

## Effect of Personality on Consumer Switching: Moderating Role of Involvement and Value of Services

**Authors :** Anjali Sharma, R. R. K. Sharma

**Abstract :** The purpose of this study is to examine relationships between personality factors and customer switching for services. Earlier research was directed towards establishing relationship between individual personality traits and customer switching variables considering five-factors model comprised of five personality dimensions (OCEAN), in which personality was not the only influencing factor. Moreover, these works were found to be focused on products and not services. In contrast, the current study is aimed at investigating role of personality using Myer Briggs Type indicator (MBTI) as well as Five-Big Factors, on customer switching and building the conceptual framework on services rather than products. MBTI also known as four opposite pairs or dichotomies of personality dimensions are studied using different levels Involvement (High, Low) of consumer and Value of service-offering (Value for money and Premium) as moderators associated with Consumer Switching. The study is unique in sense that consequences of these indicators of personality on switching behavior has never been studied using considering moderating effect of involvement and value of services. According to our prepositions for a more Extrovert, Intuitive Personality the switching is going to be high whereas the switching is going to be less for an Introvert, Judgmental kind of personality. Similarly, for a consumer with high Neuroticism and Agreeableness the switching would be less as compared to an Open and Conscious Personality type. These level differs with level of a consumer's involvement and type of a service being offered based on its value.

**Keywords :** consumer switching, involvement, Myer Briggs personality type indicators, personality, value of service

**Conference Title :** ICCAMS 2018 : International Conference on Consumer Analytics and Marketing Strategy

**Conference Location :** London, United Kingdom

**Conference Dates :** January 18-19, 2018