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A Project Report on

**Role of Advertisements and Emotional Branding on  
Consumer Behavior and Consumer Perception**

Submitted By:  
**Harsh Sharma (2K23/UMBA/33)**

Under the Guidance of

Dr. Mohit Beniwal  
Professor

(Delhi School of Management, DTU)

In Partial Fulfilment of the Requirements for the Degree of Master of Business  
Administration(MBA)



**Delhi School of Management**

Delhi Technological University

Bawana Road, New Delhi - 110042

## CERTIFICATE

This is to certify that the Major Research Project Report titled **“Role of Advertisements and Emotional Branding on Consumer Behavior and Consumer Perception”** is the bonafide work of **“Harsh Sharma (2K33/UMBA/33)”** batch of MBA 2023 - 2025 and have submitted to [REDACTED] (DSM) [REDACTED]

their [REDACTED] carried out under my supervision and to the best of my knowledge the piece of work is original and the students have submitted no part of this project to any other Institute/University earlier.

Signature of the Mentor

**Dr. Mohit Beniwal**  
**(Professor)**

Date –

Place – Delhi

## DECLARATION

We hereby declare that the Major Research Project Report titled **“Role of Advertisements and Emotional Branding on Consumer Behavior and Consumer Perception”** submitted by us to the Delhi School of Management, Delhi Technological University (DTU), in partial fulfillment of the requirement for the award of the degree of Master in Business Administration (MBA) is a record of bonafide project work carried out by us under the guidance of Asst. Prof.

Mohit Beniwal. [REDACTED] are [REDACTED]

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We were in regular contact with our project mentor and have discussed the contents of the project.

We further declare that the work reported is not being submitted to any other University for the award of any other Degree, Diploma, or Fellowship Program.

**Signature of the Candidate**

**Name:** Harsh Sharma  
**Roll No.:** 2K23/UMBA/33

## ACKNOWLEDGEMENT

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her  
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Sincerely,

**Harsh Sharma**

Place: Delhi

Date:

## EXECUTIVE SUMMARY

This project aims to explore the impact of advertising and emotional branding on consumer behavior and perception. Understanding the role of advertising and emotional branding can help businesses develop effective marketing strategies to influence consumer behavior and perception positively. The data has been collected primarily through a questionnaire where 200 responses were considered.

In today's competitive market, understanding consumer behavior and perception is crucial for businesses to thrive. This study delves into the role of advertisements and emotional branding in shaping consumer behavior and perception.

Advertisements serve as a powerful tool for brands to communicate their message, values, and offerings to consumers. Through various mediums such as television, social media, and print, advertisements influence consumers' emotions, attitudes, and purchasing decisions. Emotional branding, in particular, focuses on creating a strong emotional connection between the brand and the consumer, fostering loyalty and brand preference.

This research project aims to analyze the impact of advertisements and emotional branding on consumer behavior and perception through a comprehensive literature review and empirical research. By examining case studies and conducting surveys or interviews with consumers, the study seeks to identify patterns, trends, and key factors that influence consumer responses to advertisements and emotional branding strategies.

Findings from this study can provide valuable insights for marketers and businesses to develop more effective advertising campaigns and emotional branding strategies. By understanding how consumers perceive and respond to advertisements and emotional branding, businesses can tailor their marketing efforts to resonate with their target audience, build brand loyalty, and ultimately drive sales and revenue growth.

In conclusion, this research project sheds light on the intricate relationship between advertisements, emotional branding, consumer behavior, and perception. It emphasizes the importance of creating meaningful connections with consumers through emotional storytelling and branding strategies, ultimately influencing their purchasing decisions and brand preferences in today's competitive marketplace.

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## 1. INTRODUCTION



### 1.1 Overview

Advertisements are pivotal in shaping consumer behavior and perception. They serve as bridges between businesses and consumers, conveying messages that go beyond mere product features. One of their primary roles is to build brand awareness, making consumers familiar with brands, products, and services. Through repeated exposure, advertisements create brand recall, increasing the likelihood of consumers considering the advertised products during their purchasing journey. Moreover, advertisements act as information disseminators, educating consumers about product benefits, unique selling propositions (USPs), and promotional offers. This informational aspect helps consumers make informed decisions, especially when comparing different brands or product options.

Advertisement is the way how companies first introduce their products to customers. The basic purpose of an advertisement is to inform, influence, and remind customers of the products. In the olden days, companies only focused on traditional mainstream advertisement techniques, wherein only the basic information, features, and purpose of the product were communicated. But with an increase in competition, modern companies are finding new and new ways to stand out from their competitors. Today, marketers are using different promotional gimmicks to attract customer's attention and to maintain long-term customer relationships with them. There are different types of strategies for how a company can formulate its ad structure. Apart from these, emphasizing on emotional dimension has always been considered a plus point, since emotions are inevitable in human life. Different types of emotional appeal have different impact on different people. From using love to humor, happiness or sadness, excitement or just savvy; all these emotions have the potential to grab the customer's attention. Studies have proved that FMCG companies like Hindustan Unilever, ITC, etc. all adopt this trick.

Beyond information, advertisements also play a crucial role in influencing consumer perceptions. They contribute significantly to shaping how consumers view brands, associating them with specific qualities, values, or emotions. Positive and compelling advertisements can create favorable brand images, positioning brands as trustworthy, innovative, or socially responsible, depending on the messaging and creative elements employed. Emotional appeal is a powerful tool used in advertisements to connect with consumers on a deeper level. Emotional ads trigger various emotions such as joy, nostalgia, excitement, or empathy, eliciting strong responses that influence consumer attitudes and purchase intentions.

51 On the other hand, emotional branding takes this concept further by focusing explicitly on creating emotional connections between brands and consumers. Emotional branding aims to tap into consumers' feelings, values, and aspirations, fostering strong emotional bonds that transcend transactional relationships. Brands that successfully implement emotional branding strategies often build trust, loyalty, and advocacy among their customer base. This approach helps differentiate brands in competitive markets by creating unique identities associated with specific emotions or values. Consumers perceive emotionally branded products or services as having higher value, leading to increased willingness to pay premiums and continued support.

Furthermore, emotional branding contributes to long-term relationships with consumers. By consistently engaging with consumers on an emotional level, brands cultivate lasting connections that withstand market dynamics and competitive pressures. Satisfied customers become brand advocates, sharing their positive experiences and reinforcing brand loyalty within their social circles. This word-of-mouth marketing, driven by emotional connections, contributes significantly to brand reputation and sustained success.

In summary, advertisements and emotional branding are integral components of marketing strategies aimed at influencing consumer behavior and perception. They work hand in hand to create brand awareness, shape perceptions, build emotional connections, and foster long-term relationships with consumers, ultimately driving business growth and success.

## 1.2 Key Terminologies

Here are key terminologies related to the role of advertisements, emotional branding, consumer behavior, and consumer perception:

### Advertisements:

- **Brand Awareness:** The extent to which consumers recognize and recall a brand.
- **Information Dissemination:** The process of conveying product information, benefits, and promotions to consumers.
- **Emotional Appeal:** Using emotions such as joy, nostalgia, or empathy to connect with consumers in advertisements.
- **Call-to-Action (CTA):** A prompt that encourages consumers to take a specific action, such as making a purchase or visiting a website.
- **Brand Image:** The overall perception and impression of a brand based on its advertisements and communications.

### Emotional Branding:

- **Emotional Connection:** Creating strong emotional bonds between consumers and brands.
- **Brand Loyalty:** The degree to which consumers remain committed to a brand due to emotional connections.
- **Brand Identity:** The unique values, personality traits, and emotions associated with a brand.
- **Emotional Marketing:** Strategies that use emotional triggers to influence consumer behavior and perception.
- **Brand Advocacy:** When satisfied customers become advocates and promote the brand to others based on emotional connections.

### Consumer Behaviour:

- **Purchase Decision:** The process by which consumers choose and buy products or services.
- **Consumer Motivation:** The underlying needs, desires, and reasons that drive consumer behavior.
- **Perceived Value:** The consumer's assessment of a product's worth based on benefits versus costs.
- **Buying Behaviour:** The patterns and actions consumers exhibit when making purchasing decisions.
- **Consumer Satisfaction:** The level of fulfillment and contentment experienced by consumers after buying and using products or services.

### **Consumer Perception:**

- Perceptual Mapping: A visual representation of how consumers perceive and position brands in relation to each other.
- Brand Image Perception: How consumers view and interpret a brand's identity, reputation, and attributes.
- Cognitive Bias: Mental shortcuts and predispositions that influence how consumers perceive information and make decisions.
- Perceived Quality: The consumer's subjective evaluation of a product or service's quality based on perceptions and expectations.
- Brand Equity: The overall value and strength of a brand based on consumer perceptions, loyalty, and associations.

These terminologies provide a foundation for understanding the intricate relationships between advertisements, emotional branding, consumer behaviour, and consumer perception in marketing contexts.

### 1.3 Why Emotional Advertising?

The primary goal of an advertiser is to reach out to potential customers and influence their perceptions, and purchasing behavior. They spend a lot of money to keep people interested in their products (markets). To succeed, they must first understand what are the reasons their potential customers act the way they do. Advertisements including emotional appeals motivate customers emotionally rather than on the rational part. It is established through research that Emotional responses have a strong association with consumer buying behavior. Consumers buy products to which they are emotionally attached to. These attachments are generated through advertising in the form of audio, video, and text, which he or she finds appealing. Nevertheless, it is an accepted truth that consumer behavior can sometimes be unpredictable. Different people react differently to the same things. And hence consumer responses towards advertisements or various marketing programs cannot be the same. So, a lot of marketers try to aim for different emotional chords of their target customers to achieve maximum advertising effectiveness. The growing importance of customer emotions in purchasing decisions has prompted researchers to emphasize emotions as a purchase engine.

Emotional branding shapes consumer purchasing decisions across various stages of the consumer journey.

### The Impact of Emotional Advertising Appeals on Customer Purchasing Behavior

Emotions play a crucial role in driving irrational shopping behavior, as defined by Gebhardt et al., who characterize emotions as behavioral, physiological, and cognitive reactions to situations. These reactions form a fundamental part of analyzing how emotional appeals in advertising influence consumers. The strategic use of emotions in advertising can thus be seen as a cornerstone of irrational consumer behavior.

When considering advertising campaigns, it is essential to accurately delineate the fundamental types of emotions. Wang et al. identified key emotions in this context as within domain, emotions are often categorized differently, categorized r diverging the categorization by Despite these variations, there is consistency in the use of joy and fear across both categorizations. This study will delve into the in advertising, specifically proposed by

Emotional appeal implemented through based on their models employing influence which evokes through indirectly linking them with brands and products.

Emotions also play a crucial role in behavioral changes and decision-making processes, as argued by Kranzbühler et al. Positive emotions such as humor, joy, or surprise can evoke favorable reactions, while negative emotional appeals, increasingly prevalent in advertising, can evoke sadness, disgust, nostalgia, anger, or fear. Care must be taken in employing negative emotional appeals, as they can impact overall marketing effectiveness if misapplied.

The challenge lies in harnessing these emotions towards driving purchases of promoted products. This requires not only activating emotions in the target segment but also ensuring the emotional activation translates into actual purchases. Correctly targeting emotions and aligning them with appropriate psychographic factors for target segments is crucial. However, this process can be demanding for companies across all target audiences, as highlighted by Scarantino et al.'s model, which challenges traditional economic models of consumer behavior assuming a hierarchy of effects. Scarantino et al. identified variations in motivation, preference formation, and choice justification among different age groups, influencing purchasing behaviors across generations. Understanding these dynamics is vital, particularly in the context of Generation Z, where emotional perception and loyalty hold significant sway.

Emotional appeals in advertising have a potent influence on consumer behavior, but their efficacy hinges on precise targeting and alignment with the emotions and preferences of target audiences, especially across generational lines.

The customer journey is a series of steps — starting with brand awareness before a person is even a customer — that leads to a purchase and eventual customer loyalty. Businesses use the customer journey to better understand their customers' experience, with the goal of optimizing that experience at every touchpoint.

Giving customers a positive customer experience is important for getting customers to trust a business, so optimizing the customer journey has never mattered more. By mastering the customer journey, you can design customer experiences that will lead to better customer relationships, loyalty, and long-term retention.

Every lead goes through several stages to become a loyal customer. The better this experience is for customers at each stage, the more likely your leads are to stick around. Ensure that your marketing, sales, and customer service teams optimize for these five stages of the customer journey:



Therefore, The Emotional Bond Between Customers and Brands through Advertising flows across the consumer journey.

The primary objective of emotional advertising campaigns is to establish and amplify the emotional connection between the brand, its products, and the customer, eliciting an emotional response. A successful campaign that forges a strong connection between a customer and a brand or product should evoke reactions that bolster the customer-business relationship. Television advertising, in particular, holds a significant sway over individuals across various age demographics. Cartwright's research delves into the promotion of current advertising campaigns across platforms such as social networks, television, radio, and other media, highlighting the nuances in how these campaigns are perceived across different media channels.

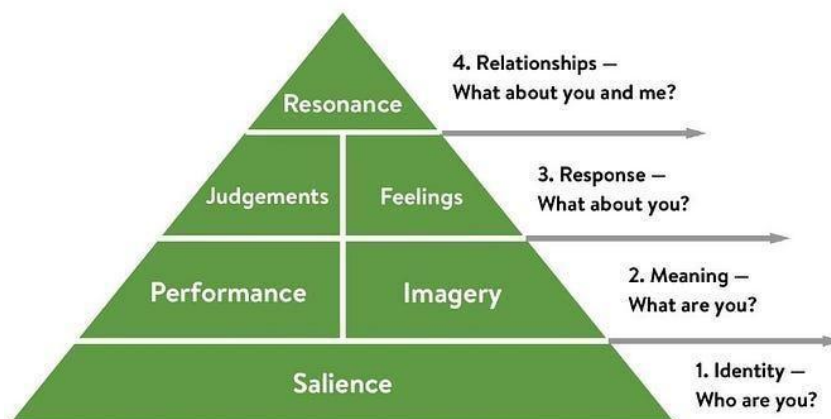
The choice of media channels can significantly impact how campaigns influence purchasing behavior and decision-making processes. Businesses strategically incorporate various emotional expressions in their advertisements to foster an emotional bond. However, it's important to note that attitudes and perceptions of advertisements can vary significantly among different age groups of consumers.

## 1.4 Keller's Brand Equity Model — What It Is & How to Use It

that

Keller's Brand Equity Model, also known as the Customer-Based Brand Equity (CBBE) Model, is a pyramid.

Keller's logic behind the model is simple — to have a strong brand, one must create the right brand image, by constructing ideal brand encounters or experiences. Each experience with your brand should leave customers, or potential customers, with positive thoughts, emotions, and convictions. When you are able to prove that your brand can provide value, then you've built brand equity and the customer's convictions will spread to others.



## 1.5 Marketing Research

Marketing research involves gathering, analyzing, and interpreting information about a market, its consumers, and the effectiveness of marketing strategies. It helps businesses understand consumer preferences, behaviors, and trends, allowing them to make informed decisions about product development, pricing, distribution, and promotion.

**There are two main types of marketing research:**

**Primary Research:** This involves collecting data directly from the source. It can include methods like surveys, interviews, observations, and experiments. Primary research is tailored to the specific needs of the business and provides fresh, firsthand insights.

**Secondary Research:** This involves gathering data that already exists, such as reports, articles, and statistics from sources like government agencies, industry associations, and market research firms. Secondary research is often more cost-effective and provides broader insights into market trends and competitive landscapes.

**Marketing research can be used for various purposes:**

**Understanding the Market:** Research helps businesses understand their target market's demographics, preferences, needs, and behaviors.

**Product Development:** It provides insights into what consumers want in a product or service, helping companies design offerings that meet customer needs.

**Competitive Analysis:** Research helps businesses understand their competitors' strategies, strengths, and weaknesses, enabling them to differentiate themselves effectively.

**Marketing Strategy:** It assists in determining the most effective marketing channels, messages, and promotions to reach and engage the target audience.

**Customer Satisfaction and Feedback:** Research helps companies gather feedback from customers, identify areas for improvement, and measure satisfaction levels.

Overall, marketing research is essential for businesses to stay competitive, innovate effectively, and build strong relationships with their customers.

**Surveys** are a common method used in marketing research to gather information from a sample of individuals or groups about their opinions, preferences, behaviors, and other relevant data. Surveys can be conducted through various mediums, including online, phone, mail, or in-person interviews.

**Here's an overview of the survey process:**

**Define Objectives:** Clearly define the goals and objectives of the survey. What specific information are you trying to gather, and how will it be used to inform your marketing decisions?

**Design the Survey:** Develop the survey questionnaire or script. Make sure the questions are clear, unbiased, and relevant to your objectives. Consider the survey format (multiple-choice, open-ended, rating scales, etc.) and length to ensure it's user-friendly and encourages participation.

**Select the Sample:** Determine the target population you want to survey and select a representative sample from that population. Sampling methods can include random sampling, stratified sampling, convenience sampling, etc., depending on your research objectives and resources.

**Choose Survey Administration Method:** Decide how you'll administer the survey. Options include online surveys via email or website, phone interviews, in-person interviews, or mailed questionnaires. Choose the method that best suits your target audience and budget.

**Pilot Test:** Before launching the full survey, conduct a pilot test with a small group to identify any issues with the questionnaire or survey process and make necessary adjustments.

**Data Collection:** Administer the survey to your sample population. Ensure that data collection is conducted accurately and ethically, respecting participants' privacy and confidentiality.

**Data Analysis:** Once data collection is complete, analyze the survey responses using appropriate statistical techniques. Summarize the findings and identify key insights and trends.

**Interpretation and Reporting:** Interpret the survey results in the context of your research objectives. Prepare a comprehensive report that highlights the key findings, conclusions, and recommendations for action.

Surveys can provide valuable insights into consumer attitudes, preferences, and behaviors, helping businesses make informed decisions about product development, marketing strategies, and customer service initiatives.

## Advantages of Surveys

**Wide Reach:** Surveys can reach a large and diverse audience, allowing researchers to collect data from different demographic groups and geographic locations.

**Cost-Effective:** Surveys can be relatively inexpensive compared to other research methods, especially when conducted online or through email.

**Efficiency:** Surveys allow researchers to collect data quickly from a large number of respondents, making them efficient for studying broad trends and patterns.

**Standardization:** Surveys enable researchers to use standardized questionnaires, ensuring consistency in data collection and analysis.

**Anonymity:** Respondents may feel more comfortable providing honest and candid responses in surveys, especially when anonymity is guaranteed.

**Quantitative Data:** Surveys produce quantitative data that can be easily analyzed using statistical techniques, allowing for objective measurement and comparison.

**Flexibility:** Surveys can be adapted to various formats and mediums, including online surveys, phone interviews, paper questionnaires, etc., making them flexible for different research needs.

## Disadvantages:

**Limited Depth:** Surveys may not capture the full complexity of respondents' opinions or experiences, as they typically rely on closed-ended questions and predefined response options.

**Response Bias:** Respondents may provide inaccurate or biased responses due to factors like social desirability bias, response acquiescence, or misunderstanding of questions.

**Sampling Bias:** Surveys may suffer from sampling bias if the sample population is not representative of the target population, leading to skewed or unreliable results.

**Low Response Rates:** Surveys often face challenges in achieving high response rates, especially in online surveys where respondents may be inundated with survey requests or lack motivation to participate.

**Question Wording:** Poorly worded or ambiguous questions can lead to misunderstanding or misinterpretation by respondents, affecting the validity and reliability of the survey data.

**Limited Context:** Surveys may lack the context necessary to fully understand respondents' attitudes or behaviors, as they typically focus on isolated questions without exploring underlying motivations or circumstances.

**Inability to Capture Complex Emotions or Experiences:** Surveys may struggle to capture nuanced emotions, experiences, or qualitative insights that require deeper exploration through methods like interviews or focus groups.

Despite these limitations, surveys remain a valuable tool for collecting quantitative data and gaining insights into consumer attitudes, preferences, and behaviors when used appropriately and complemented with other research methods.

## 1.6 Consumer Behaviour

Consumer behavior refers to the study of how individuals, groups, or organizations make purchasing decisions and use, or dispose of goods, services, ideas, or experiences. Understanding consumer behavior is crucial for businesses as it helps them anticipate and influence consumer preferences, needs, and purchasing decisions. Here are some key aspects of consumer behavior:

**Motivation:** Consumers are driven by various motives when making purchasing decisions, including functional needs (e.g., solving a problem), social needs (e.g., fitting in with a group), emotional needs (e.g., seeking pleasure or excitement), and self-expression (e.g., reflecting one's identity or values).

**Perception:** Consumers' perceptions of products and brands influence their purchasing decisions. Perception involves how individuals interpret and make sense of sensory information (such as sight, sound, taste, smell, and touch) to form impressions and judgments about products or services.

**Attitudes and Beliefs:** Consumers' attitudes and beliefs shape their preferences, choices, and behaviors. Attitudes are evaluative judgments or feelings toward objects, people, or events, while beliefs are ideas or convictions about the attributes or benefits of products or brands.

**Learning and Memory:** Consumers learn about products, brands, and purchase decisions through experiences, exposure to marketing messages, and social influences. Memory plays a role in storing and retrieving information about products, brands, and past purchasing experiences, which can influence future decisions.

**Personality and Lifestyle:** Individual differences in personality traits, values, interests, and lifestyles influence consumer behavior. Marketers often segment consumers based on psychographic factors to target specific groups with tailored marketing strategies.

**Social Influences:** Consumers are influenced by social factors such as family, peers, culture, social class, and reference groups. Social norms, customs, and traditions shape consumer behavior, affecting product choices, brand preferences, and consumption patterns.

**Decision-Making Process:** Consumers go through a series of stages when making purchasing decisions, including problem recognition, information search, evaluation of alternatives, purchase decision, and post-purchase evaluation. Marketers aim to understand and influence each stage of the decision-making process through targeted marketing efforts.

**Situational Factors:** Consumer behavior is influenced by situational factors such as time constraints, location, physical environment, and situational mood or emotions. These factors can impact consumers' perceptions, preferences, and decision-making processes in specific situations.

By understanding these factors and principles of consumer behavior, businesses can develop more effective marketing strategies, product designs, pricing strategies, and customer experiences that resonate with their target audience and drive sales and brand loyalty.

## 2. OBJECTIVE OF THE PROJECT

The objective of a project focused on determining the role of advertisements and emotional branding in shaping consumer behavior and perception:

**Investigate Impact:** The project aims to investigate how advertisements influence consumer behavior by assessing their role in creating brand awareness, shaping brand perceptions, and influencing purchase decisions.

**Evaluate Emotional Branding:** The project seeks to evaluate the effectiveness of emotional branding strategies in creating strong emotional connections with consumers, driving brand loyalty, and influencing consumer advocacy.

**Understand Consumer Perception:** The project aims to understand how consumers perceive brands based on emotional associations in advertisements, assessing factors such as brand image, perceived quality, and brand equity.

**Identify Effective Strategies:** Through data analysis and research findings, the project aims to identify effective strategies and emotional triggers used in advertisements and emotional branding that have a significant impact on consumer behavior and perception.

**Provide Insights and Recommendations:** Ultimately, the project aims to provide valuable insights and actionable recommendations for businesses on leveraging advertisements and emotional branding to shape consumer behavior positively, enhance brand perception, and drive long-term brand loyalty and advocacy.

**Connection between Emotional Branding and advertisements** – To know whether there is a connection between emotional branding with consumer persuasion of that brand. Advertisements with emotional appeal have higher conversion rates and adequacy than advertisements with are not related to the emotional parameter.

### 3. LITERATURE REVIEW

The intersection of advertisements and emotional branding plays a pivotal role in shaping consumer behavior and perception. This literature review examines how advertisements infused with emotional branding strategies influence consumer decision-making processes and perceptions of brands.

#### 1. Emotional Branding in Advertising:

Emotional branding involves crafting advertisements that evoke specific emotions to establish a strong connection with consumers. Research indicates that emotions such as happiness, nostalgia, fear, or excitement can profoundly impact consumer attitudes and behaviors toward brands.

#### 2. Influence on Consumer Behavior:

Advertisements employing emotional branding techniques have been found to elicit stronger emotional responses from consumers, leading to increased brand engagement and purchase intentions. Emotional appeals resonate with individuals on a personal level, influencing their perceptions of product value and brand identity.

#### 3. Creating Brand Associations:

Emotional branding helps cultivate favorable associations between consumers and brands. Through consistent emotional messaging, advertisements can shape brand perceptions, fostering a sense of trust, loyalty, and authenticity among consumers.

#### 4. Consumer Engagement and Recall:

Emotionally resonant advertisements are more likely to capture consumers' attention and be remembered over time. Studies suggest that ads that evoke strong emotional reactions are not only more memorable but also more likely to be shared, extending brand reach and influence.

#### 5. Impact Across Consumer Segments:

Emotional branding can have differential effects across diverse consumer segments. Cultural differences, individual preferences, and demographic factors may influence how consumers perceive and respond to emotional advertisements. Understanding these nuances is essential for designing effective marketing campaigns.

## 6. Ethical Considerations and Responsibility:

While emotional branding can be a powerful marketing tool, it also raises ethical considerations. Marketers must ensure that emotional appeals are authentic, transparent, and respectful of consumers' emotions. Misuse of emotional triggers or manipulation tactics can erode trust and damage brand reputation.

## 7. Future Directions and Implications:

As technology advances and consumer preferences evolve, the role of emotional branding in advertising is likely to evolve as well. Future research could explore innovative ways to integrate emotional branding with emerging platforms such as virtual reality, artificial intelligence, and social media to create more immersive and impactful brand experiences.

In conclusion, the literature reviewed underscores the significant influence of emotional branding in advertisements on consumer behavior and perception. By leveraging emotions strategically, marketers can forge deeper connections with consumers, enhance brand loyalty, and drive long-term business success. However, it is essential to approach emotional branding responsibly and ethically, ensuring that consumer well-being remains a top priority.

## 4. METHODOLOGY AND STEPS TAKEN

### Step 1: Development and Distribution of the Questionnaire

#### Development of the Questionnaire:

**Design Process:** The questionnaire was carefully designed to ensure it captures comprehensive data on consumer awareness, attitudes, and behaviors toward advertisements and emotional branding. This involved brainstorming and drafting questions that cover various dimensions of the topic.

**Types of Questions:** The questionnaire included a mix of closed-ended questions (e.g., multiple-choice, Likert scale questions) for quantitative analysis and open-ended questions for qualitative insights. This ensures a balanced approach to data collection, allowing for statistical analysis as well as in-depth understanding.

**Validation:** Before finalizing, the questionnaire was pre-tested on a small sample to check for clarity, relevance, and reliability of the questions. Necessary adjustments were made based on feedback.

#### Distribution to a Representative Sample:

**Sample Selection:** A representative sample of 200 consumers was selected to reflect the diversity of the population being studied. This included considerations of demographics such as age, gender, income, education, and geographical location.

**Distribution Channels:** The questionnaire was distributed using various channels, such as online surveys, emails, and possibly in-person interviews, ensuring it reached a wide and diverse audience. Online tools like Google Forms, SurveyMonkey, or similar platforms could have been used for ease of distribution and data collection.

### Step 2: Content of the Questionnaire

#### Sections of the Questionnaire:

**Advertisements:** Questions in this section focused on consumer exposure to advertisements, their recall ability, preferences, and general attitudes towards different types of advertisements (e.g., TV, online, print).

**Emotional Branding:** This section explored how consumers perceive emotional branding, their emotional responses to brands, and the impact of these emotions on their purchasing decisions.

**Combination of Both:** Here, the questions were designed to understand the interplay between advertisements and emotional branding, and how they together influence consumer behavior.

### Step 3: Data Collection and Analysis Preparation

#### Data Collection:

**Compilation:** Once the questionnaires were filled out by the respondents, the data was compiled for analysis. This included both the quantitative data from closed-ended questions and the qualitative data from open-ended questions.

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### Step 4: Data Analysis Using Microsoft Excel and SPSS

#### Quantitative Analysis:

**Microsoft Excel:** Initial data organization and basic analysis, such as calculating frequencies, percentages, and means, and creating charts and graphs for visual representation of the data.

**SPSS (Statistical Package for the Social Sciences):** Advanced statistical analysis was conducted to identify patterns, correlations, and significant relationships within the data.

#### Qualitative Analysis:

**Content Analysis:** Responses from open-ended questions were systematically analyzed to identify common themes, sentiments, and insights. This involved coding the responses and categorizing them into meaningful patterns.

**Example Analysis:** Identifying key emotions associated with successful emotional branding campaigns and their influence on consumer loyalty.

### Step 5: Drawing Conclusions from the Results

#### Interpretation of Results:

**Integrating Findings:** The results from both quantitative and qualitative analyses were integrated to provide a comprehensive understanding of the role of advertisements and emotional branding on consumer behavior.

**Comparative Analysis:** Differences and similarities in consumer perceptions and behaviors across different demographics were examined to draw nuanced conclusions.

**Key Insights:** Major findings were summarized, highlighting the most significant factors influencing consumer attitudes and behaviors towards advertisements and emotional branding.

#### Conclusion and Recommendations:

**Summarizing Findings:** The final step involved summarizing the key findings coherently and logically, linking back to the original research objectives.

## 5. Results, Findings and Recommendations

### 5.1 Project Findings

#### Analysis Report: Impact of Advertisements and Emotional Branding on Consumer Behavior and Perception

### *Role of Advertisements and Emotional Branding on Consumer Behaviour and Consumer Perception*

FOR RESEARCH PURPOSE ONLY

#### Section 1: ADVERTISEMENTS

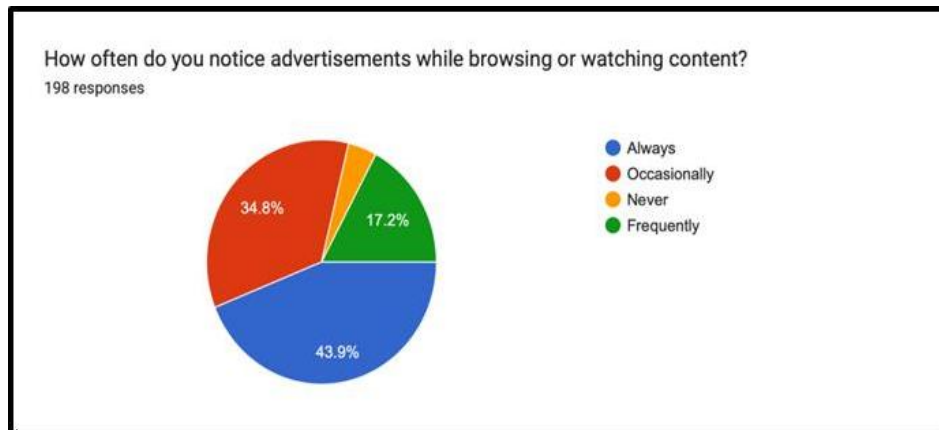
##### Question 1:

###### Advertisements

How often do you notice advertisements while browsing or watching content?

- ☐ Always
- ☐ Occasionally
- ☐ Never
- ☐ Frequently

### Analysis of Q1: Frequency of Noticing Advertisements



The survey reveals that a significant majority (44%) of respondents reported noticing advertisements "Always" while browsing or watching content. This suggests a high level of exposure to advertisements among the surveyed population. Furthermore, 35% of respondents indicated noticing advertisements "Occasionally," indicating that while not as frequent as the "Always" group, advertisements still capture the attention of a substantial portion of respondents.

Interestingly, a smaller proportion of respondents (17%) reported noticing advertisements "Frequently," indicating that while they do notice advertisements, it is not as pervasive in their browsing or viewing experience. Only a minor fraction (4%) of respondents claimed to "Never" notice advertisements, indicating a minimal impact of advertisements on their browsing or viewing habits.

Overall, these findings underscore the prevalence of advertisements in the digital landscape and suggest varying levels of engagement and exposure among consumers.

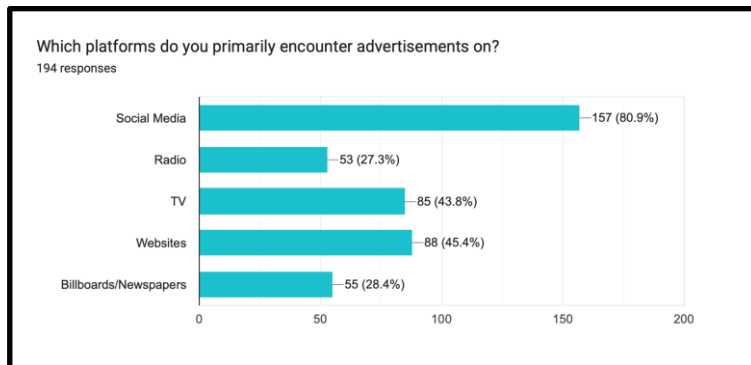
### Question

2:

Which platforms do you primarily encounter advertisements on?

- ☐ Social Media
- ☐ Radio
- ☐ TV
- ☐ Websites
- ☐ Billboards/Newspapers

## Analysis of Q2: Primary Platforms for Advertisements



The survey results indicate that the majority of respondents (80%) primarily encounter advertisements on social media platforms. This suggests the significant influence of social media advertising in reaching and engaging with consumers in the digital age.

Following social media, websites emerge as another prominent platform for encountering advertisements, with 45% of respondents indicating this as a primary source. This highlights the importance of digital advertising across various online platforms beyond just social media.

Television remains a notable medium for advertising, with 43% of respondents citing it as a primary platform. Despite the rise of digital advertising, traditional mediums like TV still hold sway in reaching a substantial audience.

Billboards/Newspapers and Radio lag behind as primary platforms for encountering advertisements, with 28% and 27% of respondents respectively. This suggests a diminishing role of traditional outdoor and radio advertising compared to digital and television advertising.

Overall, the data underscores the dominance of digital platforms, particularly social media and websites, in shaping consumer exposure to advertisements, while also acknowledging the enduring influence of television as a key advertising medium.

**Question 3:**

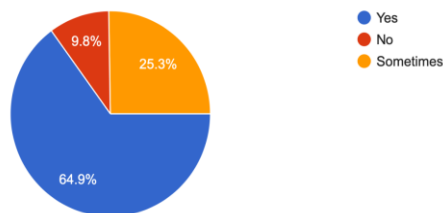
3. Do you believe that advertisements influence your purchasing decisions?

- ☐ Yes
- ☐ No
- ☐ Sometimes

**Analysis of Q3: Influence of Advertisements on Purchasing Decisions**

3. Do you believe that advertisements influence your purchasing decisions?

194 responses



The survey findings indicate that a substantial majority of respondents (65%) believe that advertisements do influence their purchasing decisions. This suggests that advertising plays a significant role in shaping consumer behavior and influencing their choices when making purchasing decisions.

Furthermore, a notable proportion of respondents (25%) indicated that advertisements sometimes influence their purchasing decisions. This implies that while not always the sole determinant, advertisements still exert a notable impact on consumer behavior in certain instances.

Interestingly, a smaller fraction of respondents (10%) reported that advertisements do not influence their purchasing decisions. While this group represents a minority, their perspective underscores the diversity of consumer attitudes towards advertising effectiveness.

Overall, these results highlight the pervasive influence of advertisements on consumer purchasing behavior, indicating the importance of effective advertising strategies in driving consumer engagement and sales.

**Question 4:**

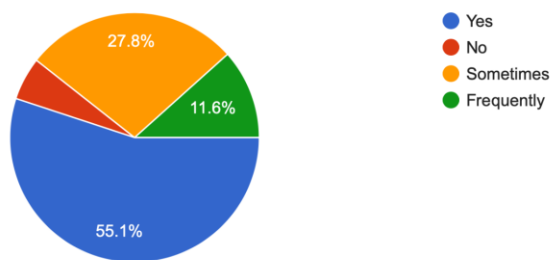
Do you think that the advertisements are successful in conveying the standard message of the brand?

- ☐ Yes
- ☐ No
- ☐ Sometimes
- ☐ Frequently

**Analysis of Q4: Success of Advertisements in Conveying Brand Messages**

Do you think that the advertisements are successful in conveying the standard message of the brand?

198 responses



The survey responses reveal mixed perceptions regarding the effectiveness of advertisements in conveying the standard message of the brand.

- A majority of respondents (55%) believe that advertisements are successful in delivering the brand's message, indicating that over half of the consumers perceive advertisements as effective in communicating what the brand stands for.

- Interestingly, another 55% (likely indicating overlapping responses) also feel that advertisements sometimes succeed in this regard, suggesting that while brands often succeed, there are instances where their messaging may not be as clear or impactful.

- A smaller portion (28%) indicated that advertisements only sometimes convey the brand's message effectively, highlighting occasional lapses in communication or clarity.

- Only 11% of respondents believe advertisements frequently convey the brand message, suggesting that consistent and clear messaging is less commonly perceived by the audience.

Overall, the data suggests that while advertisements often succeed in conveying brand messages, there is room for improvement in achieving more consistent and frequent clarity and impact.

### Question 5:

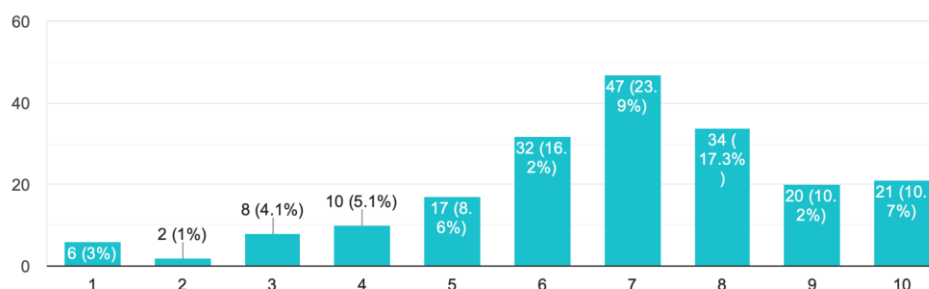
On a scale of 1 to 10, how influential do you find advertisements in shaping your purchasing decisions.

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

### Analysis of Q5: Influence of Advertisements on Purchasing Decisions (Scale of 1 to 10)

On a scale of 1 to 10, how influential do you find advertisements in shaping your purchasing decisions.

197 responses



The survey responses provide a detailed view of how influential advertisements are in shaping purchasing decisions, rated on a scale from 1 to 10.

- **Low Influence (1-3):** Only a small fraction of respondents rated the influence of advertisements at the lower end of the scale (1 - 3), with a combined total of 8%. This suggests that very few consumers find advertisements to have minimal impact on their purchasing decisions.

- Moderate Influence (4-6): The middle range (4-6) received more substantial responses, indicating a moderate influence of advertisements. This group constitutes 29% of respondents, reflecting a significant portion who feel that ads have a noticeable but not overwhelming effect.
- High Influence (7-10): The higher end of the scale (7-10) shows that a majority of respondents perceive advertisements as having a strong influence on their purchasing decisions, with a total of 62%. This indicates that most consumers recognize a substantial impact from advertisements.

Overall, the majority of respondents rate the influence of advertisements between 7 and 10, suggesting a strong impact on their purchasing behavior. Meanwhile, a significant portion also acknowledges moderate influence, and only a small fraction sees minimal impact. This underscores the importance of advertising in consumer decision-making processes.

#### Question 6:

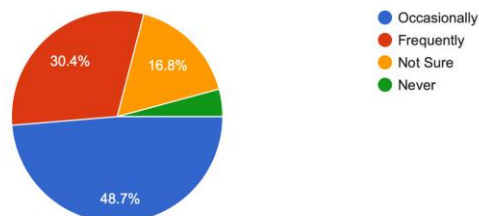
Have you ever felt disappointed with a product or service after purchasing it, despite being impressed by its advertisement?

- ☐ Occasionally
- ☐ Frequently
- ☐ Not Sure
- ☐ Never

#### Analysis of Q6: Post-Purchase Disappointment Despite Impressive Advertisements

Have you ever felt disappointed with a product or service after purchasing it, despite being impressed by its advertisement?

191 responses



The survey results indicate varying levels of post-purchase disappointment among consumers, even after being initially impressed by advertisements.

- Occasionally (48%): Nearly half of the respondents (48%) have occasionally felt disappointed with a product or service despite being impressed by its advertisement. This suggests that while advertisements are effective in capturing initial interest, there can be a gap between advertised expectations and actual experience.
- Frequently (31%): A significant portion (31%) of respondents frequently experience disappointment, indicating that for some consumers, the disparity between advertisement impressions and actual product or service performance is a recurring issue.
- Not Sure (16%): About 16% of respondents are uncertain, which could imply a mixed or unclear recollection of their experiences, or that they do not have strong feelings either way.
- Never (4%): A small minority (4%) reported never feeling disappointed, suggesting that for a few consumers, advertisements consistently align well with their expectations and experiences.

Overall, the data highlights a common issue where advertisements may sometimes over-promise, leading to consumer disappointment. This underscores the importance for brands to ensure their advertisements accurately represent their products and services to build and maintain consumer trust.

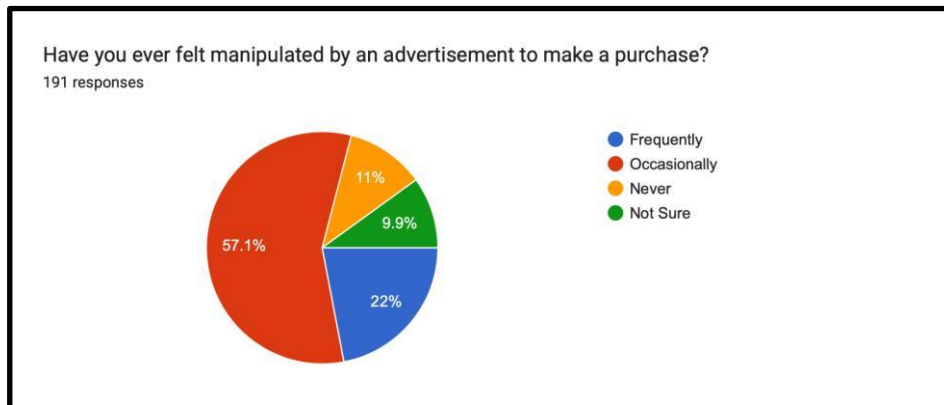
## Question

7:

Have you ever felt manipulated by an advertisement to make a purchase?

- ☐ Frequently
- ☐ Occasionally
- ☐ Never
- ☐ Not Sure

## Analysis of Q7: Perception of Manipulation by Advertisements



The survey results provide insights into how often consumers feel manipulated by advertisements into making purchases.

- Occasionally (57%): The majority of respondents (57%) feel occasionally manipulated by advertisements. This indicates that while not a constant issue, many consumers sometimes perceive advertisements as persuasive enough to influence their purchasing decisions in ways they might later question.
- Frequently (22%): A notable portion (22%) of respondents frequently feel manipulated by advertisements. This suggests that for a significant number of consumers, the persuasive tactics of advertisements are a regular concern, potentially leading to skepticism and mistrust towards advertising in general.
- Never (11%): A smaller group (11%) reported never feeling manipulated by advertisements, indicating that some consumers feel confident in their purchasing decisions and do not perceive advertisements as overly influential or manipulative.
- Not Sure (10%): About 10% of respondents are unsure, which could reflect a lack of strong feelings or awareness about the influence of advertisements on their purchasing behavior.

Overall, the data suggests that while a substantial portion of consumers occasionally or frequently feel manipulated by advertisements, a smaller group does not perceive such influence. This highlights the need for advertisers to be mindful of consumer perception and strive for transparency and honesty in their advertising strategies to build trust and reduce feelings of manipulation.

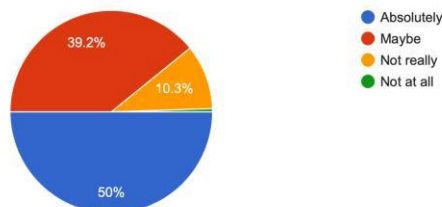
**Question****8:**

Do you think advertisements have the power to shape cultural perception and identity ?

- ☐ Absolutely
- ☐ Maybe
- ☐ Not really
- ☐ Not at all

**Analysis of Q8: Influence of Advertisements on Cultural Perception and Identity**

Do you think advertisements have the power to shape cultural perception and identity ?  
194 responses

**Analysis of Q8: Influence of Advertisements on Cultural Perception and Identity**

The survey results highlight diverse opinions on the power of advertisements to shape cultural perception and identity.

- Absolutely (50%): Half of the respondents (50%) believe that advertisements absolutely have the power to shape cultural perception and identity. This suggests a strong recognition of the influential role that advertisements play in molding societal norms, values, and identities.
- Maybe (40%): A significant portion (40%) of respondents think that advertisements maybe have this power. This indicates that while many acknowledge the potential impact of advertisements, they also consider other factors that might influence cultural perception and identity.
- Not really (10%): A smaller group (10%) believes that advertisements do not really shape cultural perception and identity. This suggests that some consumers see advertisements as having a limited or secondary role compared to other cultural influences.

- Not at all (1%): A minimal fraction (1%) of respondents think that advertisements do not have any power to shape cultural perception and identity, indicating a strong disbelief in the impact of advertising on cultural aspects.

Overall, the majority of respondents (90%) believe that advertisements have at least some power to influence cultural perception and identity, with half affirming this influence strongly. This underscores the significant role that advertisements play in shaping societal norms and cultural values.

## Emotional Branding

### Question 9:

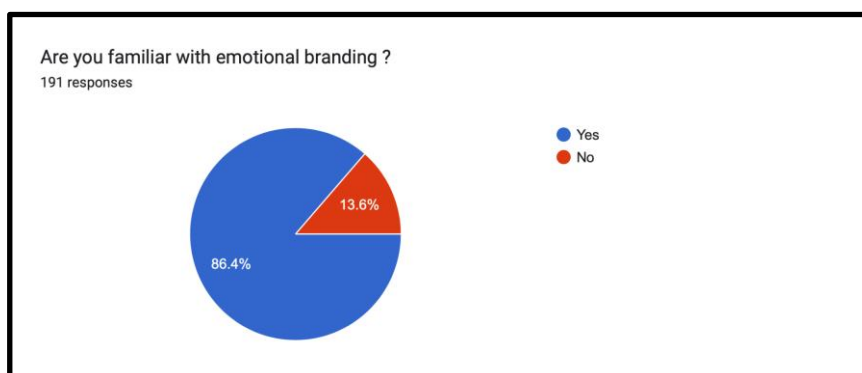
**Emotional Branding**

Are you familiar with emotional branding ?

☐ Yes

☐ No

### Analysis of Q9: Familiarity with Emotional Branding



- **Yes (87%):** A vast majority of respondents (87%) are familiar with the concept of emotional branding. This high level of awareness suggests that emotional branding is a well-recognized strategy in the marketing field, understood by most consumers. It

indicates that many consumers are knowledgeable about how brands use emotions to create deeper connections and influence their purchasing decisions.

- **No (13%):** A small portion of respondents (13%) are not familiar with emotional branding. This indicates that there is still a minority of consumers who are unaware of this marketing strategy and its implications.

Overall, the data shows a strong familiarity with emotional branding among consumers, highlighting its prominence and the potential for brands to leverage this strategy effectively. However, the presence of a small uninformed segment also suggests opportunities for further consumer education on the nuances of emotional branding.

### Question

10:

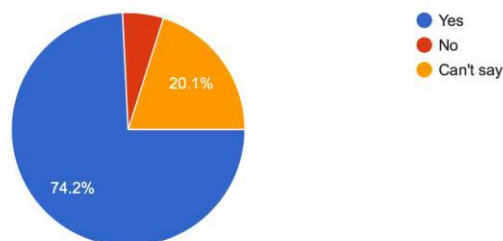
Do you think emotional branding helps in creating brand loyalty ?

- ☐ Yes
- ☐ No
- ☐ Can't say

### Analysis of Q10: Impact of Emotional Branding on Brand Loyalty

Do you think emotional branding helps in creating brand loyalty ?

194 responses



The survey results reflect varied perceptions regarding the effectiveness of emotional branding in fostering brand loyalty.

- Yes (75%): A significant majority (75%) of respondents believe that emotional branding helps in creating brand loyalty. This indicates a strong consensus that connecting with consumers on an emotional level can build long-term relationships and loyalty to the brand. Emotional branding strategies that resonate with consumers' values, aspirations, and feelings appear to be highly effective in encouraging repeat business and brand commitment.

- Can't say (20%): A notable portion of respondents (20%) are unsure about the impact of emotional branding on brand loyalty. This group might recognize the potential influence of emotional branding but may also consider other factors, such as product quality and customer service, as equally or more important in creating loyalty.

- No (5%): A small minority (5%) believe that emotional branding does not help in creating brand loyalty. This suggests that some consumers may be skeptical about the effectiveness of emotional branding, possibly viewing it as insufficient or secondary compared to other brand loyalty drivers.

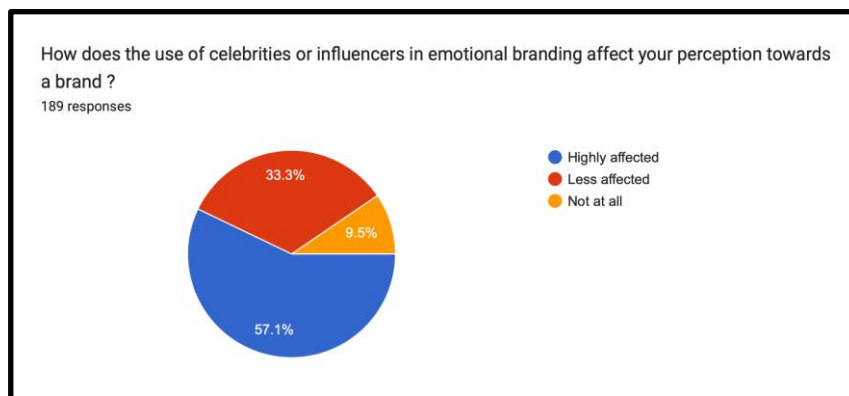
Overall, the data indicates that emotional branding is widely regarded as a powerful tool for fostering brand loyalty among consumers. However, the presence of uncertainty and skepticism among a minority suggests that while emotional connections are important, they should be part of a comprehensive approach that includes other elements of brand experience.

#### Question 11:

How does the use of celebrities or influencers in emotional branding affect your perception towards a brand ?

- ☐ Highly affected
- ☐ Less affected
- ☐ Not at all

#### Analysis of Q11: Influence of Celebrities or Influencers in Emotional Branding



The survey results reveal the varying degrees to which the use of celebrities or influencers in emotional branding affects consumer perception of a brand.

- **Highly affected (57%):** A majority of respondents (57%) are highly affected by the use of celebrities or influencers in emotional branding. This suggests that for many consumers, endorsements by well-known personalities significantly enhance the appeal and credibility of a brand. Celebrities and influencers likely help create a stronger emotional connection and trust, thereby positively shaping consumer perception.
- **Less affected (33%):** A substantial portion of respondents (33%) are less affected by celebrity or influencer endorsements. While they may acknowledge some influence, it is not a dominant factor in their perception of the brand. This group might consider other brand attributes, such as product quality and value, as more critical in shaping their opinion.
- **Not at all (10%):** A small minority (10%) are not affected at all by the presence of celebrities or influencers in emotional branding. This suggests that some consumers are either indifferent to endorsements or possibly skeptical of their authenticity and relevance.

Overall, the data indicates that **the use of celebrities and influencers in emotional branding** is a powerful strategy for influencing consumer perception, with the majority of consumers being highly affected. However, there remains a notable segment that is either less influenced or not influenced at all, highlighting the importance of balancing celebrity endorsements with other brand strengths to appeal to a broader audience.

**Question 12:**

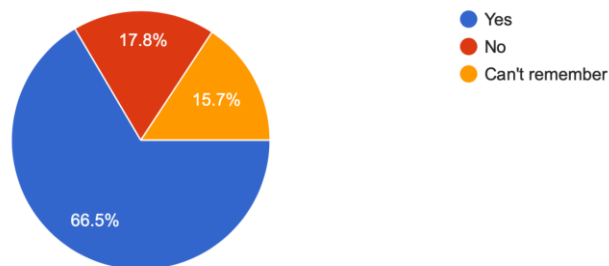
Have you ever switched brands because you were attracted to the emotional appeal of another brand ?

- ☐ Yes
- ☐ No
- ☐ Can't remember

**Analysis of Q12: Brand Switching Due to Emotional Appeal**

Have you ever switched brands because you were attracted to the emotional appeal of another brand ?

191 responses



The survey responses shed light on the extent to which consumers have switched brands due to being attracted to the emotional appeal of another brand.

- Yes (66%): A significant majority of respondents (66%) have switched brands because they were attracted to the emotional appeal of another brand. This indicates that emotional branding plays a substantial role in influencing consumer behavior and purchase decisions. Brands that effectively evoke emotions and connect with consumers on a deeper level are likely to enjoy higher brand switching rates.
- No (17%): A smaller proportion of respondents (17%) have not switched brands due to emotional appeal. This suggests that for some consumers, emotional branding may not be the primary driver of brand switching. Other factors such as product performance, price, and convenience may play a more significant role in their decision-making process.
- Can't remember (16%): A notable portion of respondents (16%) cannot remember if they have switched brands due to emotional appeal. This could indicate a lack of clear

recall or that emotional appeal may not have been a significant factor in their brand-switching experiences.

Overall, the data underscores the impact of emotional branding on consumer behavior, with a majority of respondents acknowledging its influence in prompting brand switches. However, there are still consumers who are unaffected by emotional appeals or have other primary reasons for brand loyalty or switching.

## Combining Advertisements & Emotional Intelligence

### Question 13:

**Combining Advertisements & Emotional Intelligence**

How likely are you to remember an advertisement that evokes strong emotions ?( Least to Most Likely with reference with the scale)

1  
☐

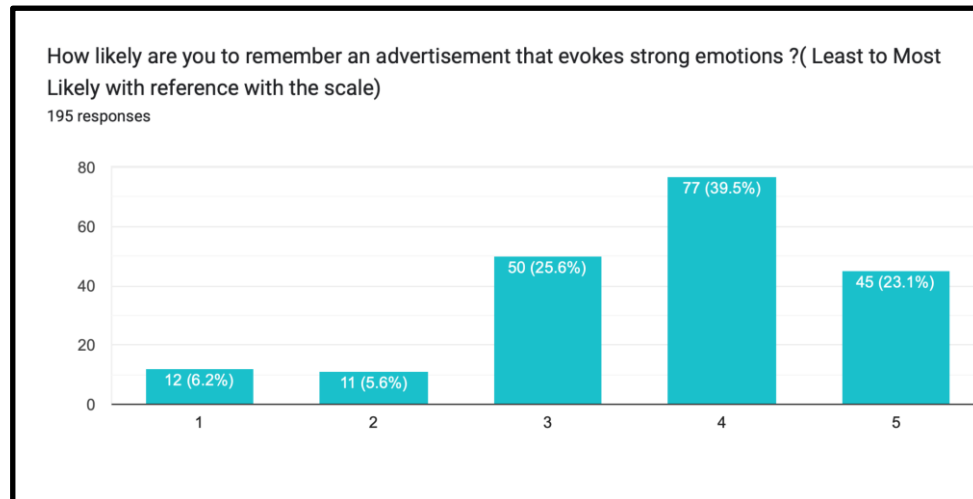
2  
☐

3  
☐

4  
☐

5  
☐

### Analysis of Q13: Memorability of Advertisements Evoking Strong Emotions



The survey results provide insights into the likelihood of consumers remembering advertisements that evoke strong emotions, as rated on a scale from 1 to 5.

- Least Likely (1-2): A small percentage of respondents rated themselves as least likely to remember such advertisements, with 6% selecting option 1 and 5% selecting option 2. This suggests that for a minority of consumers, advertisements evoking strong emotions may not leave a lasting impression.
- Moderately Likely (3): The majority of respondents (25%) chose option 3, indicating a moderate likelihood of remembering advertisements that evoke strong emotions. This suggests that for many consumers, emotionally charged advertisements have the potential to be memorable, but the impact may vary.
- Highly Likely (4-5): A significant portion of respondents (40% for option 4 and 23% for option 5) rated themselves as highly likely to remember such advertisements. This indicates that a substantial majority of consumers perceive emotionally evocative advertisements as memorable and impactful, with a higher likelihood of leaving a lasting impression.

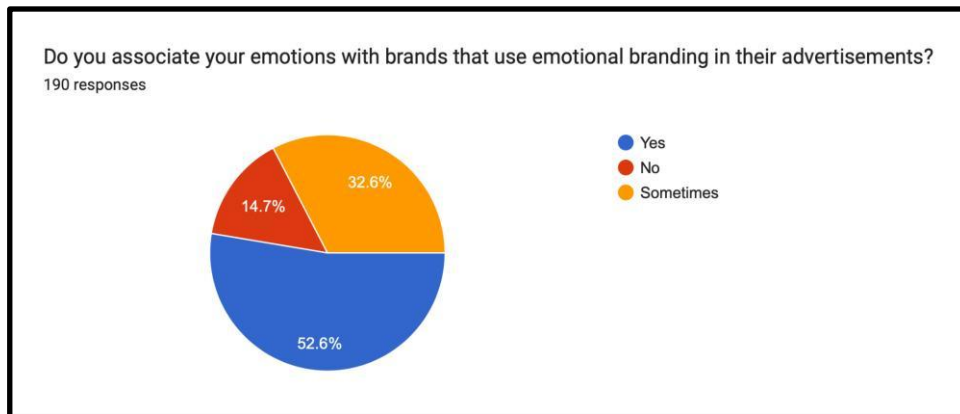
Overall, the data suggests that emotionally charged advertisements are generally perceived as memorable by a majority of consumers, with a notable proportion expressing a high likelihood of remembering them. This underscores the effectiveness of emotional branding strategies in capturing attention and creating lasting impressions in the minds of consumers.

#### Question 14:

Do you associate your emotions with brands that use emotional branding in their advertisements?

- ☐ Yes
- ☐ No
- ☐ Sometimes

### Analysis of Q14: Association of Emotions with Brands Using Emotional Branding



The survey responses offer insights into the extent to which consumers associate their emotions with brands that use emotional branding in their advertisements.

- Yes (52%): A majority of respondents (52%) associate their emotions with brands that use emotional branding in their advertisements. This suggests that for many consumers, emotional branding efforts effectively evoke feelings or connections that resonate with their own emotions, leading to a deeper affinity with the brand.
- Sometimes (33%): A significant portion of respondents (33%) indicated that they sometimes associate their emotions with such brands. This indicates that while emotional branding may have an impact, it may not consistently or universally elicit emotional responses from all consumers.
- No (14%): A smaller percentage of respondents (14%) do not associate their emotions with brands using emotional branding. This suggests that for some consumers, emotional branding efforts may not effectively resonate or create emotional connections, possibly due to personal preferences, experiences, or other factors.

Overall, the data highlights the varying degrees to which consumers associate their emotions with brands employing emotional branding. While a majority perceive some level of emotional connection, there are also significant proportions who only occasionally or do not associate their emotions with such brands.

## Question

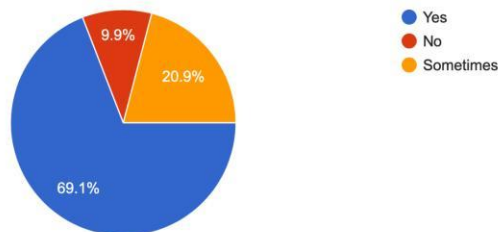
15:

Do you associate your emotions with brands that use emotional branding in their advertisements?

- ☐ Yes
- ☐ No
- ☐ Sometimes

## Analysis of Q15: Engagement with Advertisements that Tell a Story or Evoke Emotions

Do you find advertisements that tell a story or evoke emotions more engaging ?  
191 responses



The survey responses provide insights into the level of engagement consumers experience with advertisements that tell a story or evoke emotions.

- Yes (69%): A significant majority of respondents (69%) find advertisements that tell a story or evoke emotions more engaging. This indicates that for most consumers, storytelling and emotional appeals enhance the appeal and effectiveness of advertisements, capturing their attention and drawing them into the brand narrative.
- Sometimes (22%): A notable portion of respondents (22%) indicated that they sometimes find such advertisements more engaging. This suggests that while storytelling and emotional appeals can be effective, there may be instances where other factors influence engagement, or the impact of storytelling varies depending on the individual advertisement or context.
- No (9%): A small minority of respondents (9%) do not find advertisements that tell a story or evoke emotions more engaging. This suggests that for some consumers, storytelling and emotional appeals may not resonate or capture their interest as effectively, possibly due to personal preferences or other factors.

Overall, the data underscores the effectiveness of storytelling and emotional appeals in enhancing engagement with advertisements for a majority of consumers. While there are

varying levels of engagement among respondents, storytelling and emotional branding strategies remain valuable tools for marketers in creating compelling and memorable advertising experiences.

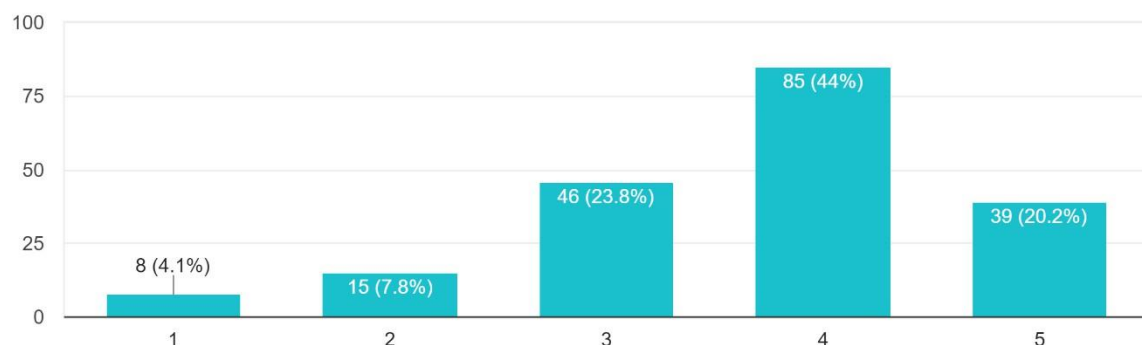
#### Question 16:

How important is the emotional connection between a brand and its consumers in your purchasing decisions?( Least to Most Important)

|                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

How important is the emotional connection between a brand and its consumers in your purchasing decisions?( Least to Most Important)

193 responses



The survey responses provide insights into the importance of the emotional connection between a brand and its consumers in influencing purchasing decisions, as rated on a scale from 1 to 5.

- Least Important (1): A small percentage of respondents (4%) rated the emotional connection between a brand and its consumers as least important in their purchasing decisions. This suggests that for a minority of consumers, emotional connection plays a minimal role compared to other factors such as product features, price, or convenience.
- Moderately Important (2-3): A combined total of 31% of respondents rated the emotional connection as moderately important, with 7% selecting option 2 and 24% selecting option 3. This indicates that for many consumers, while emotional connection

may not be the primary determinant, it still holds some significance in influencing their purchasing decisions.

- Most Important (4-5): The majority of respondents (64%) rated the emotional connection as important, with 44% selecting option 4 and 20% selecting option 5. This suggests that for a significant portion of consumers, the emotional connection between a brand and its consumers is a crucial factor that strongly influences their purchasing decisions. Brands that can establish and maintain strong emotional bonds with consumers are likely to enjoy greater loyalty and advocacy.

Overall, the data highlights the varying degrees of importance placed on the emotional connection between a brand and its consumers in purchasing decisions. While some consumers prioritize other factors, a majority recognize the significance of emotional connection, emphasizing its role in building brand loyalty and influencing consumer behavior.

### Question 17:

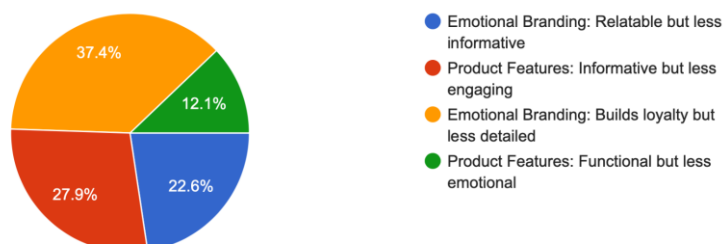
How do you perceive brands that use emotional branding compared to those that focus on product features in their advertisements?

- ☐ Emotional Branding: Relatable but less informative
- ☐ Product Features: Informative but less engaging
- ☐ Emotional Branding: Builds loyalty but less detailed
- ☐ Product Features: Functional but less emotional

### Analysis of Q17: Perception of Brands Using Emotional Branding vs. Product Features in Advertisements

How do you perceive brands that use emotional branding compared to those that focus on product features in their advertisements?

190 responses



The survey responses provide insights into how consumers perceive brands that prioritize emotional branding compared to those focusing on product features in their advertisements.

- **Emotional Branding: Relatable but less informative (22%):** A portion of respondents (22%) perceive brands using emotional branding as relatable but less informative. This suggests that while emotional branding may create a connection with consumers, it may lack detailed information about the product or service being advertised.
- **Product Features: Informative but less engaging (27%):** A similar percentage of respondents (27%) view brands focusing on product features as informative but less engaging. This indicates that advertisements highlighting product features may provide detailed information but may not captivate or resonate with consumers on an emotional level.
- **Emotional Branding: Builds loyalty but less detailed (37%):** The majority of respondents (37%) perceive brands using emotional branding as building loyalty but less detailed. This suggests that emotional branding strategies are effective in fostering brand loyalty, but may not offer in-depth information about the product or its features.
- **Product Features: Functional but less emotional (13%):** A smaller proportion of respondents (13%) perceive brands emphasizing product features as functional but less emotional. This indicates that while product feature-focused advertisements may highlight functionality, they may lack the emotional appeal that builds strong connections with consumers.

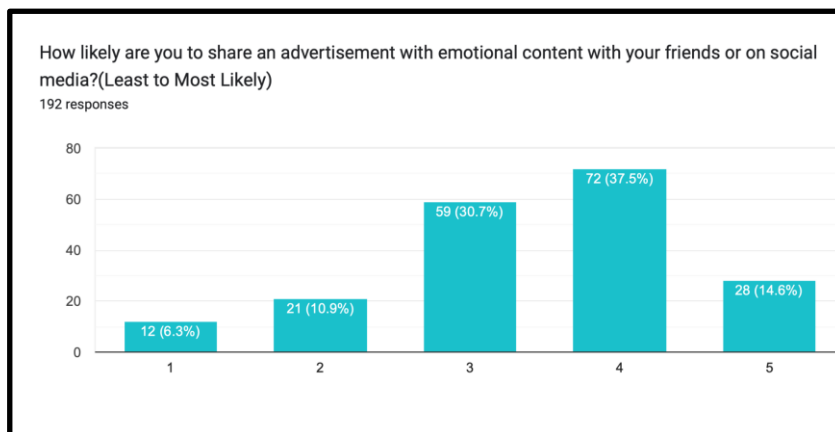
Overall, the data highlights the trade-offs between emotional branding and product feature-focused advertisements. Emotional branding is perceived as effective in building loyalty and relatability but may sacrifice detailed information, while product feature-focused advertisements are seen as informative but may lack emotional engagement. Both approaches have their strengths and weaknesses, and the choice between them depends on the brand's objectives and target audience preferences.

**Question 18:**

How likely are you to share an advertisement with emotional content with your friends or on social media?(Least to Most Likely)

|                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## Analysis of Q18: Likelihood to Share Advertisements with Emotional Content



The survey responses provide insights into the likelihood of consumers to share advertisements with emotional content with their friends or on social media, rated on a scale from 1 to 5.

- Least Likely (1-2): A combined total of 16% of respondents rated themselves as least likely to share advertisements with emotional content, with 6% selecting option 1 and 10% selecting option 2. This suggests that for a minority of consumers, emotional content may not be compelling or share-worthy enough to prompt sharing with others.
- Moderately Likely (3): The majority of respondents (30%) chose option 3, indicating a moderate likelihood of sharing advertisements with emotional content. This suggests that while emotional content may resonate with them, they may not always feel compelled to share it with others.
- Most Likely (4-5): A significant portion of respondents (53%) rated themselves as highly likely to share advertisements with emotional content, with 38% selecting option 4 and 15% selecting option 5. This indicates that for a majority of consumers, emotional content in advertisements is highly share-worthy and likely to prompt sharing with friends or on social media platforms.

Overall, the data highlights the strong propensity of consumers to share advertisements with emotional content, with a majority expressing a high likelihood of sharing such content. This underscores the power of emotional storytelling in driving engagement and virality, as consumers are inclined to share content that evokes strong emotions and resonates with their values and experiences.

## Question

19:

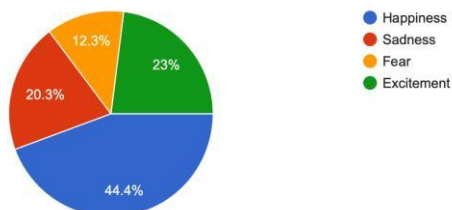
Which emotions do you think are most commonly targeted in the advertisements?

- ☐ Happiness
- ☐ Sadness
- ☐ Fear
- ☐ Excitement

## Analysis of Q19: Targeted Emotions in Advertisements

Which emotions do you think are most commonly targeted in the advertisements?

187 responses



The survey responses provide insights into which emotions consumers believe are most commonly targeted in advertisements.

- Happiness (44%): The majority of respondents (44%) believe that happiness is the most commonly targeted emotion in advertisements. This suggests that **advertisers often aim to evoke positive emotions such as joy, satisfaction, and contentment to create a favorable association with their brand or product.**
- Sadness (21%): A notable portion of respondents (21%) think that sadness is commonly targeted in advertisements. This indicates that some advertisements may leverage emotional storytelling to evoke empathy or tug at heartstrings by portraying poignant or touching narratives.
- Fear (12%): A smaller percentage of respondents (12%) believe that fear is a commonly targeted emotion in advertisements. This suggests that some advertisers may use fear-based tactics to capture attention or prompt action by highlighting potential risks or consequences associated with not using their product or service.

- **Excitement (23%):** A significant portion of respondents (23%) think that excitement is commonly targeted in advertisements. This indicates that advertisers often aim to create anticipation, thrill, or enthusiasm to engage and captivate consumers, particularly in industries such as entertainment, technology, or fashion.

Overall, the data reflects a diverse range of emotions targeted in advertisements, with happiness perceived as the most prevalent. Advertisers strategically employ different emotional appeals depending on their objectives, target audience, and the nature of the product or service being promoted.

## Question

20:

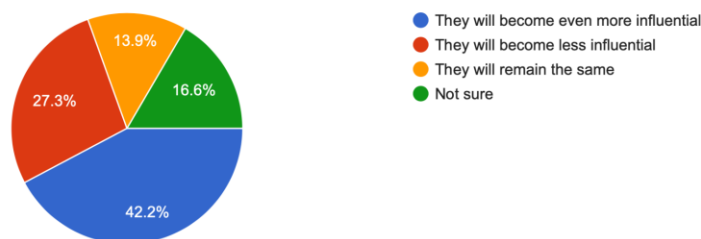
How do you think the role of advertisements and emotional branding will evolve in the future with advancements in technology and changes in consumer behavior?

- ☐ They will become even more influential
- ☐ They will become less influential
- ☐ They will remain the same
- ☐ Not sure

## Analysis of Q20: Evolution of Advertisements and Emotional Branding

How do you think the role of advertisements and emotional branding will evolve in the future with advancements in technology and changes in consumer behavior?

187 responses



The survey responses offer insights into the perceived future trajectory of advertisements and emotional branding in light of advancements in technology and changes in consumer behavior.

- **They will become even more influential (42%):** A significant portion of respondents (42%) believe that advertisements and emotional branding will become even more

influential in the future. This suggests an expectation that advancements in technology, such as AI, data analytics, and personalized marketing, will enhance the effectiveness of advertising strategies, including emotional branding, in reaching and engaging with consumers.

- They will become less influential (28%): A notable percentage of respondents (28%) anticipate that advertisements and emotional branding will become less influential in the future. This viewpoint may stem from concerns about ad fatigue, privacy issues, or changes in consumer behavior, such as ad-blocking or increasing skepticism towards advertising messages.
- They will remain the same (13%): A smaller proportion of respondents (13%) believe that the role of advertisements and emotional branding will remain the same in the future. This suggests a perception that while advancements in technology and changes in consumer behavior may occur, the fundamental principles of advertising and emotional branding will endure without significant shifts in influence.
- Not sure (17%): A notable portion of respondents (17%) expressed uncertainty about the future evolution of advertisements and emotional branding. This could reflect a recognition of the complexities and uncertainties surrounding technological advancements, consumer behavior changes, and their impact on advertising effectiveness.

Overall, the data indicates a range of perspectives on the future of advertisements and emotional branding. While some foresee increased influence driven by technological advancements, others anticipate potential challenges or remain uncertain about the direction of change. The evolving landscape of advertising will likely be shaped by a combination of technological innovation, regulatory developments, and shifts in consumer preferences and behaviors.

## Analysis through SPSS

### Correlations

[DataSet2]

| Correlations                                                                |                     |                                                                              |                                                                                         |
|-----------------------------------------------------------------------------|---------------------|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
|                                                                             |                     | How important<br>is the emotional<br>connection<br>between a brand<br>and it | How likely are<br>you to remember<br>an advertisement<br>that evokes<br>strong emotions |
| How important is the emotional connection between a brand and it            | Pearson Correlation | 1                                                                            | .463**                                                                                  |
|                                                                             | Sig. (2-tailed)     |                                                                              | .000                                                                                    |
|                                                                             | N                   | 201                                                                          | 201                                                                                     |
| How likely are you to remember an advertisement that evokes strong emotions | Pearson Correlation | .463**                                                                       | 1                                                                                       |
|                                                                             | Sig. (2-tailed)     | .000                                                                         |                                                                                         |
|                                                                             | N                   | 201                                                                          | 201                                                                                     |

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

The correlation came out to be 46% between the parameters of **How important is the emotional connection** between **a brand** and its consumers **in your** purchasing decisions? (Least to Most Important) and How likely are you to remember an advertisement that evokes strong emotions? (Least to Most Likely concerning the scale).

This indicates that according to our findings Advertisements and Emotional Branding are **Correlated by 46%**.

**Definition:** Correlation is a statistical measure that indicates the extent to which two variables fluctuate together. A correlation coefficient (ranging from -1 to 1) indicates the strength and direction of this relationship.

**46% Correlation:** This corresponds to a correlation coefficient of 0.46, which suggests a moderate positive relationship between the two parameters.

Interpretation of the 46% Correlation

Moderate Positive Relationship:

A 46% (or 0.46) correlation means **there is a moderate positive relationship between the importance of emotional connection in purchasing decisions and the likelihood of remembering emotionally evocative advertisements.**

**Positive Relationship:** As one variable increases, the other tends to increase as well. Specifically, consumers who consider emotional connections with brands important are somewhat more likely to remember advertisements that evoke strong emotions.

Implications of the Relationship:

**Consumer Behavior Insight:** This suggests that consumers who value emotional connections with brands tend to be more influenced by emotionally charged advertisements. Emotional advertisements are more memorable to these consumers, which could influence their purchasing decisions.

**Marketing Strategy:** Marketers can leverage this insight by creating emotionally engaging advertisements to strengthen brand-consumer relationships. By targeting consumers who prioritize emotional connections, marketers can enhance ad recall and potentially drive higher sales.

### Degree of Influence:

While the correlation is not extremely high (e.g., above 0.7), it is substantial enough to indicate a meaningful relationship. It shows that emotional content in advertisements can play a significant role, but other factors also contribute to ad recall and purchasing decisions.

**Additional Factors:** Factors such as product quality, price, brand reputation, and personal preferences also play crucial roles in purchasing decisions and ad recall. The 46% correlation suggests that emotional connection is one important aspect among others.

**Model Summary**

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate | R Square Change | Change Statistics |     |     | Sig. F Change |
|-------|-------------------|----------|-------------------|----------------------------|-----------------|-------------------|-----|-----|---------------|
|       |                   |          |                   |                            |                 | F Change          | df1 | df2 |               |
| 1     | .223 <sup>a</sup> | .050     | .045              | 2.05724                    | .050            | 10.399            | 1   | 199 | .001          |

a. Predictors: (Constant), How important is the emotional connection between a brand and it

| ANOVA <sup>a</sup> |            |                |     |             |        |                   |
|--------------------|------------|----------------|-----|-------------|--------|-------------------|
| Model              |            | Sum of Squares | df  | Mean Square | F      | Sig.              |
| 1                  | Regression | 44.009         | 1   | 44.009      | 10.399 | .001 <sup>b</sup> |
|                    | Residual   | 842.211        | 199 | 4.232       |        |                   |
|                    | Total      | 886.220        | 200 |             |        |                   |

a. Dependent Variable: On a scale of 1 to 10 how influential do you find an advertisement

b. Predictors: (Constant), How important is the emotional connection between a brand and it

| Coefficients <sup>a</sup> |                                                                  |                             |            |                           |       |      |                                 |             |
|---------------------------|------------------------------------------------------------------|-----------------------------|------------|---------------------------|-------|------|---------------------------------|-------------|
|                           |                                                                  | Unstandardized Coefficients |            | Standardized Coefficients |       |      | 95.0% Confidence Interval for B |             |
| Model                     |                                                                  | B                           | Std. Error | Beta                      | t     | Sig. | Lower Bound                     | Upper Bound |
| 1                         | (Constant)                                                       | 5.197                       | .527       |                           | 9.867 | .000 | 4.159                           | 6.236       |
|                           | How important is the emotional connection between a brand and it | .442                        | .137       | .223                      | 3.225 | .001 | .172                            | .713        |

**F value came out to be 10.339**

Let the null hypothesis be that there is no relation between advertisements and emotional branding.

But as we can see the F value that came from our results is greater than 2.5 means that we can reject the null hypothesis concluding that there is a relation between Advertisements and Emotional Branding. Emotionally appealing advertisements have a much greater impact on consumers.

## 5.2 Personal and professional learnings from this project

### Here are some key personal and professional learnings:-

**Emotional Connection:** Brands that successfully create an emotional connection with consumers often enjoy higher levels of loyalty and repeat purchases. This connection is typically forged through storytelling, relatable brand personalities, and consistent messaging that resonates with the consumer's values and aspirations.

**Brand Loyalty:** Emotional branding plays a critical role in fostering brand loyalty. Consumers are more likely to stick with a brand that they feel emotionally attached to, even in the face of competitors offering similar products at lower prices.

**Consumer Perception:** Emotional branding significantly influences how consumers perceive a brand. Brands that evoke positive emotions are often perceived as more trustworthy, reliable, and of higher quality. This positive perception can translate into a competitive advantage in the marketplace.

**Purchase Decisions:** Emotions can heavily influence purchase decisions. Consumers are more likely to buy products from brands that evoke feelings of happiness, nostalgia, or excitement. Emotional branding strategies, such as creating memorable advertisements or engaging in cause-related marketing, can drive consumers' purchasing behavior.

**Differentiation:** In highly competitive markets, emotional branding helps differentiate a brand from its competitors. By tapping into the emotional needs and desires of consumers, brands can create a unique identity that stands out in a crowded marketplace.

**Consumer Engagement:** Emotional branding enhances consumer engagement. Brands that connect emotionally with their audience are more likely to see higher levels of engagement on social media, better word-of-mouth marketing, and increased participation in brand-related activities.

### Some Personal Learnings are: -

#### Enhanced Understanding of Consumer Psychology:

**Insight:** Gaining a deeper understanding of how advertisements and emotional branding influence consumer behavior and perception.

**Application:** This knowledge helps in becoming a more critical consumer and making more informed purchasing decisions.

#### Improved Analytical Skills:

**Insight:** Learning to analyze data using tools like SPSS and visualizing results with pie charts.

**Application:** Developing a structured approach to problem-solving and enhancing data interpretation skills.

#### Refined Survey Design and Implementation:

**Insight:** Learning how to design effective questionnaires and understand the importance of question framing.

**Application:** This skill is transferable to other areas requiring survey data collection, such as academic research or market research..

#### **Increased Patience and Perseverance:**

**Insight:** Understanding that data collection and analysis can be time-consuming and require attention to detail.

**Application:** Building resilience and a meticulous approach to work

#### **Market Research Proficiency:**

**Insight:** Developing skills in conducting market research, from survey design to data analysis.

**Application:** Ability to contribute to market research projects and consumer behavior studies in a professional setting.

#### **Understanding Emotional Branding:**

**Insight:** Recognizing the impact of emotional branding on consumer perceptions and behavior.

**Application:** Applying this knowledge in developing marketing strategies that create emotional connections with consumers.

#### **Data-Driven Decision Making:**

**Insight:** Learning the importance of basing decisions on data rather than assumptions.

**Application:** Utilizing data-driven insights to make more informed and effective business decisions.

#### **Presentation and Reporting Skills:**

**Insight:** Developing the ability to create and present reports that effectively communicate research findings.

**Application:** Enhancing your ability to present data and insights to stakeholders in a clear and impactful manner.

#### **Collaboration and Teamwork:**

**Insight:** Working with a team to design the survey, collect data, and analyze results.

**Application:** Building collaboration skills that are essential in most professional environments, ensuring effective teamwork and project management.

## **6. Executive Summary – Conclusion, Contributions and Learnings**

The project titled "The Impact of Advertisements and Emotional Branding on Consumer Behavior and Consumer Perception" aimed to understand how different forms of advertisements and emotional branding strategies influence consumer behavior and perceptions. A survey involving 200 respondents was conducted, and the data was analyzed using SPSS and visualized through pie charts. The findings provide valuable insights into the psychological mechanisms behind consumer decision-making processes and the effectiveness of emotional branding.

## Conclusion

The project concluded that emotional branding and strategically designed advertisements significantly impact consumer behavior and perception. Key findings include:

**Emotional Engagement:** Advertisements that evoke strong emotional responses tend to be more memorable and influential in shaping consumer behavior.

**Brand Loyalty:** Emotional branding fosters deeper connections with consumers, leading to increased loyalty and trust in the brand.

**Perception Shaping:** The content and emotional tone of advertisements significantly shape consumer perceptions and attitudes toward a brand.

**Demographic Variations:** Different demographic groups respond uniquely to emotional branding, indicating the need for tailored marketing strategies.

## Contributions

**Enhanced Understanding of Consumer Psychology:** The project provided a comprehensive analysis of how emotional triggers in advertisements affect consumer behavior.

**Data-Driven Insights:** By analyzing survey data using SPSS, the project offered statistically significant insights into the effectiveness of various advertising strategies.

**Marketing Strategy Development:** The findings contribute to the development of more effective marketing strategies that leverage emotional branding to influence consumer behavior.

**Educational Resource:** The project serves as a valuable educational resource for understanding the interplay between advertisements, emotional branding, and consumer psychology.

## Learnings

### Personal Learnings

**Cognitive Bias Awareness:** Understanding the role of cognitive biases in consumer decision-making.

**Advanced Data Interpretation:** Gaining proficiency in interpreting complex data sets using SPSS.

**Questionnaire Design Proficiency:** Mastering the principles of designing reliable and valid questionnaires.

**Statistical Literacy:** Enhancing the ability to critically evaluate statistical information.

**Effective Data Visualization:** Learning to create clear and informative visual representations of data.

## Professional Learnings

**Consumer Behavior Analysis:** Gaining insights into the psychological mechanisms through which advertisements and emotional branding shape consumer behavior.

**Emotional Branding Techniques:** Understanding how to create emotional connections with consumers through branding.

**Advanced Statistical Analysis Skills:** Acquiring the ability to perform and interpret complex statistical analyses.

**Data-Driven Marketing Decisions:** Learning the importance of evidence-based decision-making in marketing.

**Market Research Methodologies:** Mastering various market research methodologies and applying them effectively.

**Presentation and Reporting Proficiency:** Developing the ability to present research findings effectively to stakeholders.

## Conclusion

The project demonstrated that emotional branding and well-crafted advertisements have a profound impact on consumer behavior and perception. By leveraging emotional appeals and understanding demographic differences, marketers can create more effective campaigns that resonate deeply with their target audience. This project not only contributed valuable insights into the field of marketing but also provided significant personal and professional growth opportunities for those involved. We thus conclude that there is a significant impact on consumers of advertisements and emotional branding and emotionally appealing advertisements have a much greater impact.

## Contributions and Learnings

This project contributed to the marketing field by providing data-driven insights into the effectiveness of emotional branding and advertisements. It highlighted the importance of emotional engagement and provided practical strategies for leveraging these insights in marketing campaigns. The learnings from this project, both personal and professional, equip individuals with valuable skills in consumer psychology, data analysis, and strategic marketing, which are essential for success in the competitive marketing industry.

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## 8. ANNEXURE

Google Form Questionnaire link -  
<https://docs.google.com/forms/d/e/1FAIpQLSemFTnY4xzaTnolLt8QAFhIQe1T5X2t51X3RycVZ-02EpqLUg/formResponse>



*Role of Advertisements and Emotional Branding on Consumer Behaviour and Consumer Perception*

bhavika22141@gmail.com [Switch accounts](#) 

Your email address will be recorded when you submit this form

**Advertisements**

How often do you notice advertisements while browsing or watching content?

☐ Always

☐ Occasionally

☐ Never

☐ Frequently

Which platforms do you primarily encounter advertisements on?

- ☐ Social Media
- ☐ Radio
- ☐ TV
- ☐ Websites
- ☐ Billboards/Newspapers

3. Do you believe that advertisements influence your purchasing decisions?

- ☐ Yes
- ☐ No
- ☐ Sometimes

Do you think that the advertisements are successful in conveying the standard message of the brand?

- ☐ Yes
- ☐ No
- ☐ Sometimes
- ☐ Frequently

On a scale of 1 to 10, how influential do you find advertisements in shaping your purchasing decisions.

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Have you ever felt disappointed with a product or service after purchasing it, despite being impressed by its advertisement?

- ☐ Occasionally
- ☐ Frequently
- ☐ Not Sure
- ☐ Never

Have you ever felt manipulated by an advertisement to make a purchase?

- ☐ Frequently
- ☐ Occasionally
- ☐ Never
- ☐ Not Sure

Do you think advertisements have the power to shape cultural perception and identity ?

- ☐ Absolutely
- ☐ Maybe
- ☐ Not really
- ☐ Not at all

### Emotional Branding

Are you familiar with emotional branding ?

- ☐ Yes
- ☐ No

Do you think emotional branding helps in creating brand loyalty ?

- ☐ Yes
- ☐ No
- ☐ Can't say

How does the use of celebrities or influencers in emotional branding affect your perception towards a brand ?

- ☐ Highly affected
- ☐ Less affected
- ☐ Not at all

Have you ever switched brands because you were attracted to the emotional appeal of another brand ?

- ☐ Yes
- ☐ No
- ☐ Can't remember

### Combining Advertisements & Emotional Intelligence

How likely are you to remember an advertisement that evokes strong emotions ?(Least to Most Likely with reference with the scale)

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Do you associate your emotions with brands that use emotional branding in their advertisements?

- ☐ Yes
- ☐ No
- ☐ Sometimes

Do you find advertisements that tell a story or evoke emotions more engaging ?

- ☐ Yes
- ☐ No
- ☐ Sometimes

How important is the emotional connection between a brand and its consumers in your purchasing decisions?( Least to Most Important)

|                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

How do you perceive brands that use emotional branding compared to those that focus on product features in their advertisements?

- ☐ Emotional Branding: Relatable but less informative
- ☐ Product Features: Informative but less engaging
- ☐ Emotional Branding: Builds loyalty but less detailed
- ☐ Product Features: Functional but less emotional

How likely are you to share an advertisement with emotional content with your friends or on social media?(Least to Most Likely)

|                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Which emotions do you think are most commonly targeted in the advertisements?

- ☐ Happiness
- ☐ Sadness
- ☐ Fear
- ☐ Excitement

How do you think the role of advertisements and emotional branding will evolve in the future with advancements in technology and changes in consumer behavior?

- ☐ They will become even more influential
- ☐ They will become less influential
- ☐ They will remain the same
- ☐ Not sure