

**COURSE DATA****Data Subject**

<b>Code</b>	35908
<b>Name</b>	Consumer behaviour
<b>Cycle</b>	Grade
<b>ECTS Credits</b>	6.0
<b>Academic year</b>	2021 - 2022

**Study (s)**

<b>Degree</b>	<b>Center</b>	<b>Acad. year</b>	<b>Period</b>
1314 - Degree in International Business	Faculty of Economics	4	First term

**Subject-matter**

<b>Degree</b>	<b>Subject-matter</b>	<b>Character</b>
1314 - Degree in International Business	25 - Market analysis and its agents	Optional

**Coordination**

<b>Name</b>	<b>Department</b>
SERIC ., MAJA	43 - Marketing and Market Research

**SUMMARY**

An essential component of marketing is consumer insight, so, making good business decisions requires an understanding of the consumer. In this course students will learn about fundamental theories and concepts to enhance their understanding of how and why people and companies choose, use, and evaluate goods and services the way they do. Many well-known companies have shown that a detailed understanding of their target group can serve as a long-term competitive advantage. This course aims to teach students to analyze and understand consumer behaviour and they must be able, at the end of the course, to know the main macro and micro variables that influence consumer decision-making and consumption. In this context, culture will take an important consideration, since it is essential in international markets.

**PREVIOUS KNOWLEDGE**



### **Relationship to other subjects of the same degree**

There are no specified enrollment restrictions with other subjects of the curriculum.

### **Other requirements**

It is desirable to have knowledge of business and marketing fundamentals taught in other subjects

## **OUTCOMES**

### **1314 - Degree in International Business**

- Be able to work in multidisciplinary and intercultural teams.
- Acquire the capacity to analyse, develop and control the commercial function of companies operating in the world market.
- Capacidad de elaboración de informes presentando la información obtenida para la toma de decisiones de marketing.
- Generar, alimentar y controlar el Sistema de Información de Marketing de la empresa.
- Detectar aquellas variables que pueden resultar más relevantes en relación con el consumidor para poder efectuar un correcto análisis estratégico.
- Comprender los informes que sobre el consumidor se generen en el sistema de información marketing.

## **LEARNING OUTCOMES**

The objectives of this course are:

- To learn key theories and research from behavioural sciences (e.g., psychology, sociology, economics) that help us understand consumer behaviour.
- To provide the student with the ability to formulate and answer questions about consumer behaviour.
- To acquire an understanding of the processes and factors that underline the effectiveness of marketing strategy in terms of impact on consumer behaviour.
- To apply these concepts and theories in developing and evaluating marketing strategies, understanding their value and their limitations.
- To develop individual and team working abilities and to improve communicational skills.

## **DESCRIPTION OF CONTENTS**



### **1. Topic 1: Studying consumer behaviour: concepts, approaches and characteristics**

1. Consumer behaviour concept and characteristics
2. Analysing consumer within the marketing discipline
3. Approaches when analysing consumer behaviour
4. Stages and determinants in consumer decision making

### **2. Topic 2: Consumer decision process**

1. Problem recognition
2. Search and evaluation
3. Purchasing processes
4. Postpurchase behaviour

### **3. Topic 3: Social groups and family**

1. Concept, typology and characteristics of social group
2. The importance of reference group
3. Other considerations about groups: opinion leaders, word-of-mouth communication and social media
4. Family and buying habits and decisions

### **4. Topic 4: Social strata**

1. Concept and characteristics of social strata
2. Social strata determinants
3. Measuring methods
4. The influence of social class on consumer behaviour

### **5. Topic 5: The environment of the demand, culture and subculture**

1. The influence of the environment on the consumer
2. Culture: concept, dimensions and characteristics
3. Subculture and microculture

### **6. Topic 6: Personality and lifestyles**

1. Concept and theories of personality
2. Brand personality
3. Concept and approaches to lifestyles
4. The role of psychographics in consumer behaviour and marketing

**7. Topic 7: Motivation and perception**

1. Motivation: the need-motive-want process
2. Theories of motivation
3. Level of consumer involvement
4. The perceptual process

**8. Topic 8: Learning and memory**

1. Concept of learning
2. Learning theories
3. Memory: process and systems
4. Considerations about memory

**9. Topic 9: Attitudes**

1. Concept and characteristics of attitudes
2. Nature and formation of attitudes
3. Measuring attitudes
4. Persuasion and attitude change

**10. Topic 10: Organizational buyer behaviour**

1. Nature of organizational buying
2. Influences on organizational buyer behaviour
3. Organizational buying decisions
4. Other considerations about organizational buying behaviour

**WORKLOAD**

ACTIVITY	Hours	% To be attended
Theory classes	30,00	100
Classroom practices	30,00	100
<b>TOTAL</b>	<b>60,00</b>	

**TEACHING METHODOLOGY**

The methodology used to teach and learn the theoretical concepts of this course combines the presentations given by the lecturer, interaction with students and reading and studying by the student the recommended course books and other material. Therefore, the lecturer will present the main theoretical topics, illustrating them with up-to-date examples and developing several educational activities. At home, the student should use the course book to consolidate what has been explained in class. This task will also prepare the student to solve the questions that will be discussed in the practical classes. Slides for each topic will be uploaded to the *aulavirtual* (<http://aulavirtual.uv.es>) on due time.



The practical sessions will consist in solving exercises and assignments, and participating in projects and debates, both individually and in group. Students are encouraged to attend classes and to participate regularly.

## EVALUATION

The Consumer Behaviour course will be assessed according to the following criteria:

The overall grade of the course will be obtained by weighing the grades of the theoretical and the practical assessments. Theoretical assessments will account for 5 points and practical assessments will account for another 5 points.

- The **theoretical part** will be assessed by a written examination that will cover all the topics of the course outline and will account for 5 points over 10. **The student must obtain a minimum of 2.5 points in this theoretical part in order to pass the course.**
- The **practical part** will be assessed through 5 out of 10 points by examining:
  - 1) Individual work, which consists of solving exercises and performing individual projects, all delivered on duetime established by the teacher.
  - 2) Teamwork, which consists of participating in projects and developing reports. All the assignments need to be delivered on duetime established by the teacher. In addition, the student's active participation and engagement during teamwork will be considered.

**The student must obtain a minimum of 2.5 points in the practical part in order to pass the course.**

There are two established calls for students' assessment. Once the student has passed the course, it is not possible to retake the evaluation in order to improve the grade.

## REFERENCES

### Basic

- Solomon, M.R. (2015): Consumer Behavior: Global Edition, 11th edition. Pearson Ed., UK.
- Seric, M. & Garbin-Pranicevic, D. (2018). Consumer-generated reviews on social media and brand relationship outcomes in the fast-food chain Industry. *Journal of Hospitality Marketing & Management* 27(2), 218-238
- Seric, M. (2018). A cross-cultural study on perceived quality in upscale hotels in Italy and Croatia. *Journal of Hospitality and Tourism Insights*, 1(4), 340-366.





### **Additional**

- Graham, J. (2009): Critical Thinking in consumer Behavior: Cases and experimental exercises. 2nd Edition.
- Karde, F.R.; Cronley, M.; Cline, T. (2011): Consumer Behavior. Science and Practice. South Western Ed.
- Peter, J.P.; Olson, J.C. (2009): Consumer Behavior. 9th edition. McGraw-Hill

## **ADDENDUM COVID-19**

**This addendum will only be activated if the health situation requires so and with the prior agreement of the Governing Council**

1. CONTENTS: as already established in this syllabus
2. VOLUME OF WORK AND TEMPORARY PLANNING OF TEACHING: as already established in this syllabus
3. TEACHING METHODOLOGY:

The modality of classes for students will depend on the social and health conditions and the restrictions established by the competent authorities.

In the case of online teaching, classes will be given by videoconference, preferably synchronous, using Blackboard Collaborate, Teams, Skype or the tool that the lecturer considers appropriate to optimize the student's teaching-learning process during the scheduled program sessions, which remain the same day and time.

In the case of blended teaching, the students will have to access the classroom in alternate weeks according to the initial of their last name (A-M or L-Z). The classes will be broadcast so that the students will have face-to-face teaching one week, and the next week they will follow the classes in streaming.

4. EVALUATION: as already established in this syllabus
5. BIBLIOGRAPHY: as already established in this syllabus