM (Li, and Zhan, 2011). Right now, clients can talk about their items information to others on the web, because of the high transmission of the web and the rise of Web 2.0. The happening to Web 2.0 mechanical advancement as of late has offered expansion to the development of social networking locales (SMSs, for example, YouTube, Tweets and Facebook or Myspace (Muntinga et al., 2011) These frameworks permit clients to make and examine item applicable data's online (electronic informal exchange or eWOM) in their perceived online networking destinations including of pals, family, colleagues and different partners (Hennig-Thurau et al., 2003; Chu and Kim, 2011).

The customers' buy goals studies constitute one of the focal parts of buyers' buy expectations research (Bansal and Voyer, 2000; Dumrongsiri, 2010; Zamil, 2011). By and large, most shoppers' buy goals concentrates on have been directed in USA and Europe nations and few studies have been completed in creating nations all in all and in Middle East setting specifically (e.g. Bansal and Voyer, 2000; Dumrongsiri, 2010; Zamil, 2011). Hence, this study will investigate the buyers' buy expectations in Bangladesh. In view of past concentrates, most examines relating to shoppers' buy expectations have been led in created nations (e.g. Bansal and Voyer, 2000; Dumrongsiri, 2010; Zamil, 2011), and a couple thinks about have focused their degree on creating nations in this industry (e.g. Ramezani and Rasouli, 2011; Boon-Young Lee, and Lee, 2004).

## **2. Literature Review :**

Buyers' buy goals and their conduct surveys the applicable writing on buy aims in advertising, and all the more for the most part on the aims conduct relationship in social brain research, since buy aims are a specific type of the more broad develop of aims (Morwitz, 2014). Beginning with the significance of procurement expectations to advertising administrators, the creator then spotlights on surveying the writing that gives a comprehension of how solid the relationship between buy goals and acquiring is, the thing that variables impact the quality of the relationship between buy aims and obtaining, and how a promoting supervisor ought to best utilize buy aims to figure future deals (Morwitz, 2014).

Shoppers' sentiments and assessment and outside components create buyer buy goal and which is essential element to conceive purchaser conduct (Fishbein and Ajzen, 1975). Buy aim can decide the possibility of a purchaser to purchase the item or administration (Hsinkuang et al, 2011) Purchase expectation show that shoppers will pursue their experience, enjoying and outer environment to assemble data about the items or administrations, assess options and settle on definite conclusion about the item or administration (Dodds et al., 1991).

Publicizing superstar's notoriety, allure and skill can claim buyers' fascination in a brief timeframe and enhance purchaser's buy aim. Publicizing big name can build presentation rate furthermore can change purchaser preference furthermore advance buyer's buy goal. On the off chance that a brand give multi-reason capacities and address customers' issues and need than it will create mental affiliations and an exceptional connection with the brand. Shopper buy goal is a consequence of buyers' observation about the item and it is additionally vital component to foresee customer buy association it is likewise expressed that evident worth and clear quality will affect the buy expectation (Monroe and Krishnan 1985).

The studies on buy aim have been generally examined by advertisers considering the expense of increasing new clients (Maxham, 2001). It additionally has been concentrated on in the advertising writing about the relationship between buy expectation and Word of mouth (Litvin, et al., 2008). Shoppers consider other customers' surveys and get data about items in acquiring process. Verbal speaks to a casual and suggestive correspondence style. Informal exchange that is business,

intelligent, fast and fair correspondence sort strongly affects shoppers' choices. The studies exhibited that Word of mouth has a basic part on customers' inclinations and behavioral goals (Torlak et al., 2014). These concentrates likewise demonstrated that Word of mouth is more viable than other specialized techniques because of saw high dependability (Jalilvand, and Samiei, 2012).

In spite of the fact that WOM has gotten extraordinary consideration by showcasing and shopper analysts, it has never turned into a noteworthy stream of advertising exploration. The approach of the Internet has drastically extended the scale and extent of customers' pledge of-mouth interchanges, and the business sector force of eWOM has expanded at an uncommon rate. Accordingly, WOM correspondence through the Internet is progressively turning into an intriguing issue in purchaser and promoting research. Particularly, shopper online gatherings are developing as option wellsprings of data to standard broad communications in buyer and promoting research (Dellarocas, 2006). Contrasted with other Internet media, for example, organization sites and web publicizing, the data from shopper online gatherings has more noteworthy believability and importance, and will probably inspire sympathy (Bickart and Schindler, 2001).

Chen and Xie (2008) suggested that online shopper surveys can serve as another component of the advertising correspondences blend and work as free deals aides to help customers distinguish the items that best match their quirky utilization conditions. Dellarocas (2006) found that vital controls of Internet online gatherings, for example, namelessly posting online audit adulating its own items, or castigating those of its rivals, would impact firm benefits and purchaser excess.

Steady with the real research stream in conventional WOM research, much research consideration on eWOM has been paid to the business sector effect of eWOM. Developing confirmation has demonstrated that both buyers' acquiring choices and practices and firms' deals are impacted by surveys posted in purchaser online gatherings. For instance, Gruen et al. (2006) reported that client know-how trade affected clients' impression of item esteem (got advantages in connection to cost or relinquish) and probability to prescribe the item, however clients' repurchase aims.

A large portion of the above studies that exactly inspected market results (i.e., item incomes and dispersion) coming about because of eWOM concentrated on either the volume (the aggregate sum of online surveys) or the valence (whether the online audits are certain or negative) of eWOM, or both. Past studies (Dellarocas et al., 2003) have given moderately reliable proof that the volume of eWOM significantly affects item deals or dispersion. So also, Dellarocas et al. (2003) found that the aggregate number of client audits presented helped on anticipate both first week film industry incomes and in addition absolute film industry incomes.

Other than the above quantitative examination, a few studies on eWOM are applied or subjective in nature as in other developing zones. Boush and Kahle (2005) recommended that shopper online surveys gave a decent chance to comprehend and react to buyers, and besides proposed techniques for assessing negative data in online exchange taking into account subjective substance investigation and sign identification hypothesis. Likewise, Kozinets (2010) made a system for netnography research, which is a subjective examination strategy that utilizes an ethnographic exploration technique to concentrate on online clients.

## **2.1. Consumers' Purchase Intentions**

Today customers read advanced informal (eWOM) to settle on obtaining decisions. Research has demonstrated that group variables impact acknowledgment of eWOM (Okazaki, 2009). eWOM can be found in special groups: proposals, weblogs, discussions, and group interpersonal interaction sites. Taking after the appearance and development of Web 2.0, interpersonal organizations have turned into a mainstream place for web surfers to scan for and accumulate information on other shoppers' purchasing experiences, appraisals, and perspectives (Kozinets, 2010). They not just expand the pace at which subtle elements is passed on, additionally decrease the points of interest asymmetry.

This pattern is the supposed electronic proposals (eWOM) sway. Due to the eWOM communication of the informal organization for the most part gives client arranged points of interest that clarifies an item as far as its usage, furthermore activities the item's proficiency from a client's perspective (Bickart and Schindler, 2001), it is higher and more productive with intense effect than routine advancement assets (Bickart, 2001). Most clients regularly concentrate all accessible and inside and out points of interest, particularly on account of as of late developed items. Moreover, around 74% of web surfers in Taiwan show that the appraisals of online groups or weblogs are liable to affect their purchase objective. In this way, firms ought to fabricate the productive Internet online advancement method, and comprehend the eWOM impact for the buyers' purchase objective.

## 2.2. Electronic Word of Mouth

Electronic WOM (eWOM) "electronic buyer to-purchaser collaboration in regards to a brand or item" (Petrescu and Korgaonkar, 2011), plays out an indispensable part in the way clients speak with each other on the web (Brown et al., 2007). Certain online networking devices intended to promote collaboration appear to offer themselves to eWOM, for example, the web defective markers to build up his/her own discernments. Introductory central variables are the objectives of the recognitions. The defective pointers, termed as proximal signs, are the specifically watched data that gives the premise to observation and judgment. The created discernments, called terminal central variables, speak to people's observation and judgment about the underlying central variables.

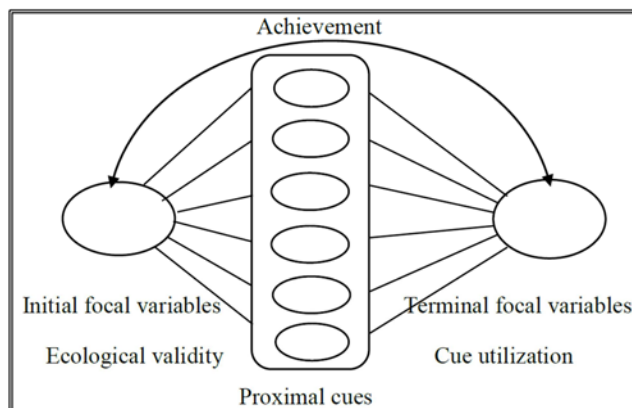


Figure 1. Brunswick's Lens Model (Source: Tang, 2010).

In early phases of exploration, the Lens Model was predominantly used to study people's view of their physical surroundings (Brunswick, 1956). One late case of this methodology was directed by Gifford et al. (2000). The creators utilized the Lens Model to study people's view of the excellence of current structures. This study distinguished some physical qualities of cutting edge structures and after that associated them to the enthusiastic effect of the structures on onlookers, and the spectators' worldwide examination of the building. They found that both draftsmen and laypersons firmly construct their worldwide evaluations with respect to inspired joy, however the two gatherings construct their passionate appraisal in light of a completely distinctive arrangement of target building highlights.

### (ii) Process Model of eWOM Communication (PMEC)

The primary motivation behind this study is to analyze the adequacy of eWOM correspondence as far as to what degree the attitudinal and full of feeling data imparted by eWOM senders can be seen precisely by eWOM beneficiaries and can impact the eWOM collectors' dispositions, passionate states, and future acquiring goals toward an item/benefit. The Process Model is built up to look at the viability of all correspondence joins inside buyer to-customer online correspondence process with an accentuation on the potential impact of eWOM correspondence on purchasers' future support aims. This model looks to give specialists an efficient apparatus to examine the whole scope of eWOM

correspondence exercises, from encoding, transmission, interpreting, to their results.

The Process Model for eWOM Communication is exhibited in Figure 2. This model suggests that the eWOM correspondence process begins when an eWOM sender builds up his/her dispositions and passionate states toward an item/benefit in view of his/her utilization experience.

At that point the eWOM sender decides how great or how awful the data about the item/administration is that he/she wants to convey to different shoppers through eWOM. This procedure is the development of correspondence aims. After his/her correspondence goals are set up, the eWOM sender will join his/her dispositions or enthusiastic states into the content of the online survey as indicated by his/her correspondence expectations. This procedure is called encoding, and the signals or pointers the eWOM sender utilized in the online audit to pass on his/her attitudinal and passionate data are called distal prompts. The Process Model for eWOM Communication (PMEC) will be talked about in subtle element in the accompanying sections .

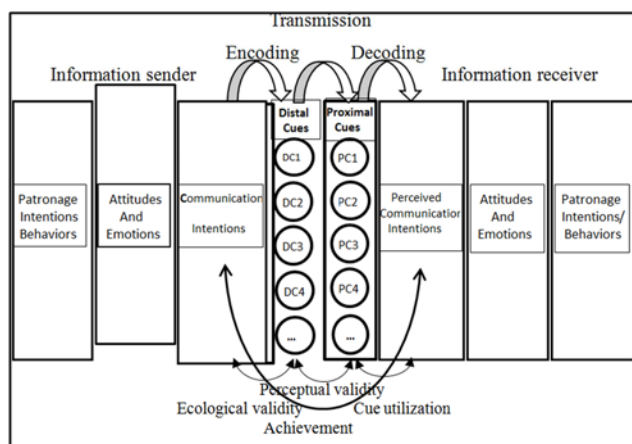


Figure 2. Process Model of eWOM Communication (Source: Tang, 2010)

### (iii) Simplified Model of eWOM Communication

Despite the fact that the Process Model of eWOM Communication (PMEC) proposed in this study is thought to be a viable instrument for examining eWOM correspondence, it is excessively perplexing, making it impossible to be operationalized. Particularly, measuring distal and proximal signs is tedious and subject to human blunders. Likewise, in observational exploration, specialists think more about how much the eWOM correspondence procedure can impact eWOM perusers' dispositions and passionate states, furthermore their support aims, instead of the correspondence procedure itself. In this manner, as far as viable purposes, the Process Model of eWOM Communication (PMEC) is excessively confused and an improved form is required. In the streamlined model, correspondence signals ought to be consequently measured instead of human-coded. Besides, keeping in mind the end goal to give administrative ramifications, the results of eWOM correspondence however the correspondence procedure ought to be stressed in the streamlined model.

The streamlined eWOM correspondence model is displayed in Figure 3. This model begins from eWOM senders' demeanors and passionate states toward an item/benefit. At that point eWOM senders encode their states of mind and feelings into prompts that are contained in online audits. At the point when eWOM collectors read online surveys, they disentangle the etymological prompts, and frame their own particular mentalities and passionate states toward the item or administration. At last, the dispositions and passionate states will drive eWOM collectors' future support expectations and practices toward the item/benefit.

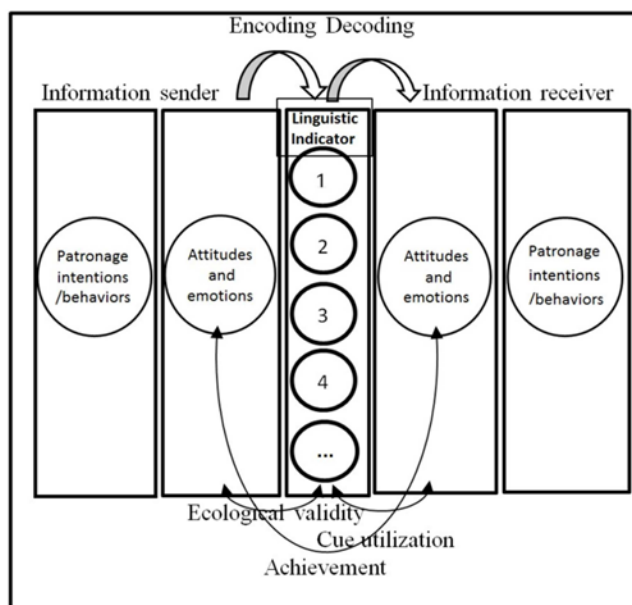


Figure 3. Simplified Model of eWOM Communication (Source: Tang, 2010)

Generally speaking, the Brunswik's Lens Model delineates the complete correspondence handle and gave a hypothetical establishment to our structure. In view of the Lens Model, a Process Model of eWOM Communication (PMEC) and a rearranged model of eWOM correspondence are produced so as to look at the viability of eWOM correspondence process in eWOM research.

### 3. Research Method

The system received for testing the Brunswik's Lens model is talked about in the accompanying areas.

#### 3.1 Procedure

The information was gathered by preselected enumerators however shopping center captures technique. This strategy was received as the customers who assemble to shopping centers were the target group of onlookers. The poll for the review was self-managed. At first, a pretest of the poll was done to see the wording, stream of the inquiries and to check social attractive quality issue. Social attractive quality issue is a transported in issue in the Bangladesh setting, and if not pretested could unfavorably influences the outcomes. In view of the inputs got, required corrections were made. Furthermore, the enumerators went to an instructional meeting in which the targets and intention were disclosed to them and their questions were likewise gone to. The reacted who took an interest in pretests were not part of the fundamental review.

#### 3.2 Sample

Three hundred and thirty respondents of all gatherings were drawn closer and 300 reacted on intentional premise. The reaction rate was 90%. The example size was higher than the base example size recommended by some for studies taking into account Structural Equal.

### 4. Result and Findings

More often than not, shoppers buy choices are subject to online evaluations and client remarks (Miriam et al., 2010). Reliably, the informal exchange can have vital impact in influencing buyers' buy exercises (Nekmat, and Karla, 2012). Understanding the impact of eWOM on shopper buy goals will highlight the significance of correspondence and productivity of the online networking apparatuses utilized in cutting edge promoting correspondence in Bangladesh. This study was improving the comprehension of purchaser buy aim in associations inside creating nations as prove by

Bangladesh.

Therefore, writing audit demonstrates that there is the impact of eWOM on buyer buy aims. This study broadens the writing by surveying the impact of eWOM on buyer buy goals. Predictable with the prior scrutinizes (Park et al., 2007; Pappu et al., 2005; Bloemer and Odekerken-Schroder, 2007; Aaker, 1991), this study assesses the impact of eWOM on customer buy aims to address this hole in the writing. Indeed, obviously eWOM reasons for expanding customer buy goals.

## **5. Conclusion:**

The condition of examination identified with eWOM is ostensibly in its early stages, making various territories for potential future exploration. Breazeale (2009) proposes various zones future examination ought to center that incorporate concentrating on supposition pioneers, buyer feeling sites, and researching how much customers rebate what they read on the web. Breazeale contends that a more noteworthy comprehension of the individuals who assume a key part in impacting others may demonstrate gainful for advertisers attempting to see how to impact these people who have huge force in inducing potential purchasers. He likewise contends that purchaser assessment locales are rapidly picking up prominence, also, as they create, shoppers are prone to create mentalities toward the locales that may affect how they feel around an association. A last region Breazeale proposes future exploration ought to center is in picking up a more noteworthy comprehension to what degree buyers ignore what they read on the web. Like customary WOM, purchasers are liable to overlook a few parts of eWOM, and understanding why buyers overlook certain components of eWOM might be useful to advertisers. Understanding the thought processes of why buyers read eWOM is a recommended future examination zone Hennig-Thurau et al. (2004) contend for. Advertisers need to comprehend what spurs people to invest energy perusing eWOM so they can construct systems around pulling perusers into their destinations. Park et al. (2007) recommend future examination ought to concentrate on the impact negative eWOM has on buy expectations. The scientists contend that most research has concentrated on positive eWOM, yet little is known in connection to negative remarks and how they may impact buy choices of purchasers. Another zone Park et al. recommend for future exploration is the impact earlier information has on purchasers as they experience eWOM. Little is thought about how data a purchaser may as of now have, in mix with eWOM, and their consolidated impact on buy expectations.

In spite of the fact that eWOM speaks to a little partition of general spending on WOMM (PQ Media, 2009), a contention can be made that the Internet is changing the way shoppers get and offer data that can be exceedingly persuasive in obtaining choices. To benefit from the potential eWOM speaks to, promoting experts should form systems that tap into the practices of online shoppers. By understanding what propels people to take part in eWOM, how eWOM is translated, and how both positive and negative remarks impact acquiring choices, promoting experts will probably be effective in utilizing customer's remarks to drive expanded productivity in their associations.

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