

# The Influence of Expert Ratings on Mutual Fund Selection



सिद्धिमूलं प्रबन्धनम्  
भा. प्र. सं. इन्दौर  
IIM INDORE

By

Gary H. D'costa

A Doctoral Dissertation Submitted in Partial Fulfillment of the  
Requirement for the

Fellow Programme in Management

of the

Indian Institute of Management Indore

2019

# The Influence of Expert Ratings on Mutual Fund Selection



सिद्धिमूलं प्रबन्धनम्  
भा. प्र. सं. इन्दौर  
IIM INDORE

A THESIS

SUBMITTED IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE  
FELLOW PROGRAMME IN MANAGEMENT  
INDIAN INSTITUTE OF MANAGEMENT  
INDORE

BY

GARY H. D'COSTA [2014FPM04]

JULY 2014

THESIS ADVISORY COMMITTEE

PROF. JAYASIMHA K.R.

[CHAIRMAN]

PROF. RAJENDRA V. NARGUNDKAR

[MEMBER]

PROF. SUBIN SUDHIR

[MEMBER]

## **Abstract**

How do mutual fund buyers select mutual funds? In this study, we narrow down our world view to investigate the influence of mutual fund ratings on investors evaluation of the fund. Using an experimental method, we look into the impact of ratings on financial decision-making. The idea is to show that product framing in terms of the rating (positive/negative/no rating) impacts investors risk perception and product evaluation. We also check if financial products are perceived significantly lower for products whose rating is framed negatively and higher for those whose rating is framed positively versus un-rated products. Also, the perception of risk is expected to be higher for products that are negatively framed and lower for products that are positively framed. Also, the mediating effect of risk on product evaluations and ratings is examined. Lastly, the moderating effect of vulnerability to persuasive information and individuals' expertise on this relationship is studied. As ratings have a crucial impact on product evaluations, the results of this study are important for a company's marketing strategy.

*Keywords: mutual fund ratings, financial decision-making, product framing, risk perception, product evaluation*

# Contents

1.Introduction.....	8
2.Review of Literature .....	14
3.STUDY I.....	20
3.1 Conceptual Model.....	21
3.2 Research Methodology .....	24
3.3 Manipulation of the Independent Variable .....	24
3.4 Sample.....	25
3.5 Procedure .....	25
3.6 Measures .....	27
3.7 Analysis.....	28
3.8 Manipulation Check.....	28
3.9 Base Model .....	29
4.STUDY II.....	34
4.1 Conceptual Framework.....	35
4.2 Mediation Testing .....	37
5.STUDY III .....	39
5.1 Investor decision-making and the moderating role of financial expertise .....	40
5.2 Investor decision-making and the moderating role of vulnerability to Persuasive Information .	42
5.3 Moderation Testing.....	44
6.CONCLUSION.....	48
6.1 Theoretical Contributions .....	49
6.1 Practical Implications.....	51
6.2 Limitations .....	52
6.3 Future Directions .....	53
7.References.....	55
8.APPENDICES .....	67
Figure A. Mutual Fund Factsheet .....	68
Figure B. Detailed Scale items for Overall Risk by Stone and Grønhaug (1993) .....	69
Figure C. Detailed scale items for product class expertise by Mishra et al. (1993).....	70
Figure D. Detailed scale items for vulnerability to persuasive information by Bearden, Netemeyer, and Teel (1989).....	71

## List of Figures and Tables

Table 1 Summary of Literature presenting studies of how investors select mutual funds.....	17
Figure 1 The effect of framing on product evaluation and risk perception.....	24
Table 2 Average Responses for Product Evaluation Across Rating Conditions.....	30
Table 3 Average Responses for Risk Perception Across Rating Conditions .....	32
Figure 2 The mediating role of risk perception.....	37
Table 4. Results of Mediation Testing.....	38
Figure 3 The moderating role of vulnerability to persuasive information and financial expertise .....	44
Table 5. Summary of respondent's profile .....	47

## REFERENCES

## 7.References

- Agnew, J., & Szykman, L. (2004). Asset Allocation and Information Overload: The Influence of Information Display, Asset Choice and Investor Experience. *SSRN Electronic Journal*. Doi:10.2139/ssrn.1142932
- Aiken,L.S.,&West,S.G. (1991). Multiple regression: Testing and interpreting interactions. Thousand Oaks, CA:Sage
- B., O., W., G., R., T., & E., J. (1990, January 01). Further Validation of the Consumer Susceptibility to Interpersonal Influence Scale. Retrieved from <http://acrwebsite.org/volumes/7102/volumes/v17/NA-17>
- Bearden, W. O., & Rose, R. L. (1990). Attention to Social Comparison Information: An Individual Difference Factor Affecting Consumer Conformity. *Journal of Consumer Research*, 16(4), 461. Doi:10.1086/209231
- Bearden, W. O., Netemeyer, R. G., & Teel, J. E. (1989). Measurement of Consumer Susceptibility to Interpersonal Influence. *Journal of Consumer Research*, 15(4), 473. Doi:10.1086/209186
- Beauchaine, T. P., Webster-Stratton, C., & Reid, M. J. (2005). Mediators, Moderators, and Predictors of 1-Year Outcomes Among Children Treated for Early-Onset Conduct Problems: A Latent Growth Curve Analysis. *Journal of Consulting and Clinical Psychology*, 73(3), 371-388. doi:10.1037/0022-006x.73.3.371

- Berger, L. A., Cummins, J. D., & Tennyson, S. (1992). Reinsurance and the liability insurance crisis. *Journal of Risk and Uncertainty*, 5(3), 253-272. Doi:10.1007/bf00057882
- Bernheim, D. (1995): Do Households Appreciate their Financial Vulnerabilities? An Analysis of Actions, Perceptions, and Public Policy, in *Tax Policy and Economic Growth*, Washington, DC: American Council for Capital Formation, pp. 1–30.
- Bernheim, D. (1998): Financial Illiteracy, Education and Retirement Saving, in O. Mitchell and S. Schieber (eds): *Living with Defined Contribution Pensions*, Philadelphia: University of Pennsylvania Press, pp. 38–68.
- Berry T. & Junkus J. (2013). Socially Responsible Investing: An Investor Perspective. *Journal of Business Ethics*, pp 707-720
- Beshears, John, James J. Choi, David I. Laibson, and Brigitte C. Madrian. 2009. How does simplified disclosure affect individuals' mutual fund choices? NBER Working Paper Series 14859.
- Bondt, W. F. (1998). A portrait of the individual investor. *European Economic Review*, 42(3-5), 831-844. Doi:10.1016/s0014-2921(98)00009-9
- Camerer, C., Loewenstein, G., & Rabin, M. (2004). *Advances in behavioral economics*. New York: Russell Sage Foundation.

- Campbell, J.Y., 2006, "Household finance", *Journal of Finance* 61, 1553-1604.
- Chanchai, M. (2012). Portfolio Choice toward Bank Related and Non Bank Related Mutual Funds in Thailand: A Case of Bangkok. *Procedia - Social and Behavioral Sciences*, 40, 726-730. doi:10.1016/j.sbspro.2012.03.256
- Chao, A., & Schor, J. B. (1998). Empirical tests of status consumption: Evidence from womens cosmetics. *Journal of Economic Psychology*, 19(1), 107-131. Doi:10.1016/s0167-4870(97)00038-x
- Chen, H., Lai, C. W., & Wu, S. (2016). Mutual fund selection and performance persistence in 401(k) Plans. *The North American Journal of Economics and Finance*, 35, 78-100. doi:10.1016/j.najef.2015.10.004
- Christelis, D., Jappelli, T., & Padula, M. (2008). Cognitive Abilities and Portfolio Choice. *SSRN Electronic Journal*. Doi:10.2139/ssrn.1275284
- Davar Yesh and Gill Suveera (2007). Investment Decision Making: An empirical study of perceptual View of Investors, *Metamorphosis: A journal of Management Research*, Vol. 6, Issue 2.
- Doherty, N. A., & Phillips, R. D. (2001). Keeping Up with the Joneses: Changing Rating Standards and the Buildup of Capital by U.S. Property-Liability Insurers. *SSRN Electronic Journal*. Doi:10.2139/ssrn.275067
- Epermanis, K., & Harrington, S. E. (2006). Market Discipline in Property/Casualty Insurance: Evidence from Premium Growth

Surrounding Changes in Financial Strength Ratings. *Journal of Money, Credit, and Banking*, 38(6), 1515-1544. Doi:10.1353/mcb.2006.0081

- Feng, X., Zhou, M. and Chan, K. (2014). Smart money or dumb money? A study on the selection ability of mutual fund investors in China. *The North American Journal of Economics and Finance*, 30, pp.154-170.
- Fitzsimons, G. J. (2008). Death to Dichotomizing: Figure 1. *Journal of Consumer Research*, 35(1), 5-8. Doi:10.1086/589561
- Goh, J. C., & Ederington, L. H. (1993). Is a Bond Rating Downgrade Bad News, Good News, or No News for Stockholders? *The Journal of Finance*, 48(5), 2001-2008. Doi:10.1111/j.1540-6261.1993.tb05139.x
- Goldbaum, D., & Mizrach, B. (2008). Estimating the Intensity of Choice in a Dynamic Mutual Fund Allocation Decision. *SSRN Electronic Journal*. doi:10.2139/ssrn.907508
- Gupta M. & Chander S. (2011). Consideration of Sources of Information as Selection Criteria in Mutual Fund Purchase: A Comparative Study of Retail and Non-Retail Investors, *Journal of Applied Finance*, Vol.17, No.1,pp 29-42
- H., Hogarth, M. A., & M., J. (2003, July 1). Household Financial Management: The Connection between Knowledge and Behavior. *Federal Reserve Bulletin*. Retrieved April 26, 2018, from [http://www.highbeam.com/doc/1G1-106225482.html?refid=easy\\_hf](http://www.highbeam.com/doc/1G1-106225482.html?refid=easy_hf)

- Halek, M. (2006). Effects of Analysts Ratings on Insurer Stock Returns: Evidence of Asymmetric Responses. *SSRN Electronic Journal*. Doi:10.2139/ssrn.928673
- Hancock, J. (2002): Insight into Participant Investment, Knowledge and Behavior, Eighth Defined Contribution Survey, John Hancock Financial Services.
- Hand, J. R., Holthausen, R. W., & Leftwich, R. W. (1992). The Effect of Bond Rating Agency Announcements on Bond and Stock Prices. *The Journal of Finance*, 47(2), 733. Doi:10.2307/2329121
- Hari K. & Ayappan K. (2014). Choice and Satisfaction: Mutual Fund Investment, *Journal of Indian Management*, pp 18-28
- Haslem, J. A. (2014). Morningstar Analytical Mutual Fund Measures and Selection Model. *SSRN Electronic Journal*. doi:10.2139/ssrn.2486163
- Hastings, J., Tejada-Ashton, L. (2008): Financial Literacy, Information, and Demand Elasticity: Survey and Experimental Evidence from Mexico, Working Paper.
- Hayes, A. F. (2017). Introduction to Mediation, Moderation, and Conditional Process Analysis, Second Edition: A Regression-Based Approach. Guilford Publications.

- Hellwig, M. F. (2008). Systemic Risk in the Financial Sector: An Analysis of the Subprime-Mortgage Financial Crisis. *SSRN Electronic Journal*. Doi:10.2139/ssrn.1309442
- Hilgert, M., Hogarth, J. (2002): Financial Knowledge, Experience and Learning Preferences: Preliminary Results from a New Survey on Financial Literacy, *Consumer Interest Annual*, 48.
- Hirshleifer, D. A. (2001). Investor Psychology and Asset Pricing. *SSRN Electronic Journal*. Doi:10.2139/ssrn.265132
- Hoffmann, A. O., & Broekhuizen, T. L. (2009). Susceptibility to and impact of interpersonal influence in an investment context. *Journal of the Academy of Marketing Science*, 37(4), 488-503. Doi:10.1007/s11747-008-0128-7
- Hogarth, J. (2006): Financial Education and Economic Development, Federal Reserve Board, U.S.A., Working Paper.
- Johnson, E. J., Hershey, J., Meszaros, J., & Kunreuther, H. (1993). Framing, Probability Distortions, and Insurance Decisions. *Making Decisions About Liability And Insurance*, 35-51. Doi:10.1007/978-94-011-2192-7\_3
- Johnson, M., Herrmann, A., Bauer, H. (1999): The Effects of Price Bundling on Consumer Evaluations of Product Offerings, *International Journal of Research in Marketing*, 16: 129–142.

- Kahneman, D., & Tversky, A. (2009). *Choices, values, and frames*. New York: Russell Sage Foundation.
- Kannan J. & Jaya R. (2014). The Attitude of investors towards mutual funds in India. *International Journal of Research in commerce and management*, Vol.5, Issue 12, pp. 86-89
- Koehler, J. J., & Mercer, M. (2009). Selection Neglect in Mutual Fund Advertisements. *Management Science*, 55(7), 1107-1121. doi:10.1287/mnsc.1090.1013
- Kothari R. & Sharma N. (2010). Defining and Measuring the effect of Service Quality in Selection of a mutual fund in Indian Context, *Journal of Services Research*, Volume 9, Number 2, pp. 174-189.
- Kozup, J., Howlett, E., & Pagano, M. (2008). The Effects of Summary Information on Consumer Perceptions of Mutual Fund Characteristics. *Journal of Consumer Affairs*, 42(1), 37-59. doi:10.1111/j.1745-6606.2007.00093.x
- Kraemer, H. C. (2001). How Do Risk Factors Work Together? Mediators, Moderators, and Independent, Overlapping, and Proxy Risk Factors. *American Journal of Psychiatry*, 158(987), 848-856. doi:10.1176/appi.ajp.158.987.848

- Kumar Vipin, Bansal Preeti (2014). A Study on Investors' Behavior towards Mutual Funds in Rohtak, Haryana, *International Journal of Engineering and Management Research*, Volume-4, Issue-1, p.p. 224-228.
- Laroche, M., Yang, Z., Mcdougall, G. H., & Bergeron, J. (2005). Internet versus bricks-and-mortar retailers: An investigation into intangibility and its consequences. *Journal of Retailing*, 81(4), 251-267. Doi:10.1016/j.jretai.2004.11.002
- Lusardi, A. (2008): Financial Literacy: An Essential Tool for Informed Consumer Choice?, Working Paper.
- Lusardi, A., Mitchell, O. (2007): Financial Literacy and Retirement Planning: New Evidence from the Rand American Life Panel, Working Paper.
- Lusardi, A., Mitchell, O. (2009): Financial Literacy: Evidence and Implications for Financial Education, Working Paper.
- Mandell, L. (2008): Financial Education in High School, in A. Lusardi (ed): *Overcoming the Saving Slump: How to Increase the Effectiveness of Financial Education and Saving Programs*, Chicago: University of Chicago Press, pp. 257–279.
- Mangleburg, T. F., Doney, P. M., & Bristol, T. (2004). Shopping with friends and teens' susceptibility to peer influence. *Journal of Retailing*, 80(2), 101-116. Doi:10.1016/j.jretai.2004.04.005

- Markowitz, H.M., 1952, "Portfolio selection", *Journal of Finance* 7, 77-91.
- Meyer, D., Anderson, H. (2000): Preadolescents and Apparel Purchasing: Conformity to Parents and Peers in the Consumer Socialization Process, *Journal of Social Behavior and Personality*, 15: 243–257.
- Mishra, S., Umesh, U., Stem, D. (1993): Antecedents of the Attraction Effect: An Information-Processing Approach, *Journal of Marketing Research*, 30: 331–349.
- Mitchell, O. (2009): Financial Literacy: Evidence and Implications for Financial Education, Working Paper.
- Mitchell, V., McGoldrick, P. (1996): Consumers' Risk Reducing Strategies: A Review and Synthesis, *International Review of Retail, Distribution and Consumer Research*, 6: 1–33.
- Morey, M. R. (2000). Mutual Fund Age and Morningstar Ratings. *SSRN Electronic Journal*. Doi:10.2139/ssrn.249948
- Morey, M. R. (2003). Kiss of Death: A 5-Star Morningstar Mutual Fund Rating? *SSRN Electronic Journal*. Doi:10.2139/ssrn.455240
- Morey, M. R., & Vinod, H. D. (2001). Estimation Risk in Mutual Fund Ratings: The Case of Morningstar. *SSRN Electronic Journal*. Doi:10.2139/ssrn.270234

- Murali, M., Laroche, M., & Pons, F. (2005). Individualistic orientation and consumer susceptibility to interpersonal influence. *Journal of Services Marketing*, 19(3), 164-173. Doi:10.1108/08876040510596849
- Nurasyikin Jamaludin, Malcolm Smith, Paul Gerrans, (2012) "Mutual fund selection criteria: evidence from Malaysia", *Asian Review of Accounting*, Vol. 20 Issue: 2, pp.140-151, <https://doi.org/10.1108/13217341211242187>
- Organization for Economic Co-Operation and Development (2005), *Improving Financial Literacy: Analysis of Issues and Policies*, Working Paper.
- Park, C. W., & Lessig, V. P. (1977). Students and Housewives: Differences in Susceptibility to Reference Group Influence. *Journal of Consumer Research*, 4(2), 102. Doi:10.1086/208685
- Pottier, S. W., & Sommer, D. W. (1999). Property-Liability Insurer Financial Strength Ratings: Differences across Rating Agencies. *The Journal of Risk and Insurance*, 66(4), 621. Doi:10.2307/253867
- Prabhu Gauri, N.M. Vechalekar.(2012). Perception of Indian Investor towards investment in mutual funds with special reference to MIP Funds. *IOSR Journal of Economics and Finance (IOSR-JEF)*, pp. 66-74.
- Rooij, M., Lusardi, A., Alessie, R. (2007): *Financial Literacy and Stock Market Participation*, Working Paper.

- Satyavir Khatri .(2014). Investor's Perception Of Mutual Funds, *Global Journal of Multidisciplinary Studies*, Vol. 3, Issue 5, pp. 113-118.
- Schmidt N. (2010). What Drives Investments into Mutual Funds? Applying the theory of Planned Behavior to Individuals' Willingness and Intention to Purchase mutual funds. Working Paper
- Singh T. & Mehta S. (2013). Mutual Funds Scheme Selection: A financial Advisor's Perspective, *Finance India*, Vol. XXVII No.4,pp. 1243-1262
- Sitkin, S. B., & Weingart, L. R. (1995). Determinants of Risky Decision-Making Behavior: A Test of The Mediating Role of Risk Perceptions and Propensity. *Academy of Management Journal*, 38(6), 1573-1592. Doi:10.2307/256844
- Slovic, P. (1987): Perception of Risk, *Science*, 236: 280–285.
- Slovic, P. (2000). *The perception of risk*. Abdington: Routledge.
- Stango, V., Zinman, J. (2008): Exponential Growth Bias and Household Finance, Working Paper.
- Stone, R., Grønhaug, K. (1993): Perceived Risk: Further Considerations for the Marketing Discipline, *European Journal of Marketing*, 27: 39–50.
- Trivedi R., Swain P.K. & Dash M. (2017). A study of Investor's perception towards mutual fund decision: An Indian Perspective, *International Journal of Economic Research*, Vol 14, Number 9, pp. 209-218

- Tversky, A., & Kahneman, D. (1985). The Framing of Decisions and the Psychology of Choice. *Behavioral Decision Making*, 25-41. Doi:10.1007/978-1-4613-2391-4\_2
- Tversky, A., & Kahneman, D. (n.d.). Rational Choice And The Framing Of Decisions. *Decision Making*, 167-192. Doi:10.1017/cbo9780511598951.011
- Veeramani G. and M.Karthikeyan. (2014). Perception of Investors on Mutual Funds – A Comparative Study on Public and Private Sector Mutual funds. *International Journal of Business and Administration Research Review*, Vol.2, pp. 200.
- Vipparthi Manasa, Ashwin Margam.(2013). Perceptions of investors on mutual funds: A comparative study on public and private sector mutual funds. *Research Journal of Business Management and Accounting*, Vol. 2, Issue 2, pp. 036 - 047
- Wakker, P., Thaler, R., & Tversky, A. (1998). Probabilistic insurance. *Insurance: Mathematics and Economics*, 22(2), 187. Doi:10.1016/s0167-6687(98)80039-5
- Walia Nidhi, Kiran Ravi (2009). An Analysis of Investor's Risk Perception towards Mutual Funds Services, *International Journal of Business and Management*, vol. 4, pp. 106-120.