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**CONCEPTUAL DESIGN MODEL OF INTERACTIVE
TELEVISION ADVERTISING: TOWARDS INFLUENCING
IMPULSE PURCHASE TENDENCY**



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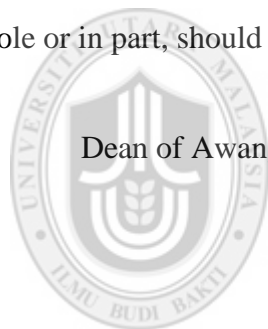
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Abstrak

Kajian sebelum ini menunjukkan bahawa pentingnya pembangunan penciptaan kandungan dalam pengiklanan televisyen interaktif (iTV) yang akan memberi peluang kepada para pengiklan untuk meningkatkan keberkesanan dan interaktiviti pengiklanan iTV. Pembelian secara impulsif adalah salah satu faktor penting yang mempengaruhi pengguna untuk membeli produk. Kajian lepas menunjukkan bahawa tingkah laku pembelian secara impulsif telah dikaji dalam medium lain seperti laman web, televisyen tradisional, dan kedai jualan. Walau bagaimanapun, kajian-kajian tersebut tidak khusus kepada mereka bentuk model untuk meningkatkan kecenderungan pembelian secara impulsif untuk pengiklanan iTV. Oleh itu, kajian ini memberi tumpuan kepada pembangunan model reka bentuk konseptual pengiklanan iTV yang dianggap mampu mempengaruhi kecenderungan pembelian secara impulsif. Model itu dinamakan sebagai iTVAdIP. Empat (4) objektif khusus telah dibentuk: (i) untuk mengenal pasti komponen pembelian secara impulsif berkaitan dengan pengiklanan iTV, (ii) untuk membangunkan model reka bentuk konseptual dan alat pematuhan iTVAdIP yang menerapkan elemen kecenderungan pembelian secara impulsif, (iii) untuk mengesahkan model reka bentuk konseptual yang dicadangkan, dan (iv) untuk mengukur persepsi pengaruh model reka bentuk konseptual terhadap kecenderungan pembelian secara impulsif. Kajian ini menggunakan kaedah penyelidikan sains reka bentuk. Model reka bentuk konseptual telah disahkan melalui kajian pakar. Kemudian, satu instrumen telah dibangunkan untuk mengukur persepsi pengaruh model reka bentuk konseptual. Lapan dimensi telah diperolehi daripada pelbagai kajian yang berkaitan untuk membentuk instrument iaitu persepsi mudah digunakan, persepsi kebergunaan, kejelasan, kefleksibelan, kebolehlihatan, keterterapan, kepuasan, dan motivasi. Seramai 37 orang pereka pengiklanan berpotensi terlibat di dalam kajian ini. Keputusan menunjukkan bahawa semua dimensi mempunyai hubungan yang signifikan dengan faktor keseluruhan persepsi pengaruh, dan min skor keseluruhan persepsi pengaruh adalah tinggi. Oleh itu, secara kesimpulannya model reka bentuk konseptual iTVAdIP dengan elemen yang dicadangkan dilihat mampu mempengaruhi kecenderungan pembelian secara impulsif. Model reka bentuk konseptual iTVAdIP bersama dengan alat pematuhan merupakan sumbangan utama kajian ini. Kedua-duanya boleh digunakan sebagai garis panduan reka bentuk pembelian secara impulsif kepada pereka pengiklanan terutamanya pereka novis.

Kata kunci: Pengiklanan televisyen interaktif (iTV), Pembelian secara impulsif, Model reka bentuk konseptual, Persepsi pengaruh

Abstract

Previous research indicates the importance of content creation development in interactive television (iTV) advertising, which could bring the opportunities for advertisers to increase the effectiveness and interactivity of the iTV advertising. Impulse purchase is one of the important factors that influence consumers to purchase product. Previous studies revealed that impulse purchase behavior has been studied in different medium such as website, traditional television, and retail store. However, those studies are not dedicated to design models to increase impulse purchase tendency on iTV advertising. Hence, this study focuses on the development of a Conceptual Design Model of Interactive Television Advertising that could influence impulse purchase tendency. The model is shortnamed as iTVAdIP. Four (4) specific objectives were formulated: (i) to identify relevant impulse purchase components for iTV advertising, (ii) to develop a conceptual design model and a conformity tool of the iTVAdIP that embed impulse purchase tendency elements, (iii) to validate the proposed conceptual design model, and (iv) to measure the perceived influence of the conceptual design model elements on impulse purchase tendency. This study followed design science research methodology. The conceptual design model was validated through expert review. Then, an instrument was developed to measure the perceived influence of the conceptual design model. Eight dimensions were elicited from various relevant studies to form the instrument which are perceived ease of use, perceived usefulness, clarity, flexibility, visibility, applicability, satisfaction and motivation. A total of 37 potential advertising designers participated in this study. The results show that all dimensions are significantly correlated to the overall perceived influence, and the mean score of the overall perceived influence is high. Therefore, it is concluded that the iTVAdIP conceptual design model with its proposed elements is perceived as able to influence impulse purchase tendency. The iTVAdIP conceptual design model together with the conformity tool are the main contributions of this study. Both can be adopted as impulse purchase design guidelines for the advertising designers particularly the novice ones.

Keywords: Interactive television (iTV) advertising, Impulse purchase, Conceptual design model, Perceived influence

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List of Abbreviations

TV	Televisyen
iTV	Interactive Televisyen
iTVAdIP	Interactive Televisyen Advertising Towards Influencing Impulse Purchase Tendency
IP	Impulse Purchase
IPTV	Internet Protocol Television
TC	Television Commerce
IBT	Impulse Buying Tendency
ADSL	Asymmetric Digital Subscriber Line
FTTC	Fiber To The Curb
HFC	Hybrid Fiber Coaxial
CPE	Customer Premises Equipment
CA	Comparative Analysis

List of Publications

The following are a few publications related to this that have been published in journals and proceedings:

JOURNALS

1. **Azizah, C.O.**, Norshuhada, S., Siti Mahfuzah, S., & Mohd Adib, A.M. (2015). Conceptual Design Model of Interactive Television Advertising: Experts Review on Impulse Purchase Tendency. *International Journal of Conceptions on Management and Social Sciences*, 3(2), 40-45.
2. **Azizah, C.O.**, Norshuhada, S., & Siti Mahfuzah, S. (2015). Conceptual Design Model of Interactive Television Advertising Towards Impulse Purchase. *ARPJ Journal of Engineering and Applied Sciences*, 10(3), 1427-1437.
3. **Azizah, C.O.**, Norshuhada, S., & Siti Mahfuzah, S. (2014). Conceptualising Impulse Purchase Elements for iTV Advertising. *International Journal of Innovation, Management and Technology*, 6(1), 1-7.
4. **Azizah, C.O.**, Norshuhada, S., & Siti Mahfuzah, S. (2014). Impulse Purchase in iTV Advertising: a Conceptual Model of Gap Analysis. *International Journal of Computer Application*, 91(11), 20-26.
5. **Azizah, C.O.**, Norshuhada, S., & Siti Mahfuzah, S. (2014). Document Analysis Framework for Modelling iTV Advertising Towards Impulse Purchase. MAGNT Research Report. *BRIS Journal of Adv. In S & T*, 2(5), 184-198.

PROCEEDINGS

1. **Azizah, C.O.**, Siti Mahfuzah, S., & Norshuhada, S. (2015). Advertising Theories in Impulse Purchase Elements for iTV Advertisement. *5th International Conference on Computing and Informatics (ICOCI 2015)*, 763-771, August 11-13, 2015, Istanbul, Turkey.
2. **Azizah, C.O.**, Norshuhada, S., Siti Mahfuzah, S. & Mohd Adib, A.M. (2015). Conceptual Design Model of Interactive Television Advertising: Experts Review on Impulse Purchase Tendency. *International Conference on Engineering, Management and Social Sciences (ICEMS May 2015)*, 40-45, May 8-9, 2015, London, United Kingdom.
3. **Azizah, C.O.**, Norshuhada, S., & Siti Mahfuzah, S. (2015). Conceptualising Impulse Purchase Elements for iTV Advertising. *4th International Conference on Economics Business and Marketing Management (CEBMM)*, 1-7, December 4-5, 2014. Bandar Seri Bagawan, Brunei.
4. **Azizah, C.O.**, Norshuhada, S., & Siti Mahfuzah, S. (2014). Conceptual Design Model of Interactive Television Advertising Towards Impulse Purchase. *Advanced on Information Technology International Conference (ADVCIT 2014)*, 159-168, December 16-18, 2014, Bandung, Indonesia.
5. **Azizah, C.O.**, Norshuhada, S., & Siti Mahfuzah, S. (2014). An Impulse Purchase Conformity Tool for Interactive Television Advertising. *Knowledge Management International Conference (KMICE)*, 291-296, August 12-15, Langkawi, Malaysia.
6. **Azizah, C.O.**, Norshuhada, S., Siti Mahfuzah, S., Ariffin, A.M., Sabrina, M.R. (2013). Identification of Research Gap: T-Commerce Impulse Purchase for iTV advertising. *International Conference on Informatics and Creative Multimedia 2013 (ICICM'13)*, 119-122, September 3-6, Kuala Lumpur, Malaysia.
7. Siti Mahfuzah, S., Sabrina, M.R., Ariffin, A.M., **Azizah, C.O.**, (2013). Diffusion of iTV advertising in Malaysia: the industry players' perspectives. *International Conference on Informatics and Creative Multimedia 2013 (ICICM'13)*, 99-103, September 3-6, 2013. Kuala Lumpur, Malaysia.

Awards and Recognitions

SILVER

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BRONZE

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CHAPTER ONE

INTRODUCTION

1.1 Overview

This introductory chapter provides some background of the study which deliberates on issues that lead to the motivation aspects of the study, specifications of the problem, preliminary investigation, extraction of research gaps, and formulation of research problem and research objective. It also discusses the scope and limitations of the study, contribution of study, theoretical and research framework, as well as operational definitions of terms used throughout the study.

1.2 Background of Study

Traditional television (TV) advertising is less efficient and a revised interactive advertising model is required to commercialize the content on TV (IAB, 2011). The traditional TV advertising uses push model, where advertisers send information to passive and non-interactive viewers (Vennou et al., 2009). On the contrary, interactive television (iTV) advertising is based on the original pull model, where the consumers have active access to the contents and active interact with the services. In addition, the consumers are able to purchase or receive the information requested for specific goods via remote control (Wang et al., 2011; Kelly et al., 1997).

On top of that, iTV advertising allows consumers to have two-way communication by sending or requesting additional information back to the advertiser or programmer (IAB, 2011). It also could convert the medium of TV from a passive

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