

UNIVERSITI PUTRA MALAYSIA

MODERATING EFFECT OF MONEY ATTITUDE ON RELATIONSHIP BETWEEN PSYCHOGRAPHIC FACTORS AND STATUS CONSUMPTION AMONG WORKING WOMEN IN THE KLANG VALLEY, MALAYSIA

SUKJEET KAUR SANDHU

FEM 2018 3



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By

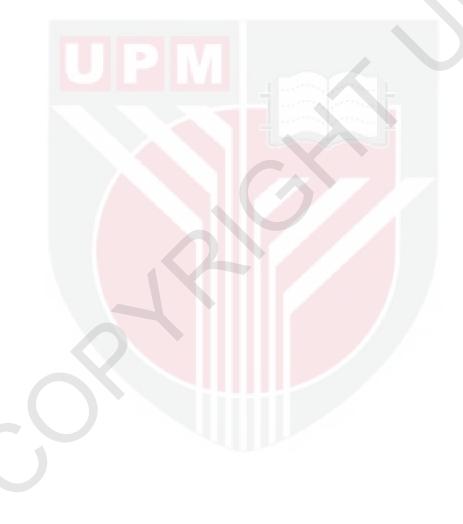
SUKJEET KAUR SANDHU

Thesis Submitted to the School of Graduate Studies, Universiti Putra Malaysia, in Fulfillment of the Requirements for the Degree of Doctor of Philosophy

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DEDICATION

In the name of Al mighty God, I humbly dedicate this work to my beloved family. Thank you in believing in me.



Abstract of thesis presented to the Senate of Universiti Putra Malaysia in fulfillment of the requirement for the degree of Doctor of Philosophy

MODERATING EFFECT OF MONEY ATTITUDE ON RELATIONSHIP BETWEEN PSYCHOGRAPHIC FACTORS AND STATUS CONSUMPTION AMONG WORKING WOMEN IN THE KLANG VALLEY, MALAYSIA

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January 2018

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People crave for status. This status struggle waves for today's consumer. The obsession with status seeking which displays through consumption of status good has emerged among working women who have experienced increased economic and social influence. While previous studies have presented different factors influences status consumption, a very critical element, which very few studies have included, is money attitude in their predictability model. The money attitude dimension has not been extensively researched especially among working women in Malaysia. The current study investigates the phenomenon of status consumption behaviour among Malaysian working women. Materialism, brand consciousness, social status display, attention to social comparison, collectivism and individualism were examining to predict the status consumption model. For the first time, money attitude was introduced as a moderator variable. Theories such as conspicuous consumption, social comparison and impression management theory were used to predict status consumption model. A sample of 410 working women from Klang Valley were selected through non probability sampling technique. Data for the research were collected through mall intercept concept. Four major mall in Klang Valley area were collected. The research predictability model was tested by using reliability analysis and descriptive analysis. Structural Equation Model (SEM) using Partial Least Square analysis was used to measure the level of status consumption and to investigate the moderating effect of money attitude. The results show that brand consciousness has the strongest relationship with status consumption followed by money attitude, materialism and individualism. The moderation effect of money attitude was also discussed. The results of the study reveals that money attitude as a moderator has a significant impact of the predictability model where R2 improved from 60.0% to 66.2%. The role of money attitude is truly important variable in predicting the status consumption behavior. The study contributes to the body of knowledge by providing empirical evidence and improves the understanding of status consumption.



Abstrak tesis yang dikemukakan kepada Senat Universiti Putra Malaysia sebagai memenuhi keperluan untuk ijazah Doktor Falsafah

KESAN MODERATOR SIKAP WANG KE ATAS HUBUNGAN ANTARA FAKTOR PSIKOGRAFI DAN PENGGUNAAN UNTUK STATUS DALAM KALANGAN WANITA BERKERJA DI LEMBAH KLANG, MALAYSIA

Oleh

SUKJEET KAUR SANDHU

Januari 2018

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Manusia mendambakan status. Keinginan pada status melanda pengguna hari ini. Obsesi dengan pencarian status dalam kalangan wanita bekerja yang menikmati peningkatan pengaruh ekonomi dan sosial, dipamerkan melalui penggunaan barangan yang berstatus. Kajian-kajian sebelum ini telah membentangkan faktor berbeza yang mempengaruhi penggunaan untuk status, tetapi elemen amat kritikal yang sangat sedikit dirangkumkan dalam model kebolehramalan kajian-kajian itu adalah sikap terhadap wang. Dimensi sikap terhadap wang, terutamanya dalam kalangan wanita Malaysia yang bekerja belum di kaji secara mendalam. Kajian kali ini menyelidiki fenomena tingkah laku penggunaan untuk status dalam kalangan wanita Malaysia yang bekerja. Materialisme (atau sikap mementingkan kebendaan), kesedaran Jenama, status sosial, perhatian kepada perbandingan sosial, kolektivisme dan individulisme dikaji untuk meramalkan model penggunaan untuk status. Buat kali pertama, sikap terhadap wang diperkenalkan sebagai pemboleh ubah moderator. Teori-teori seperti penggunaan lagak, perbandingan sosial dan teori pengurusan tanggapan digunakan untuk meramal model penggunaan untuk status. Sampel kajian yang terdiri daripada 410 wanita bekerja dari Lembah Klang, dipilih melalui teknik persampelan bukan kebarangkalian. Data untuk kajian ini dikumpulkan melalui konsep pintasan di empat pusat beli belah utama di Lembah Klang. kebolehramalan kajian ini diuji menggunakan analisis kebolehpercayaan dan analisis deskriptif. Structural Equation Model (SEM) menggunakan analisis Kuasa Dua Terkecil Separa (Partial Least Square), digunakan untuk mengukur tahap penggunaan status dan untuk mengkaji kesan menyederhana ke atas sikap terhadap wang. Keputusan menunjukkan bahawa kesedaran jenama mempunyai hubungan yang paling kuat dengan penggunaan untuk status diikuti oleh sikap terhadap wang, materialisme dan individualisme. Kesan kesederhanaan sikap terhadap wang juga dibincangkan. Hasil kajian ini mendapati bahawa sikap terhadap wang sebagai

moderator mempunyai kesan yang signifikan ke atas model kebolehramalan di mana $R\hat{A}^2$ meningkat daripada 60.0% kepada 66.2%. Peranan sikap terhadap wang adalah pemboleh ubah yang benar-benar penting dalam meramalkan tingkah laku penggunaan untuk status. Kajian ini menyumbang kepada displin ilmu dengan menyediakan bukti empirik dan meningkatkan pemahaman berkenaan penggunaan untuk status.



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Sukjeet Kaur Sandhu



I certify that a Thesis Examination Committee has met on 3 January 2018 to conduct the final examination of Sukjeet Kaur Sandhu on her thesis entitled "Moderating Effect of Money Attitude on Relationship between Psychographic Factors and Status Consumption among Working Women in the Klang Valley, Malaysia" in accordance with the Universities and University Colleges Act 1971 and the Constitution of the Universiti Putra Malaysia [P.U.(A) 106] 15 March 1998. The Committee recommends that the student be awarded the Doctor of Philosophy.

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LIST OF ABBREVIATIONS

AKPK Counselling and Credit Management Agency

ATSCI Attention to Social Comparison Information

AVE Average Variance Extracted

BC Brand Consciousness

COL Collectivism

GDP Gross Domestic Product

IND Individualism

KLCC Kuala Lumpur City Centre

LISREL Linear Structural Relations

MANOVA Multivariate Analysis of Variance

MAS Money Attitude Scale

MAT Materialism

MONEY ATTD Money Attitude

MPWS Malaysian Postgraduate Workshop Series

PLS Partial Least Squares

PLS Partial Least Equation

SC Status Consumption

SEM Structural Equation Modelling

SMART-PLS Partial Least Squares Regression

SS Social Status Display

CHAPTER 1

INTRODUCTION

1.1 Background of the Study

The love for luxury products in Malaysia is growing rapidly. Based on a report by Euromonitor (2014), luxury products in Malaysia continue to benefit from the strong GDP (Gross Domestic Product) performance with over 5 percent growth in the year 2014. The enhanced economic performance has increased consumers' disposable incomes and thus, giving them the financial freedom to acquire luxury products, which have also become easily attainable. Additionally, consumers' purchasing preferences may also be governed by their social perception of the products' worth and prestige. Status is most often complemented by a selection of economic, social, and emotional benefits and hence it can be valuable to have a higher rank than others.

Several world-renowned luxury brands, such as Louis Vuitton, Prada, Coach, Gucci, Alexander McQueen, and Dior have their own outlet stores in prestige retail centres in major cities, such as Kuala Lumpur and Johor Bahru. In fact, a part of their strong appeal to Malaysian consumers is due to their global associations (Euromonitor, 2014). Thus, some consumers have either intentionally or unintentionally began to view their personality and self-worth based on the things they own. However, at the same time, the excess consumerism is often acclaimed to be the heart of current financial crisis (Krugman, 2009).

A substantial amount of research has observed how individuals purchase status-conveying products for example, designer apparel, handbags and shoes in order to hint that they belong to a certain status group. One of the ways to represent their status is through consumption. The purchase of products often reflects their actual social standing, which describes the concept of status consumption, which is done through conspicuous consumption (Eastman, Goldsmith, and Flynn,1999). Individuals often engage in behaviours which allow them to either affirm or to enhance their status (Anderson, John, Keltner, & Kring, 2001; Jackson, Sullivan, Harnish, & Hodge, 1996; Kemper, 1978; Tajfel & Turner, 1979). Claassen (2008) highlighted the constant struggle for status has observed to be troubling today's modern consumer society. Conversely, nowadays, many are experiencing problems managing their finances due to the greed of consuming for status.

The love for status seeking has grown rapidly through consumption worldwide and has become notably dominant, especially among female consumer. A recent trend of toting high-end accessories in Asia has also affected Malaysian consumers, whereby sales of various international brands, especially in women's classy bags, skyrocketed in 2014 (Euromonitor, 2014). The increasing number of female workforce in

Malaysia also plays a critical part in boosting the sales of luxury products due to the rising household disposable incomes (Euromonitor, 2013). Numerous consumers spend large proportions of disposable income on status related goods. This spending pattern seems to be on a rise worldwide (Nunes, Johnson, and Breene 2004; Singh 2002). In fact, some brands are mainly known as status symbols, as it gives great importance to consumers who are consistenly seeking for status related goods.

Status consumption has become very obvious across Malaysia and many parts of Asian countries. In Malaysia status consumption has rampant, portraying the level of affluence among Malaysian consumers (Danziger, 2004). If women are to dominate the consumer market, thus it is important for businesses to understand their status motives. Their buying behaviour should be carefully monitored as they are emerging and important market segment. The majority of the consumers of luxury products, particularly females, enjoy the shopping experience by going window-shopping. Hence, physical luxury product outlets can provide enhanced customer's experience because the customer is able to personally inspect the products in addition to receiving professional advice when making their choices.

Two types of consumers are impacting the growing market of luxury products, which are fashionistas who have an eye for fashions and social-climbers who view high-end product ownership as their benchmark for social ranking (Phau & Leng, 2008). With achieving success and positions in their working life, status conscious and materialistic working females are likely to display differing money attitudes and this could impact status purchase behaviour. Money gives us a powerful feeling, making it tough for us to make a rational judgment about money. Thus, it is important to understand how each individual views their money, as one's attitude towards money can be unpredictable.

Lately, the trend of women seeking status through consumption has grown in importance of the modern transformation of Malaysian women who have obtain more economics and social influence. Though women respond less intensely than men to a noticeable status symbol, they could view status differently due to situational and cultural factors (Huberman et al., 2009). Their values, attitudes and lifestyles have changed and transformed them into demanding and sophisticated consumers who are always status conscious. Thus, it is crucial to understand attitudes, values and lifestyles with motives of status consumption. Often these values are categorised as psychographic variables.

Sangkhawasi and Johri (2007) reported that a person's social prestige is often seen through the society's perception of that person's worldly possessions. This observation is supported by Frank (2002), who noted that shopping time gives women the opportunity to make their own choices and build their self-esteem. Such importance is also due to the personal space and a sense of self gained in every shopping trip (Frank, 2000). This may be the main reason why the luxury brands prone to target the females more than the male consumers. Some women consumers

may also become too attached to their favourite brands that they must constantly have the products at hand (Keller, 2008). A recent study by Bagheri (2014) revealed that Malaysian consumers are brand-conscious which is a key of status consumption.

Status consumption has become a common global consumer culture (Roberts, 2000) with consumers engrossed in the pursuit of status through conspicuous consumption of status products. The product purchase can increase an individual's status to impress others and through these goods, they facilitate the development of status characteristics such as beauty enhancement, increase the popularity and image enhancement to the owner (Ball and Eckel, 1996). The constant social comparison attitude and rush of achiever higher social status in life often lead to status consumption.

According to Ward and Chiari (2008), luxury is the state of extravagance that is often linked to the wealthy and well-to-dos. They have also reported that the attraction to opulence can be linked to physiological requirements as well as the ever-changing cultural influence of the era. Over the past ten years, numerous exclusive malls have been established to cater to the increasing demand of luxury products, such as the Kuala Lumpur City Centre (KLCC), Pavilion, The Garden, and Star Hills. The exclusiveness of a luxury item is often attributed to its special form, quality, convenience, and durability that are remarkably superior compared to other lesser-known brands. As women are more responsive to different kinds of values with luxury brands conferring to their owners, they should have a more positive attitude towards luxury brands than men. This proposition should be especially true with regards to product categories, such as fashions, accessories, watches, and perfumes that help to express one's self and present one's identity (Amaldos & Jain, 2005).

More and more middle-class consumers are open to pay a premium price for higher quality and more prestige (Silverstein & Fiske, 2003). Moreover, customers use high selling prices as cues for a product's exclusivity (Carty, 2003). It has been argued over time that consumption is not based solely on personal preferences for certain goods, but also on social considerations. Contemporary scholars have suggested that the influence of social comparison tendencies on people's purchases causes excessive consumption because people are constantly trying to meet upwards shifting consumption norms (Frank, 1999; Schor, 1998; Sullivan, Warren & Westbrook, 1989). Research in social psychology documents that women's physical attractiveness plays an importance role in social behaviour. Research in consumer behaviour has long recognised the fact that individuals consume certain products in order to enhance and communicate their identities (Belk, 1998). According to Vickers and Renand (2003), consumers use luxury goods as symbols of individual and social identity. In doing so, the consumption of status through luxury goods can associate the consumer with a desired group or role (Bhat & Reddy, 1998).

Malaysian women have undergone a tremendous role shift from the traditional to non-traditional and their reason status motives could vary from one another. Having experienced current high levels of education and active participation in the labor force, coupled with achieved success and ranks in their work life, the status conscious and materialistic working females are likely to exhibit differing money attitudes and this could impact status purchase behavior. Against the backdrop of the looming financial crisis, there is greater need to investigate the underlying money attitudes that relate to female status consumption

They become increasingly important spenders and active family decision makers. Thus, it would be appropriate to examine psychographic variables that influence status consumption. Money attitude, thus, is tested as a moderating effect. Therefore, the research area of family economics and management is essential because it will help to identify the psychographics variable, which are related to status consumption. Besides that, the projection of this model may help avoid the consequences of status consumption and educate women about their financial practices.

1.2 Problems Statement

Malaysia was reported as having high household debt to Gross Domestic Product (GDP), reaching 89.1% in 2015 (Azira, Juhaida & Hanita, 2017). The Star newspaper dated 22 June 2015 reported that close to 25, 000 Malaysians, below the age of 35 have been bankrupt since 2010. The same article reported that a survey done by Federation of Malaysian Consumers Associations (FOMCA) in 2013 revealed that 37% of young Malaysians were found to be living beyond their means while 47% used more than one third of their monthly income to settle debts. Implicitly, this suggests that on average young Malaysians are committing to higher debt levels beyond their means.

Due to the easy access to credit cards, most adults tend to change their spending attitude by blindly purchasing luxury items without acknowledging their mounting debts (Badrul, 2014). Agreeing to a research by Chong and Lam (2012), young adults form the biggest consumer group that is always targeted by credit card providers. This situation further worsens their credit card debts due to overspending on luxurious items, compulsive buying behaviour or shopping addiction (Chong & Lam, 2012). While studying the correlation between consumers' debts and spending habits, Fan (2000) found that debtors often spend more on high-end products compared to non-debtors. Similarly, debtors will keep on creating more debt through conspicuous consumption (Livingstone & Lunt, 1992).

Economists in particular have long discussed that individuals, particularly those in the lower socioeconomic stratum (Charles, 2009), engage themselves in status consumption to signal (Zahavi, 1975) their status society (Frank, 1985, 2000;

Futagami & Shibata, 1998). Since income is a common indicator of status (Corneo & Jeanne, 1997), is not visible to others, individuals can show their wealth by displaying products that are an alternate for income, such as luxury bags, expensive watches, and designer clothes.

Many of these big spenders are facing high amount of debts, while some are even on the verge of bankruptcy. A high percentage of Malaysians are hugely overleveraged due to their lack of financial discipline and management (Agensi Kaunselling Dan Pengurusan Kredit, AKPK). Generally, they are overspending on costly items, such as branded goods, gadgets, and cars. On the other hand, most females admit that they spend money emotionally on branded goods, beauty treatments, and lead a lavish lifestyle, which are mostly due to peer pressure (AKPK).

Looking good and having the best things in life is of the latest trend. With the availability of credit cards and the abundant shopping malls in the country, shopping has become an important part of Malaysian consumers' lifestyle. Furthermore, every brand has its own social appeal (Wang, 2007). Sales in Malaysia are further supported by the rising urbanisation, the growing number of women in the workforce, as well as the vigorous sales campaigns by retailers. Many luxury brands are also using alternative new strategies as a launching platform to introduce new products. This allows them to target their potential consumers. Several studies that examine the relationship between materialism and debt. Watson (1998) concludes that people who are highly materialistic have more favourable attitudes towards spending as well as more favourable attitude towards debts than people with low levels of materialism.

In addition, excessive fondness towards luxury items has also created issues of egoism, competitiveness, and conspicuous consumption among adults. According to The Star Online (2012), most advertisements promote high-end lifestyle, which pressured most Malaysians to make unnecessary purchases to make them look stylish and cool (Toh, 2011). Some may even become competitive, and buy luxury products that they cannot actually afford just to stay trendy and display their status. Due to peer pressure, most young people would purchase items based on the brands' image and price, not the functionality of the items (Toh, 2011).

Currently, branding is the prevailing aspect of marketing. A brand can be represented by name, phrase, design, symbol, or any combination of these aspects, which can be used to recognize a product and differentiate it from its contenders (Kotler et al., 2005). Brand plays a very essential role in status consumption and it is often regarded as the antecedent variable. Nonetheless, product managers view status brands as excellent prospect to demand premium prices (Eastman et al., 1999). Managers would often create the best status image for their particular brand to create high value for their organisations and consumers. Unsurprisingly, that is also the key behind status consumption.

In a study conducted by the Consumer Research and Resource Centre in Malaysia (2011), 65.5 % of 138 young working women spent most of their allowance on personal appearances. The same report revealed that 44.3 % of 1,002 young working women were facing serious debt issues. Shopping addiction and poor financial management have become the newest characteristics of the current Malaysian consumers. The Malaysian Association of Shopping and High-rise Complex Management reported that one out of five Malaysians would frequent a shopping mall on weekend, and this country boasts approximately 320 shopping complexes.

According to Segal and Podosen (2012), working women play a crucial role in the economic development process, especially when they are often targeted by various retailers and manufacturers as the main consumer group. Women would often spend hours searching for beauty products and services that could improve their look, regardless of the price (Hayhoe et al., 2000; Saad, 2007), which would eventually lead to overspending. As a result, many of them have gotten into trouble for their reckless spending and consumption (Segal et al., 2012). Hence, it is important to study the variables that can affect materialism and status consumption because these conditions have become pertinent issues that must be addressed (Nga et al., 2011; Segal & Podosen, 2012; Yusof & Duasa, 2010).

According to Richins and Dawson (1992), materialistic individuals often view ownership and accession as important aspects of themselves. These people think of their accessions as the main factor for being content and view it as a measure of success. In fact, avaricious lifestyles have become an integral part of modern living and frequently reflected when an individual's inner satisfactions are met through spending and consumption (Watson, 2003). Undeniably, luxury consumption may reinforce a materialistic lifestyle, and status consumption has now become a habit in the society (Hudders & Pandelaere, 2011).

According to Clark, Zboja, and Goldsmith (2007), consumers who desire social recognition would often seek the approval of higher-order socialite groups for a chance to be accepted. Young adults are mainly vulnerable to group influences, and the approval and acceptance of their peers. According to Brian and Forsythe (2011), acquiring attention-grabbing products or known as socially consumed products, comes with high level of risks. Socially conscious consumers are always keeping track of the current designer clothes with the aim of climbing the social ladder (Goldsmith, Flynn, & Eastman, 1996). Their purchasing habits would most likely be affected by the choices made by their prestigious peers. This motive is categorised as a social value.

As suggested by Park, Rabolt, and Jeon (2008), the motivations to purchase couture fashion designs can be divided into two categories, namely social-related values and individual-related values. Three dimensions, which are personal, social, and cultural values are categorised as psychographics. It is popular among the marketing division where the market is based upon consumers' personal traits, values, attitudes, interest

and lifestyle (marketingstudy.com). Lin (2002) agreed that simultaneous combinations of these segmented variables, such as demographic and psychographic variables, can form important database of the sub-markets.

Status consumption creates rivalry among members of a group because in order to stay within the same social circle, members have to maintain their display of affluence and influence (Bell, 1998), which can be brought about by having money. However, only a limited number of researches has been conducted in the Malaysian market, on the influence of money as the main mechanism for status consumption, especially among working women who are consistently being "trapped" in the luxury market. Thus, this study aimed to review previous literature and determine the knowledge gap within this research field.

1.3 Research Questions

This study attempts to answer the existing gap on psychographic variables and their relationships to status consumption, as well as on the moderating effect of money attitude. Thus, this study focuses on the following issues:

- i. What is the level of status consumption, money attitude, brand consciousness, materialism, social status display, attention to social comparison information, collectivism and individualism among Malaysian working women?
- ii. Is there any significant relationship brand consciousness, materialism, social status display, attention to social comparison information, collectivism, individualism and status consumption among Malaysian working women?
- iii. To what extent does money attitude moderate the relationship between brand consciousness, materialism, social status display, attention to social comparison information, collectivism and individualism consciousness psychographic factors and status consumption among Malaysian working women?

1.4 Research Objective

General objective

This study aims to examine the psychographic variables and their relationships to status consumption, and the moderating effect of money attitude among working women in Malaysia.

Specific objectives

This study aims to provide the answers to the following specific research objectives;

- i. To identify the level of the status consumption, money attitude, brand consciousness, materialism, social status display, attention to social comparison information, collectivism and individualism among Malaysian working women
- ii. To identify the relationship between brand consciousness, materialism, social status display, attention to social comparison information, collectivism and individualism and status consumption among Malaysian working women
- iii. To determine the moderating effect of money attitude on the relationships between consciousness, materialism, social status display, attention to social comparison information, collectivism and individualism and status consumption among Malaysian working women.

1.5 Research Hypothesis

The research hypotheses of the current study are referred from the above research objectives, which consist of thirteen hypotheses. The followings will be tested.

- H1: Higher materialistic value leads to higher probability to engage in status consumption.
- H2: Higher brand consciousness value leads to higher probability to engage in status consumption.
- H3: Higher attention to social comparison information value leads to higher probability to engage in status consumption.
- H4: Higher social status display value leads to higher probability to engage in status consumption.
- H5: Stronger individualism value leads to higher probability to engage in status consumption.
- H6: Higher collectivism value leads to less probability to engage in status consumption.
- H7: Higher money attitude value leads to higher probability to engage in status consumption.
- H8: Money attitude moderates the relationship between materialism and status consumption.
- H9: Money attitude moderates the relationship between brand consciousness and status consumption.
- H10: Money attitude moderates the relationship between the attention to social comparison information and status consumption.
- H11: Money attitude moderates the relationship between social status and status consumption.

- H12: Money attitude moderates the relationship between individualism and status consumption.
- H13: Money attitude moderates the relationship between collectivism and status consumption.

1.6 Significance of the study

This study contributes to the field of marketing, management and family economics by providing empirical evidences related to motives of status consumption among working women. Family economics looks at behaviours and structures within families from an economics perspective. Family economics focuses on issues of everyday family finance, such as spending, earning, investing, saving and living accommodations, financial management and other dimensions (Jennifer, 2013). Thus, this survey also benefits to the dynamism of family economics as the body of knowledge.

Precisely, this study attempts to help fill up the gaps of prior studies and contributes to the literature and status consumption concerns. This is due to the lack of study on the subject has been practiced in Malaysia especially among working women where status consumption is very prominent. In past studies, many researchers focused their studies only on the motives behind consuming for status, which are the psychographics factors. However, no study has integrated the variable of money attitude as a moderator. Limited studies have been conducted in Malaysia, especially among working women on how they view money. Their attitude towards money plays an important role, as people's attitudes towards money can be unpredictable. According to Fazli, Hoyhoe, and Goh (2011) there is a significant different between female and male obsession and power money attitudes. Money can be viewed in many ways and the thought and behaviour influence the decision to spend or save money. Thus, it is crucial to understand money attitude among working women.

Even in the west, most studies were focused on the motives of status consumption. However, the money attitude value has always been neglected. People with different socialization encounters understand money differently. Thus, it provides for us exceptional understanding of the importance of money by moving beyond quantitative meaning and looking at the beliefs and values attached to money. Money attitude was previously used as an independent variable to explore its relationship with materialism, vanity, compulsive buying behaviour, and credit card use (Durvasula & Lysonski, 2010; Lysonski, 1998; Roberts & Jones, 2001).

However, this study examines the importance of money attitude as current findings have indicated that it can affect status consumption. The fact that the commodities identified in this study were all visible or easily discussed shows that the theoretical definition of status consumption is well developed and measurable in an empirical research.

This study has contributed towards understanding how the theoretical underpinning of brands, psychographic values, and money attitude can be linked to consumers' motivation to buy luxury products. A few theories, such as the status consumption theory, the social comparison theory and the impression management theory, have been integrated. This study aims to provide insights into how psychographic values have affected the decision-making process towards status consumption.

This study has also created a vital initial point for future researches on measuring psychographic variables, which develop concurrently with status consumption. It is the first identified study that has captured the reactions of working women in relation to psychographic variables and status consumption. The establishment of the money attitude scale has a woman's emotional measurement added in. This is an important methodological finding as money attitude measurement can be specified for women consumers for future use.

The results obtained from this study can be beneficial to a broad spectrum of the society, which include academicians, luxury goods marketers, government bodies, such as the Counselling and Credit Management Agency (Agensi Kaunseling Dan Pengurusan Kredit, AKPK), debt management agencies, women empowerment agencies and any firms related to personal consumption.

Understanding the attributes of status consumption can aid practitioners in devising financial plans for their clients. For example, if a client who wants to cut back on spending has an excessive amount of money spent on personal apparel, then the financial counsellor may want to discuss status consumption issues with the client to determine if that is the root of overspending. Furthermore, educational programmes can be developed more effectively if the society's needs for status consumption and the needs for emulating others are better understood. The findings in this study may also help future researchers investigate consumer debt, to propose more specific hypotheses to test the link between debt or overspending and status consumption, especially among working women who are generally rated as having poor or lack financial management skills.

1.7 Limitations of the study

This study faced several limitations, especially in relation to the methodologies. This study had focused on malls as a source for data collection. Thus, it is possible that this study had only involved those who often patronise the malls as study samples. By focusing only on the patrons of these malls, this study might have neglected the working women segment that utilises direct selling or online channels to purchase luxury items. Furthermore, this study had only focused on three items, which were handbags, shoes, and clothing and scarfs.

Only four shopping malls in the Klang Valley were selected. The respondents might not be able to represent the general Malaysian population due to budget constraints. Furthermore, no specific brand was mentioned in this study. The brands mentioned in the questionnaire were based on the selected stores. This may have created some generalisations in the resolutions of the answers. There was also no specific age, race, or profession selected as no previous study has ever highlighted these credentials in any specific area. This might have resulted in a generalisation among the respondents.

1.8 Definations of the terms used in study

1.8.1 Working/Employed

Conceptual: The Department of Statistics defines and characterises employment as;

- (i) A person working for at least one hour, with the intention of getting paid, gaining profit or for family gain, within the reference week (can either be an employer, an employee, own-account worker or unpaid family worker).
- (ii) A person who could not work during the reference week due to being sick, injured, disabled, or because of bad weather, took a leave, involved in a labour dispute, and due to social or religious reasons, is also considered as the employed, but had a job, farm, enterprise or other family enterprise to return to.
- (iii) An employed person can also be someone who has been temporarily laid-off with pay, and would be called at a later date. An employed person who worked less than 30 hours during the reference week, either due to the nature of that position or to the scarcity of work, yet is able and willing to work overtime is considered as being underemployed. However, this person would still be included in the "employed" category. According to the United Nations, the labour force participation rate is defined as the percentage of the population that either has a job or looking for one.

Operational: This study defines Malaysian working women as those between 18 and 45 years old, who receive payment for their jobs (permanent or contract).

1.8.2 Status Consumption

Conceptual: Status consumption is defined as a person's desire to improve his or her social position, and/or self-worth by purchasing luxury products that may be conspicuous, which simultaneously confers and symbolises his or her status as well as the person's peers (Eastmen & Eastmen, 2015).

Operational: Status consumption describes individual differences in how much consumers purchase to attain social status. In this study, status consumption is measured among Malaysian working women between 18 and 45 years old, who receive payment for their jobs (permanent or contract). It is measured by a scale developed by Eastman, Goldsmith, and Flynn (1999).

1.8.3 Materialism

Conceptual: Materialism is "the importance ascribed to the ownership and acquisition of material goods in achieving major life goals or desired states". Materialistic consumers are those who purchase more than the average consumers do in order to climb up the social ladder (Viet & Phau, 2011).

Operational: It is a tendency to consider material possessions and physical comfort as more important than spiritual values. In this study, materialism is among Malaysian working women between 18 and 45 years old, who receive payment for their jobs (permanent or contract). It is measured by a scale developed by Viet and Phau (2011).

1.8.4 Brand Consciousness

Conceptual: Brand consciousness is a state of comprehension that a brand name has personal significance due to its apparent functionality or figurative value (Gwen, 1996).

Operational: Someone who is brand-conscious only likes to buy products made by certain famous companies. In this study, the brand consciousness is measured among Malaysian working women is between 18 and 45 years old, who receive payment for their jobs (permanent or contract) and measured by a scale developed by Shim and Ghert (1996).

1.8.5 Attention to Social Comparison Information

Conceptual: Attention to social comparison is related to a person's awareness of other people's reactions towards that person's behaviour. Such attention signals the person's level of acuity towards feedbacks from his or her surroundings (Lennox & Wolfe, 1984).

Operational: Assesses the extent to which one is aware of the reactions of others to one's behaviour and is concerned about or sensitive to the nature of those reactions. In this study, the attention is to social comparison among Malaysian working

between 18 and 45 years old, who receive payment for their jobs (permanent or contract) and is measured by a scale developed by Lennox and Wolfe (1984).

1.8.6 Social Status Display

Conceptual: Social status display is a measure of a person's relative stature in his or her social class based on several factors, which may include affluence, influence, and prestige. A consumer's reasons for purchasing a luxury product may be related to the desire to display the acquired item, which is known as conspicuous consumption (Soiden, M'Saad, & Pons, 2011).

Operational: Acquiring symbolic brands is capable of providing symbolic benefits, such as improving one's social status and as a display of fortune. In this study, the social status display is among Malaysian working women between 18 and 45 years old, who receive payment for their jobs (permanent or contract) and is measured by a scale developed by Souiden, M'saad, and Pons (2011).

1.8.7 Individualism

Conceptual: According to Hofstede (1994), individualism refers to societies that place great importance on the individual, the individual's interests and the individual's achievement. These assessments prevail over those in the group.

Operational: The habit or principle of being independent and self-reliant In this study, individualism is among Malaysian working women between 18 and 45 years old, who receive payment for their jobs (permanent or contract) and is measured by a scale developed by Triandis and Gelfland (1998).

1.8.8 Collectivism

Conceptual: According to Hofstede (1994), collectivism describes societies that put high emphasis and importance on the group and the group's interests and achievements. Likewise, they prefer staying together and working as a group. This credential was previously measured by Triandis and Gelfand (1998).

Operational: the practice or principle of giving a group priority over each individual in it. In this study, the collectivism is among Malaysian working women between 18 and 45 years old, who receive payment for their jobs (permanent or contract) and is measured by a scale developed by Triandis and Gelfland (1998).

1.8.9 Money attitude

Conceptual: According to (Furhman, 1984) Money attitude can be defined as a means of influence and protection and reflect to a personal dependence on money that lead to ongoing concern about money.

Operational: This study, the money attitude was conceptualized as one's perception towards money, how view money as power, prestige or status among Malaysian working women between 18 and 45 years old, who receive payment for their jobs (permanent or contract) and is measured by a scale developed by Yamauchi and Templer (1982).

1.9 Organisation of Thesis

This thesis has been divided into six chapters. Chapter One gives an overview of this study. It briefly discusses the appeal of luxury products among the working women in Malaysia, which takes into consideration the status consumption factor at play. This chapter also discusses several main concepts related to this study. It also lists the objectives and scope of the study. Chapter Two reviews previous studies on working women and the related variables that may lead to status consumption. Meanwhile, Chapter Three specifically focuses on the theoretical development and the research framework.

Chapter Four describes the methodology applied in this study, which contains the research design, the development of the applied instruments, as well as the sampling, data collection, and data analysis techniques. Next, Chapter Five presents the results obtained from the data analysis and the results according to the developed hypotheses. Then, Chapter Six discusses the findings of and reports the limitations it had encountered. This chapter also explains the implications that this study may have in terms of its consumption. It concludes with some recommendations for future researches.

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