

# EXPLORATORY STUDY ON THE BEHAVIOURAL PATTERNS OF AIRLINE PASSENGERS

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## Abstract

Travel advertising is a developing class of out-of-home promoting and a region that has gotten minimal scholarly consideration. This information recommends that individuals are investing more energy in air terminals, yet do they really focus harder on air terminal commercials, and assuming they do, what executions and what areas in the terminal are the best regarding review and acknowledgment? The review distinguished the two general subjects from the observational information: attention to the advertisement as a function of location and attention to the advertisement as a function of passenger activity. Thusly, this study will prompts a decent chance for the worldwide brands to carry on with work in Indian market and to accomplish the upper hand. The Study is confined to entire country i.e. India. The questionnaires will be filled up from 1200 respondents, out of which 600 respondents will be taken from 3 domestic airports (Surat, Jammu, Ranchi) and 600 from 3 international airports (Delhi, Bombay, Bangalore) in India. These selected airports based on top three busiest domestic and international airports in India (Airport Authority of India, 2016-17). For the purpose of the study, the respondents would be those travellers who travelled through these selected airports irrespective of their age groups.

**Keywords:** Airport, Advertising, Location, Activity, Attention.

## 1. Introduction

In this day and age of divided media and publicizing aversion innovation, open air promoting assumes a significant part in permitting sponsors to arrive at the undeniably slippery and versatile customer. Truth be told, outside promoting was up 7% in 2007 and is becoming quicker than most customary media (OAAA, 2008). Sponsors, as well, are utilizing explicit open air publicizing areas to connect their image with the picture of an area. In these cases, open air publicizing is viewed as an encouraging sign for disintegrating downtown areas or as a strategy to build up an item's picture (Wilson and Till 2011). While setting outside publicizing in an upscale region might be proper given a brand's interest group, does the basic relationship of the brand with the open air area upgrade view of the brand? However for all the clear achievement outside promoting is having, the medium is under expanding strain from controllers and general society to restrict or abridge the presence of publicizing in metropolitan bases and on grand vistas (McBride, 2007). To be sure, a significant number of the outside promoting areas staying in many urban communities and country regions have been consigned to business or modern drafted regions (Taylor and Taylor, 1994), which can frequently be stylishly disappointing, inclined to spray painting, or congested with weeds as well as flotsam and jetsam. With expanding administrative and public strain to restrict the development and spread of outside promoting, numerous sponsors, organizations, and open air plant proprietors have addressed whether the leftover open air promoting destinations are however powerful as the ones that controllers may be attempting to kill (Hendery, 2007). Airports are big business. Traditionally airports were considered merely to be places where airplanes landed and took off and most airport enhancements were designed to expand the capacity rather than increase the profits of the airport (Maiden, 1988). The 1980s and 1990s, however, saw the transformation of airports from what were previously little more

than central or local government organizations to commercially oriented enterprises capable of generating substantial profits (Maiden, 1988; ICAO, 1989; French, 1996). Now, at many airports around the world, commercial income has been rising more rapidly than traffic, particularly at the larger international airports (ICAO, 1979, 1991; Feldman, 1988; Doganis, 1992; Brechin, 1999).

The affirmation of the significance of business activities in airports and the reliable endeavors to lay out primary HUB air terminals by numerous nations have proactively brought about extreme contest in the overall air terminal business.

Changes in business sectors and guideline have prompted the rethinking of the board and organization of air terminals. Essentially the role of airport managers is now often seen as that of running a business with a focus on the better commercial orientation of the airport's operations and of their facilities (Hooper, 2002; Carney and Mew, 2003); the experiences of the British Airports Authority being the most documented (Parker, 1998). There is thus an acceptance of the importance of commercial activities in contributing to the financial viability of many airports (Ching-Chyuan and Pagliagi, 2004; Freathy, 2004).

(Wilson and Till 2011) The essential end from these four investigations is that the places where open air promotions are found don't seem to influence shopper mentalities, convictions, or buy aim of the publicized item. Subsequently, the worries set forth by promoters, organizations, and open air board proprietors give off an impression of being unwarranted. While expanded guideline and public tension might restrict the quantity of prime outside promoting locales as far as customer openness, the areas which the leftover outside ads are presently obliged to possess are no less compelling regarding perspectives, convictions, and buy expectation than the ones they had to forsake. This, nonetheless, isn't to minimize the monetary and openness costs that guideline has had on the outside promoting industry. The consequences of this exploration can best be perceived with a conversation of message reaction contribution hypothesis. Message reaction contribution is how much customers are probably going to deal with an ad because of how much consideration given to the assignment (MacInnis and Jaworski, 1989). At the point when customers are unmotivated to handle publicizing or have insufficient chance to see it, how much consideration will be low and perspectives toward the promotion and additionally brand are probably not going to create or be impacted (MacInnis, Moorman, and Jaworski, 1991). Customers frequently need inspiration and chance to handle promoting in outside conditions since they are generally engaged with another errand like strolling or driving. Accordingly, hardly any mental assets are made accessible for optional undertakings like considering notices (Kahneman, 1973). This distractedness toward outside promoting drives these promotions out of spotlight of what the customer sees and has been known to cause a "contemporary cool" demeanor toward the medium (Cronin, 2006). This mundane impact is likewise remembered to increment decisively in metropolitan spaces and different spots where open air promoting is at a more prominent thickness and interruptions are quite a large number. Thusly, with so little consideration paid to outside publicizing and subsequently little message handling, it isn't is to be expected that buyers are not adequately participated in the outer climate for the foundation setting to affect their assessment of the promoted brand. For sure, different examinations have made comparative disclosures showing that the absence of shopper handling in outside publicizing settings prompts the ineffectualness of other advertising strategies like imagination (Baack, Wilson, and Till, 2008). Outside publicizing is altogether different from different media with regards to the transmission of the notice to the buyer. Openness to outside publicizing is accidental and shoppers don't for the most part concentrate on the medium. Open air promoting is, it could be said, a detached medium. Notwithstanding, with different media, for example, TV and print, buyers are by and large took part in the medium that conveys the promotion. While the facts confirm that shoppers can decide not to take a gander at a promotion in a magazine or can leave the TV during a business break, as a rule, are effectively engaged with these media. This dynamic inclusion has driven scientists to find that TV programming (Goldberg and Gorn, 1987) and magazine content (Tipps, Berger, and Weinberg, 2006) can impact mentalities toward the promotion and brand. In any case, it has all the earmarks of being the customer's absence of contribution with the outside promoting medium that drove us to find no acquainted learning results. In any event, when contribution was controlled with the open air advertisements, as in Study 4, subjects actually didn't seem to join the media with its outside climate. In this manner apparently shoppers recognize the truth about a bulletin and don't see its situation in that frame of mind as an expansion of the media. While announcing invalid impacts is at times reprimanded on systemic grounds (had the right techniques been utilized, impacts would have been found), for this situation the discoveries appear to be genuinely strong. Test sizes and techniques were exceptionally reliable with

comparable molding concentrates on in which impacts have been found. Furthermore, a steady example of invalid impacts held across every one of the four investigations introduced here. The invalid impacts found here under genuinely vigorous circumstances really do as a matter of fact give significant knowledge into an important specialist issue. These impacts recount to a predictable story that the idea of the area — be it upscale or downscale, be it reliable or conflicting with explicit brand credits, or be it certain or negative — doesn't influence shopper reactions to the brand.

## 2. Objective

To study the behavioural patterns of passengers consistently on display while in concourse.

## 3. Review Of Literature

Anthony and Clark (1984) in their paper "Audience Involvement in Advertising: Four Levels" mental speculations of consideration and levels of handling were utilized to lay out a system that can oblige the significant purchaser conduct hypotheses of crowd contribution. In this review, four degrees of contribution were distinguished as pre consideration, central consideration, perception, and elaboration (all together from low to high) and these levels dispense expanding attentional ability to a message source, depending on the situation for examination of the message by progressively dynamic and subjectively particular illustrative frameworks. The review shows that lower levels utilized somewhat little limit and concentrate data expected to decide if more elevated levels will be summoned while the more elevated levels required more prominent limit and result in progressively solid mental and attitudinal impacts. Krugman caused to notice the impact of media on contribution, seeing that promoting on TV is commonly not profoundly including. Houston and Rothschild (1977) offered the idea of situational contribution as a covering term for the job of situational factors in deciding inclusion. A more unambiguous subject that shows up noticeably in a few medicines, discernible to a limited extent to Howard and Sheth's (1969) idea of significance of procurement, is the job of item qualities in deciding contribution. The speculation that contribution increments to the degree that items have notable distinctive traits shows up additionally in crafted by Hupfer and Gardner (1971), Lastovlcka and Gardner (1979), and Robertson (1976). Item qualities can be dealt with either as a situational or as a character determinant of inclusion, contingent upon whether one expects these qualities to evoke moderately fixed responses or, all things considered, responses that are critically molded by the novel qualities of every purchaser. Houston and Rothschild, in spite of the fact that finding the impact of item qualities as a character variable subsumed by their idea of persevering through contribution, expressly perceive the two classes of determinants in their qualification among situational and getting through inclusion (Anthony and Clark 1984).

Most researchers scientists keen on customer data handling have underlined the incorporation processes by which purchasers join data about item ascribes and outcomes to frame item assessments and to settle on brand decisions (e.g., Bettman, Capon, and Lutz 1975; Cohen, Miniard, and Dickson 1980). Generally couple of specialists have inspected the more basic cycles of consideration and perception by which shoppers at-watch out for notable parts of their surroundings and fathom or figure out that data (Olson 1978). Albeit only sometimes contemplated, analysts stand out and appreciation processes are unequivocally affected by their inspirations, capacities, and chances to deal with striking data in their surroundings (e.g., Batra and Ray 1986).

Our goal in this article is to elucidate the job of contribution in customer's consideration and understanding cycles. We start by introducing a model that distinguishes individual contrast and situational factors that mutually decide the degree of inclusion experienced by customers. Then, at that point, we portray what changing degrees of contribution ought to mean for shopper's consideration and understanding cycles. (Celsi and Olson 1988)

In this exploration, we are especially worried about the persuasive impacts of shoppers' felt association on their consideration and understanding of item data contained in notices (cf. Burnkrant and Sawyer 1983).

Various scientists have examined the likely impacts of (felt) association on customers' consideration and appreciation processes (e.g., Burnkrant and Sawyer 1983; Cohen 1983; Mitchell 1979). Greenwald and Leavitt (1984) have introduced the most intensive therapy to date. They considered consideration and understanding

cycles as fluctuating along a continuum from the programmed, lower exertion cycles of preconscious regard for the more con-savaged, higher exertion cognizance processes engaged with elaboration. Kim and Shin, (2001) in their paper "A logical examination of the activity and the board of air terminal concessions" analyzed the air terminal concession area, the significant traits of concession for the increment of benefit and consumer loyalty, compelling strategies for concession the executives, and different parts of agreements between tenant (concessionaire) and lessor (air terminal power). Their review uncovered that area, cost level, brand name and picture, item quality, and administration level are the main attributes of concession activity for both benefit expansion and consumer loyalty. As per their review, the expert concessionaire approach was viewed as the most fitting technique for overseeing air terminal concessions.

Torres, Domínguez , Valdés, and Aza, (2005) in their paper "Traveler holding up time in an air terminal and use did in the business region" assessed the connection between the use in the business region of an air terminal and the traveler holding up opportunity to load up is created. The review shows that the additional time spent in the air terminal, the more noteworthy utilization by travelers and this useful reliance was dissected for the voyagers who travel for occasion purposes and of the people who do as such for business. The ascent and outcome of open air publicizing were investigated by Wilson and Till (2011) in their paper "Impacts of Outdoor Advertising: Does Location Matter?. Numerous open air promoting places have proactively begun to vanish because of public tension and regulation, raising worries among industry experts about the adequacy of the leftover outside publicizing scenes. They utilized strategies for cooperative learning. These exploration took a gander at whether the setting wherein open air promoting seems anily affected the perspectives, convictions, and expectation to purchase of the publicized brand. Exploratory discoveries uncovered that the foundation climate had minimal bearing on the adequacy of promoting, and that specialists' interests about this might be inappropriate.

#### **4. Research Methodology**

The research design of the study is of descriptive cum analytical in nature. The Study is confined to entire country i.e. India. The questionnaires has been filled up from 1200 respondents, out of which 600 respondents has been taken from 3 domestic airports (Surat, Jammu, Ranchi) and 600 from 3 international airports (Delhi, Bombay, Bangalore) in India. These selected airports based on top three busiest domestic and international airports in India (Airport Authority of India, 2016-17). The six airports are highlighted in the proposed study on the basis of the number of the passenger's count, which is high in the selected airports. These only airports are selected because from a single airport, it might be difficult to gather data from 1200 respondents which was derived from the formula (Smith, 2016). For the purpose of the study, irrespective of their age groups, the respondents will be those travellers who flew through these selected airports. The selection of respondents will be based on cluster sampling, since one of the key advantages of cluster sampling is that several groups are identical in nature, and one group will be randomly selected by the researcher. In this report, passengers travelling through domestic airports would be considered in one category, passengers travelling through international airports would be considered in another category and the top three busiest domestic and international airports would be represented in both categories. Data has been collected from 600 conveniently selected respondents from one of the domestic and international airport out of three. The airports have been be randomly chosen from domestic and international airports and from the three top busiest airports, respectively. The data was analysed using Garret Ranking Method and Multi Response Analysis with SPSS 21 version.

#### **5. ANALYSIS Validity and Reliability**

Two general themes were identified from the observational data: attention to the advertisement as a function of location and attention to the advertisement as a function of passenger activity

##### **5.1 Attention to the advertisement as a function of location**

###### **Analysis of the behavioural patterns of passengers as a function of location Using Garret Ranking Method**

The Garrett ranking technique were utilized to assess the issues looked by the specialists. The sets of legitimacy given by the respondents were changed over in to rank by suing the recipe. To figure out the main variable which

impacts the respondent, Garrett's ranking technique was utilized. As per this method, respondents have been asked to assign the rank for all factors and the outcomes of such ranking have been converted into score value with the help of the following formula:

$$\text{Percent position} = \frac{100 (R_{ij} - 0.5)}{N_j}$$

$R_{ij}$  = Rank given for the  $i^{\text{th}}$  variable by the  $j^{\text{th}}$  respondent

$N_j$  = number of variables ranked by the  $j^{\text{th}}$  respondent

The result is provided in the following table.

With the assistance of Garrett's Ranking Conversion Table, the percent position assessed is changed over into scores. Then for each variable, the scores of every individual are added and afterward all out worth of scores and mean upsides of score is determined. The elements having most noteworthy mean worth is viewed as the main variable.

**Table 1: Calculated value and Garret Values**

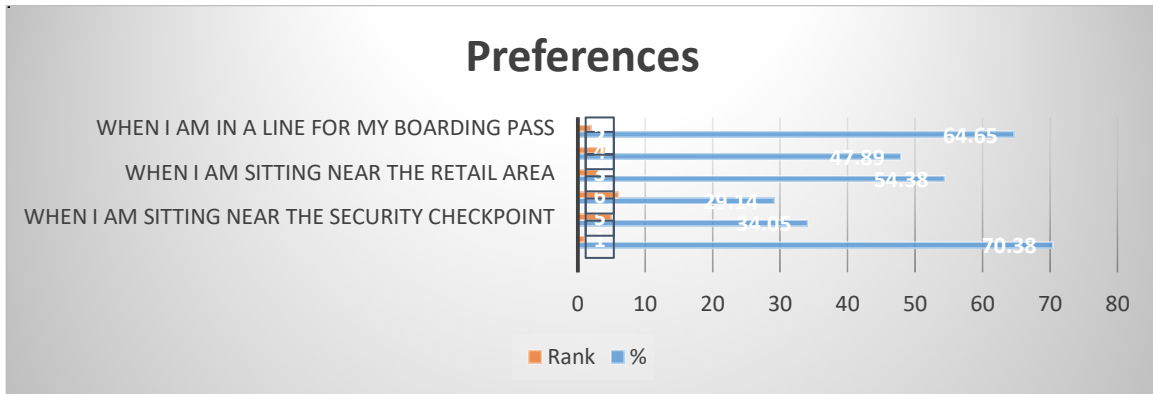
Sr. No.	100 (R <sub>ij</sub> -0.5)	Calculated Value	Garret Value
1	100(1-0.5)/4	8.33	77
2	100(2-0.5)/4	25	64
3	100(3-0.5)/4	41.6	54
4	100(4-0.5)/4	58.3	46
5	100(5-0.5)/4	75	37
6	100(6-0.5)/4	91.6	23

Calculation of Garret Value and Ranking

The calculation of Garret value and ranking of the Attention to the advertisement as a function of location **using a ranking of 1 as Most important to 6 as Least important** are shown in the table 1.1

**Table 2: Garret Ranking of Behavioural patterns of passengers**

Sr. No.	Description	Rank given by Respondents						Total	%	Rank
		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>			
1	I give more attention when I am sitting alone in the concourse	57904	15616	10476	460	0	0	84456	70.38	1
2	When I am sitting near the security checkpoint	0	704	0	3772	29119	7268	40863	34.05	5
3	when I am sitting far from the security checkpoint	0	704	1134	5474	9657	18009	34978	29.14	6
4	when I am sitting near the retail area	8239	16256	27864	8556	3145	1196	65256	54.38	3
5	when I am waiting for my luggage	0	2624	18414	33120	2812	506	57476	47.89	4
6	when I am in a line for my boarding pass	25410	40256	7506	3266	1147	0	77585	64.65	2



**Figure 1: Preferences of behavioural patterns of passengers using Garret Value Ranking**

The above figure shows all the statement related to behavioural patterns ranked by the passengers at the airport in terms of Attention and Location. The ranks have obtained with the help of Garret ranking method. I give more attention when I am sitting alone in the concourse got the 1st rank, followed by when I am in a line for my boarding pass, when I am sitting near the retail area, when I am waiting for my luggage, When I am sitting near the security checkpoint, when I am sitting far from the security checkpoint 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup> ranks respectively.

### 5.2 Attention to the advertisement as a function of passenger activity

#### Analysis of the behavioural patterns of passengers as a function of Passenger activity Using Garret Ranking Method

With the assistance of Garrett's Ranking Conversion Table, the percent position assessed is changed over into scores. Then for each variable, the scores of every individual are added and afterward all out worth of scores and mean upsides of score is determined. The elements having most noteworthy mean worth is viewed as the main variable.

### 5.3 The Percent Position and Garret Value

The Garret positions were determined by utilizing proper Garret Ranking equation. The in light of the Garret positions, the garret esteem was determined. The Garret tables and scores of each Attention to the advertisement as a function of location, and multiplied to records scores in table 2, finally by adding each row, the total Garret score were obtained.

$$\text{Percent position} = \frac{100 (R_{ij} - 0.5)}{N_j}$$

$R_{ji}$  = Rank given for the  $i^{\text{th}}$  variable by the  $j^{\text{th}}$  respondent

$N_j$  = number of variables ranked by the  $j^{\text{th}}$  respondent

The result is provided in the following table.

**Table 3: Calculated value and Garret Values**

Sr. No.	$100 (R_{ij}-0.5)$	Calculated Value	Garret Value
1	$100(1-0.5)/5$	12.5	73
2	$100(2-0.5)/5$	37.5	56
3	$100(3-0.5)/5$	62.5	44
4	$100(4-0.5)/5$	87.5	28

Calculation of Garret Value and Ranking

The calculation of Garret value and ranking of the Behavioural patterns of passengers by using a ranking of 1 as Most important to 4 as Least important are shown in the table 2.2

Garret Ranking of Behavioural patterns of passengers

Sr. No.	Description	Rank given by Respondents					%	Rank
		Ist	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	Total		
1	When I am standing in the line for purchasing either food or reading materials.	54093	16240	2068	3416	75817	61.85	1
2	While talking on a mobile phone.	21900	42224	1980	2828	68932	55.63	2
3	When I am doing some kind of work.	10658	8796	8580	19684	47718	48.62	4
4	While watching people walk through the concourse.	949	0	40172	7672	48793	46.66	3

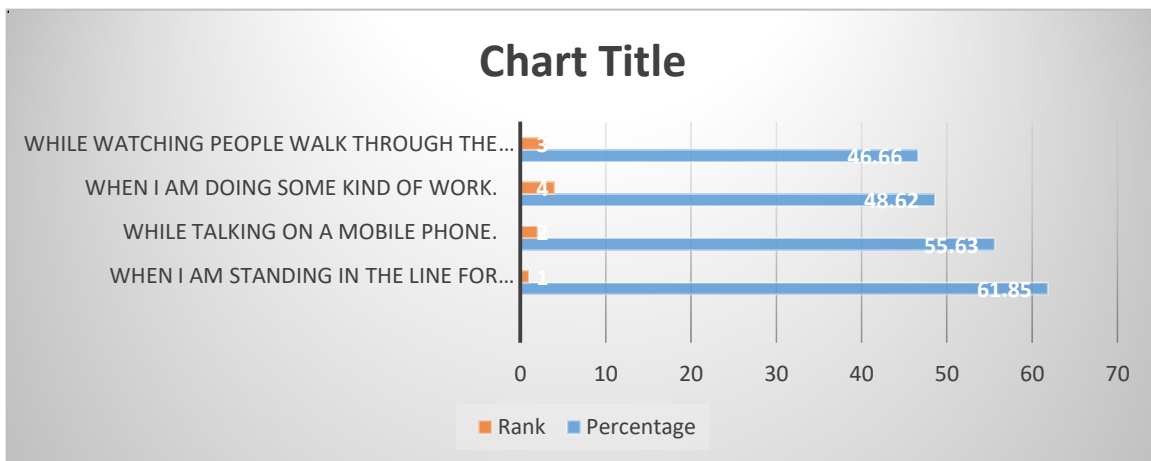


Figure 2: Users preferences of Behavioural patterns of passengers using Garret Value Ranking

The table shows all the statements related to Behavioural patterns of passengers as function of Passenger activity ranked by the respondents. The ranks have obtained with the help of Garret ranking method. When I am standing in the line for purchasing either food or reading materials got the 1st rank, followed by While talking on a mobile phone, When I am doing some kind of work and While watching people walk through the concourse as 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> ranks respectively.

6. Findings

Like the supposed “location, location, location,” location is a lot of a basic component in the viability of airport advertising. Results from the ethnographic and acknowledgment studies affirm that nearness to retail outlets and being situated in the primary hallway away from the clamor of the security designated spot can build the amazing chance to handle a promotion. This is predictable with other out-of-home publicizing concentrates on in which review rates were more noteworthy for advertisements in regions with less interruptions and less blockage (Donthu, Cherian, and Bhargava 1993). The poorest-performing location is at the gate, sitting far from the security checkpoint whereas the passengers most likely to notice the ad while sitting alone in the concourse. However, results from the recall study did not support location as a factor affecting recall. This suggests that while location may be important for gaining attention to the ad, it is not an important factor in generating additional message processing.

he second significant topic is fixated on the movement of the traveler. Like the aftereffects of other travel publicizing research (Jenkins and Welch 1985; Prendergast and Hang 1999) and the consequences of our ethnographic review, regard for the promotion is influenced by the thing the traveler is doing. For instance, travelers remaining in line to pay at retail outlets are more roused to check the climate and notice promotions than are travelers remaining in line to load onto a plane. What's more, travelers simply entering the concourse close to the security designated spot are too bustling situating themselves in the concourse and recalling their own possessions to see the advertisements nearby. Passengers who have deplaned or are doing some kind of work are less likely to notice advertisements than passengers who are watching people walk through the concourse. Passengers who have standing in the line for purchasing either food or reading materials are most likely to notice advertisements than passengers talking on a mobile phone

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