

> Uncover What Drives Your Customers' Purchase Decisions

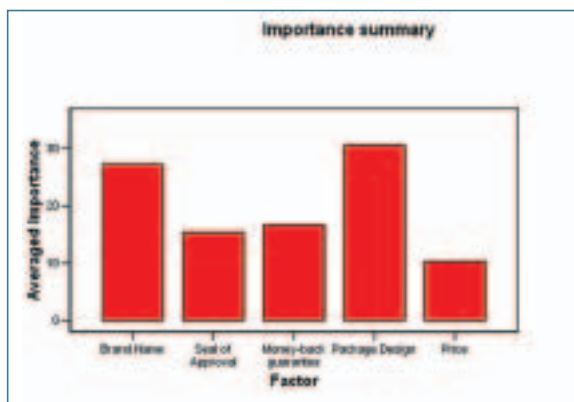
In the real world, buyers do not make decisions based on a single attribute, such as price or brand name. Instead, they examine a range of products, all with different combinations of features and attributes, and perform a complex series of trade-offs before reaching a decision. Conjoint analysis is the research tool used to model the consumer's decision-making process. Using SPSS Conjoint can increase your understanding of consumer preferences, enabling you to more effectively design, price, and market successful products.

Conjoint analysis enables you to measure the value consumers place on individual attributes or features that define products and services. Armed with this knowledge, your company can design products that include the features most important to your target market, set prices based on the value the market assigns to the product's attributes, and focus messages on the points most likely to appeal to target buyers.

Even as competitors, products, and pricing change over time in the market, you can continue to use the results from SPSS Conjoint to develop market simulation models that incorporate changes along with your proposed responses. This enables you to predict the response to your proposed actions before spending valuable resources on product development and marketing programs.

SPSS Conjoint provides answers to your critical questions

- Which features or attributes of a product or service drive the purchase decision?
- Which feature combinations will have the most success?
- What market segment is most interested in the product?
- What marketing messages will most appeal to that segment?
- What feature upgrades will most affect consumer preference and increase sales?
- What is the optimal price to charge consumers for a product or service?
- Can the price be increased without a significant loss in sales?
- Are product levels too close together?



SPSS Conjoint enables you to quickly generate and analyze surveys aimed at understanding trade-offs consumers make when deciding among products with multiple features and attributes. In this chart, you can quickly compare the relative importance each product attribute plays in a customer's product selection, provided that the rest of the attributes remain unchanged.

SPSS Conjoint gives you all the tools you need

The three procedures in SPSS Conjoint enable you to plan, implement, and efficiently analyze results from conjoint studies. Following is a summary of these procedures.

- **Generate designs easily.** ORTHOPLAN produces an orthogonal array of product attribute combinations, which dramatically reduces the number of questions you must ask while ensuring that you have enough information to perform a full analysis.
- **Print “cards” to elicit respondents’ preferences.** PLAN-CARDS quickly generates cards that respondents can use to easily sort and rank product attribute combinations.
- **Get informative results.** The CONJOINT procedure performs a specially tailored version of regression on your response rankings. You’ll receive results you can act on, such as which product attributes are important and at what levels consumers most prefer them. You can also perform simulations to determine the market share of preference for any combination of attributes.

Four ways to make your product launch a success

1. **Right product** — Design your product with the feature set for which the market has the greatest need
2. **Right price** — Price your product based on the value your target audience assigns to it
3. **Right place** — Predict how your product/price combination will perform in the market before committing valuable development and launch resources
4. **Right promotion** — Focus your marketing on the individual features that most interest your target audience



Using SPSS Conjoint 13.0 in a Real-life Study

A software company planned to develop training programs that differed from its traditional instructor-led training. Since many options were available, the company decided to perform a conjoint study to evaluate the proposed product. The company believed six key attributes would influence consumer preference: Method of delivery, video content, example types, certification test, method of asking questions remotely, and price. Four of these attributes had two levels, while two others had three. The resulting full factorial design would have had 144 alternative product bundles ($2 \times 2 \times 2 \times 2 \times 3 \times 3$), making for an unfeasibly large study. Using ORTHOPLAN, the research department reduced the number of hypothetical product bundles (such as those shown in Figure 1) to 16, while ensuring that the department received all the information needed to perform a complete analysis. A researcher then printed the 16 product bundles using PLANCARDS and gave them to a sample of target users who ranked them in order of preference.

A researcher analyzed the preference rankings with SPSS Conjoint, and the results are shown in Figure 2. Two attributes stand out as very important—inclusion of *Video* and *Price*—while *Certification Test* and *Example Types* are relatively unimportant. The *Utility* and *Factor* columns in Figure 2 show the relative preference for each level of each attribute. Within *Question Support*, *Instant Messages* is the most preferred attribute level and *No Support* is the least preferred.

method	video	question	price	test	example	status	cost
1 Local Mach	Video	No Support	\$300	Test	General	Design	1
2 Internet	No Video	Instant Msg	\$300	No Test	General	Design	2
3 Local Mach	Video	Instant Msg	\$300	No Test	Industry Sp	Design	3
4 Local Mach	No Video	Instant Msg	\$300	Test	General	Design	4
5 Internet	No Video	Instant Msg	\$300	No Test	Industry Sp	Design	5
6 Internet	Video	Instant Msg	\$300	No Test	General	Design	6
7 Internet	Video	Instant Msg	\$300	Test	Industry Sp	Design	7
8 Local Mach	Video	Instant Msg	\$400	No Test	General	Design	8
9 Local Mach	No Video	Instant Msg	\$400	Test	Industry Sp	Design	9
10 Internet	Video	No Support	\$300	No Test	Industry Sp	Design	10
11 Internet	No Video	No Support	\$400	Test	Industry Sp	Design	11
12 Local Mach	Video	Email (v)	\$300	Test	Industry Sp	Design	12
13 Local Mach	No Video	Email (v)	\$300	No Test	Industry Sp	Design	13
14 Internet	No Video	Email (v)	\$300	Test	General	Design	14
15 Local Mach	No Video	No Support	\$300	No Test	General	Design	15
16 Internet	Video	Instant Msg	\$300	Test	General	Design	16
17 Internet	No Video	Email (v)	\$300	No Test	Industry Sp	Holdout	17
18 Local Mach	No Video	No Support	\$300	Test	General	Holdout	18
19 Internet	Video	Email (v)	\$300	Test	Industry Sp	Holdout	19
20 Local Mach	Video	Email (v)	\$300	No Test	General	Holdout	20

Figure 1. Save time and money with SPSS Conjoint by using ORTHOPLAN to present a fraction of all possible product bundles. Here, ORTHOPLAN generates a 16-run orthogonal array instead of all 144 possible combinations.

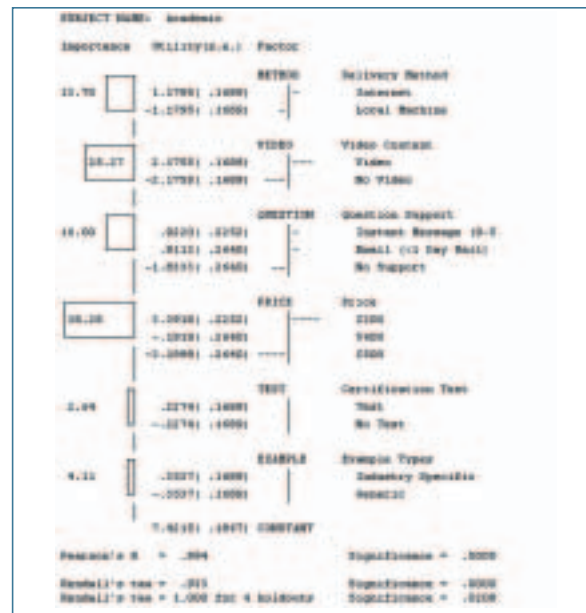


Figure 2. Easily identify the attributes a group of consumers prefers. Here, the large bars associated with *Video* and *Price* indicate which attributes are the most important.

Features

ORTHOPLAN

- Generate orthogonal main effects fractional factorial designs; ORTHOPLAN is not limited to two-level factors
- Specify variable list, optional variable labels, a list of values for each variable, and optional value labels
- Specify the desired number of cards for the plan; ORTHOPLAN will try to generate a plan in the desired minimum number of runs
- Generate holdout cards to test the fitted CONJOINT model
- Mix the training and holdout cards or stack the holdout cards after the training cards
- Save the plan file as an SPSS system file

PLANCARDS

- Use this utility procedure to produce printed cards for a conjoint experiment; the printed cards are used as stimuli to be sorted, ranked, or rated by the subjects
- Specify the variables to be used as factors and the order in which their labels are to appear in the output
- Choose a format
 - Listing-file format: Differentiate holdout cards from experimental cards and list simulation cards separately following the experimental and holdout cards
 - Card format: Holdout cards are not differentiated and simulation cards are not produced
- Write the cards to an external file or the listing file
- Specify optional title and footer
- Specify pagination so that each new card in single-card format begins on a new page

CONJOINT

- Perform an ordinary least-squares analysis of preference or rating data with this procedure
- Work with the plan file generated by PLANCARDS, or a plan file input by the user using DATA LIST
- Work with individual level rank or rating data
- Provide individual level and aggregate results
- Treat the factors in any of a number of ways; CONJOINT indicates reversals
 - Discrete: Factor levels are categorical
 - Linear: Scores or ranks are linearly related to the factor
 - Ideal: A quadratic relationship is expected between the scores or ranks and the factor; this method assumes that there is an ideal level for the factor, and that distance from the ideal point in either direction is associated with decreasing preference
 - Antideal: A quadratic relationship is expected between the scores or ranks and the factor; this method assumes that there is a worst level for the factor, and that distance from this point in either direction is associated with increasing preference
- Work with experimental cards that have one of three scenarios
 - Training
 - Holdout
 - Simulation

- Select from three CONJOINT simulation methods
 - Max utility
 - Bradley-Terry-Luce (BTL)
 - LOGIT
- Print controls
 - Print only the results of the experimental (training and holdout) data analysis
 - Print only the results of the CONJOINT simulation
 - Print results of both the experimental data analysis and the CONJOINT simulation
- Write utilities to an external file
- Show print results with:
 - Attribute importance
 - Utility (part-worth) and standard error
 - Graphical indication of most to least preferred levels of each attribute
 - Counts of reversals and reversal summary
 - Pearson R for training and holdout data
 - Kendall's Tau for training and holdout data
 - Simulation results and simulation summary

System requirements

- SPSS Base 13.0
- Minimum free drive space: 1MB
- Other system requirements vary according to platform

Features subject to change based on final product release.

To learn more, please call Technologies4Targeting Ltd

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