

NATIONAL CHENGCHI UNIVERSITY
IMBA CONSUMER BEHAVIOR
SPRING 2016

Instructor: Foo Nin Ho, Ph.D. (Email: fho@sfsu.edu or mkfho@yahoo.com)
Phone: (09) 7541-8545

COURSE DESCRIPTION AND OBJECTIVES

Marketing begins and ends with the consumer -- from determining consumer needs to providing consumer satisfaction. Thus, a clear understanding of consumers is critical in successfully managing the marketing function in any organization, whether profit or nonprofit. The purpose of this course is to introduce you to the study of consumer behavior. Principles from various disciplines will be integrated as they relate to understanding consumption experiences and consumption meanings. The objectives of the course include:

- providing a basic understanding of the psychological, sociological, anthropological, and economic processes affecting consumer choices and consumption practices
- examining implications of these factors for marketing
- examining implications of these factors for consumer and societal well-being
- gaining a more global perspective on consumption issues

These objectives will be accomplished by:

1. Lecture and case discussion of many concepts and theories from behavioral sciences and analyze their usefulness for developing marketing strategies. Each student is expected to come prepared in advance to participate and facilitate class discussions.
2. Pertinent articles/video related to consumer behavior.
3. Class project.
4. Guest speakers (depending on availability and schedule).

The goal is for you to learn these key concepts and, more importantly, to develop your intellectual ability to apply them in analyzing consumer behavior and developing a deeper understanding of consumers.

Periodicals:

Outside articles will be assigned to supplement and elaborate certain concepts presented in the textbook. Students will be responsible for these articles and may be tested during exams.

GRADING

Grades will be based on the following:

Final (Class Project)	60%
Class participation (attendance, case discussion, etc.)	40%

CLASS PROJECT

The aim of this project is to apply the course concepts and materials in a real world situation. Students will do this project in groups of three.

Content and Structure

- Start your project by choosing a specific product or service category.
- Conduct a brief secondary research on the product or service category including market size and market structure (number of firms, share of market, sales volume, etc.) and describe market segments and market trends.
- Conduct a primary research (survey) and use any or all of the techniques covered in the class (STP, positioning, conjoint) to understand consumer choice or perception.
- Pick one or more of the brands and offer strategic recommendations for each including positioning, differential advantage, innovation, targeting, marketing mix, etc. based on your analysis and discussion of consumer behavior, assuming that people you talked to represent a market segment.

Deliverable

Each group will make a brief presentation (10-15 minutes) on the last day of class and submit the PowerPoint presentation as your report.

COURSE OUTLINE AND SCHEDULE

Date	Topic	To Do Tasks	Reading List
June 4th	<ol style="list-style-type: none"> 1. Introduction and the Study of Consumer Behavior 2. Customer Value Assessment and Valuing Customers 3. Segmentation, Targeting and Positioning (STP) 	<ol style="list-style-type: none"> 1. Market Segmentation and Privacy http://www.aclu.org/pizza/images/screen.swf 	<ol style="list-style-type: none"> 1. Why Service Stinks http://www.businessweek.com/2000/00_43/b3704001.htm 2. We're Sorry, All of Our Agents Are Busy with More Valuable Customers http://www.businessweek.com/2000/00_43/b3704004.htm 3. Big Data Analytics – Why Is It Important? http://www.sas.com/big-data/big-data-analytics.html Competing on Analytics. 4. http://www.babsonknowledge.org/analytics.pdf
June 5th	<ol style="list-style-type: none"> 1. Trade-Off (Conjoint) Analysis 2. Pricing Research 3. Project Discussion 	<ol style="list-style-type: none"> 1. http://www.sawtoothsoftware.com/component/content/article?id=1371 	
June 18th	<ol style="list-style-type: none"> 1. Consumer Perception 2. Consumer Learning and Memory 3. Case: Garbage Collection in Taiwan 4. Consumer Motivation and Involvement 5. Project Discussion 		<ol style="list-style-type: none"> 1. Alter Perception to Open Opportunities http://www.dmnews.com/DMD-Speaker-Alter-Perception-to-Open-Opportunities/article/81119/ 2. Your Smartphone Says a Lot About You http://www.marketwatch.com/story/your-smart-phone-says-a-lot-about-you-2010-09-17?siteid=yhoof 3. Garbage case article http://www.washingtonpost.com/wp-dyn/content/article/2007/11/29/AR2007112901887.html

Date	Topic	To Do Tasks	Reading List
June 19th	<ol style="list-style-type: none"> 1. Self and Self Identity 2. Personality and Lifestyle 3. Attitudes and Persuasion 4. Individual Decision Making 5. Project Discussion 	<ol style="list-style-type: none"> 1. Reading Your Mind http://www.cbsnews.com/video/watch/?id=5119805n 2. http://www.humanmetrics.com/cgi-win/JTypes2.asp 3. http://www.strategicbusinessinsights.com/vals/presurvey.shtml 	<ol style="list-style-type: none"> 1. Is In-Game Advertising Ready to Take the Next Step http://www.dmnews.com/Is-in-game-advertising-ready-to-take-the-next-step/article/104349/ 2. Luxury Labels Hit In the Pocketbook http://www.pjsolomon.com/news/media/Luxury%20Labels%20Hit%20in%20the%20Po...pdf 3. The Psychology of the \$14,000 Handbag http://online.wsj.com/article/SB118662048221792463.html?mod=hps_us_editors_picks
June 25th	<ol style="list-style-type: none"> 1. Situational Factors in Decision: Acquisition/Consumption/Disposal 2. Group Influences and Opinion Leadership 3. Economics of behavior 4. Case: Social networking marketing (Twitter, Facebook, etc.) 5. Project discussion 		<ol style="list-style-type: none"> 1. What Is Guerilla Marketing? http://weburbanist.com/2008/07/01/what-is-guerrilla-marketing/ 2. "Lucifer Effect" http://www.sfgate.com/cgi-bin/article.cgi?f=/c/a/2007/04/29/RVGUJPCSIF1.DTL 3. Social Media Marketing as Part of an Integrated Marketing Strategy http://whitepapers.dmnews.com/whitepaper2591/
June 26th	Project presentation		