

Changing consumer behavior

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Lessons learned

- 1. Perception is the only reality.
- 2. Want to, not have to.
- 3. Let others tell it.

Nature consuming - Slovenian cases:

- A. Ecosystem services
- **B.** Recreation
- C. Food consuming



Ecological network of ponds: perception of villagers



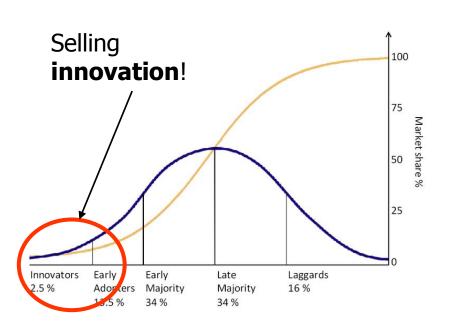


Ponds are useless dirty water holes.

Consumers' perception is the only reality.

Biodiversity, invertebrates, studies, leaflets, nature conservation, ecological network.

Non-expert language,
Personal communication,
Listening, exploring motivation factors,
Peoples values and beliefs.





Attention

Interest

Desire

Action



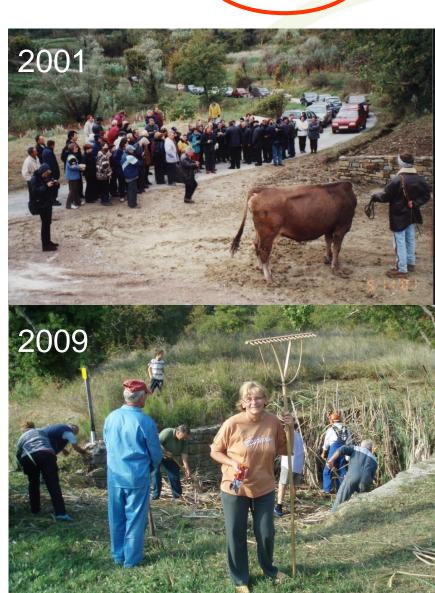
A + Interest + Desire + Action

Their motives!

Everybody wants to do it.



Today they do it on their own.





Trampling N2K flower: Visitors change because they want to







Flower habitat VS. party place

Nature conservationists

Local people

1.st May
(Pulsatilla grandis),
habitat destruction,
Landscape park
regulations violated.

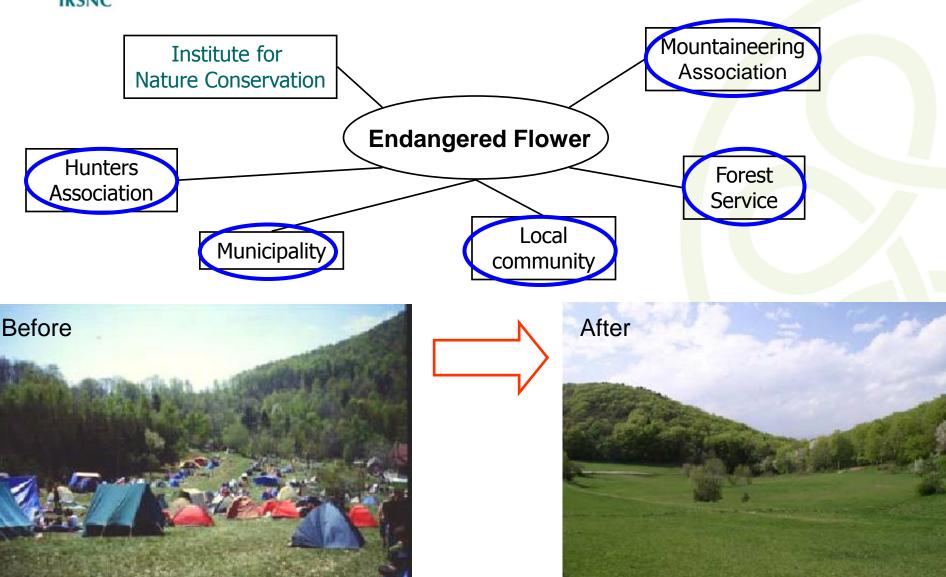
Local people

1.st May
celebration party.
Heavy traffic,
noise, fire,
heavy drinking.

Consumers change behavior because they want to, not because they have to.



Event management





Date mussels: Let others tell it



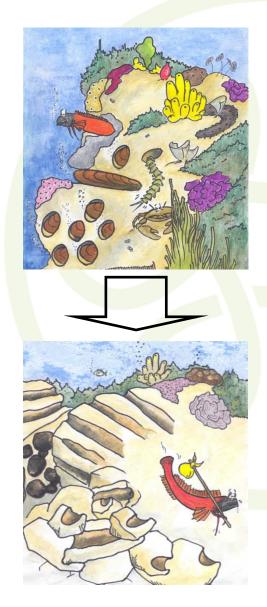














Date mussels taste good and people always used to eat them.

Nature conservationists

Lithophaga lithophaga, marine biodiversity, conventions, EU Directives...

Consumers

Mussels on a plate,
Sea = food, enjoyment, water...,
personal safety, health

Clear and relevant message!







Customs and inspection control

Prohibition

Positive message





25 Early Early Laggards 2.5 % Adopters Majority Majo ity 16 % 13.5 %

People want to

- take care of their health,
- help preserve Sea,
- be responsible consumers.

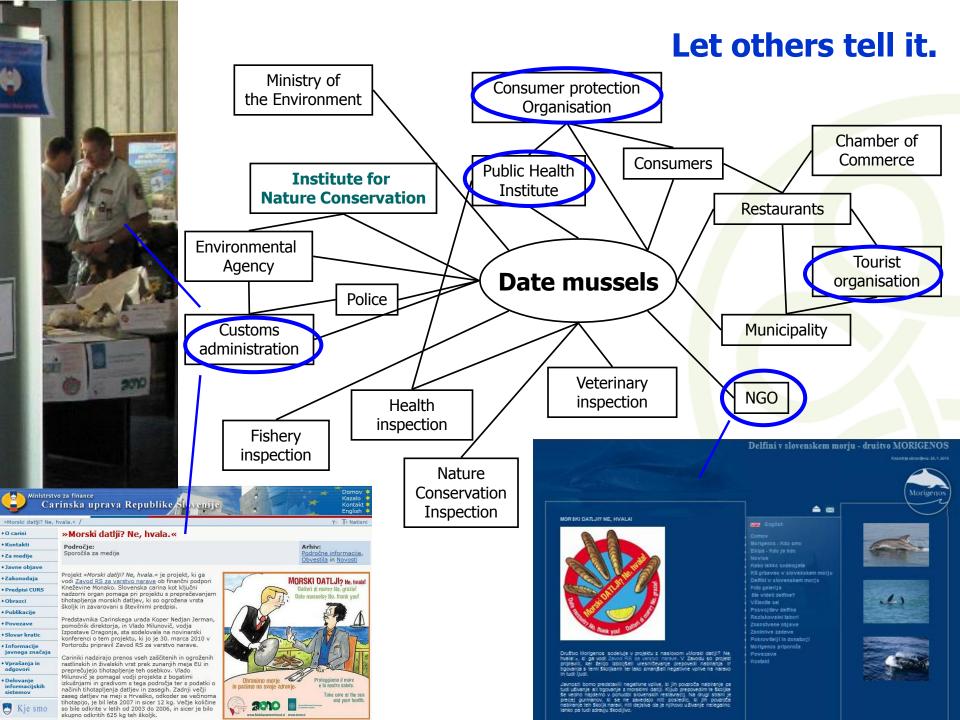
Some people don't want to

change.



100

Costs / benefits!





PERCEPTION



LET OTHERS TELL IT