Course Outline MKTG6064 Marketing and Consumer Behavior (3)



Effective Date 01 February 2016

1. Course Description

Marketing and consumer behavior course includes initial concepts, the importance of a corporate program that provides a consistent system, from an organization or company to maintain the image of consumer minds.

2. Graduate Competency

Each course in the study program contributes to the graduate competencies that are divided into employability and entrepreneurial skills and study program specific outcomes, in which students need to have demonstrated by the time they complete their course.

BINUS University employability and entrepreneurial skills consist of planning and organizing, problem solving and decision making, self management, team work, communication, and initiative and enterprise.

2.1. Employability and Entrepreneurial Skills

	Aspect	Key Behaviour
0-		

2.2. Study Program Specific Outcomes

 Study Program Specific Outcomes

 Graduates will be able to explain current communication approaches, market trends or behavior, and media of creative advertising designs

 Graduates will be able to apply knowledge of market, media and communication approaches to creative

Graduates will be able to apply knowledge of market, media and communication approaches to creative advertising design solutions

Graduates will be able to analyze marketing communication problems based on appropriate approach and generate design solutions

3. Topics

- · Introduction to marketing on day-to-day basis and marketing mix
- Marketing situational analysis and marketing environment
- Marketing communications, promotional tool and promotional mix
- Market research, ethnographic and target insight
- · Consumer behavior in brand advertising and design considerations
- · Consumer's different roles in consumer behavior perspective
- · Consumer influences and decision making in buying decision
- Consumers subcultures
- Segmentation and positioning
- · International marketing and consumers respond to brand diffusion and innovation
- · 21th century marketing of digital interactive in internet era

4. Learning Outcomes

On successful completion of this course, student will be able to:

- LO 1: Explain about marketing concept
- LO 2: Describe marketing communication and tools
- · LO 3: Describe the importance of consumer behavior for the communication strategy
- LO 4: Integrate the connection of the consumer behavior with the brand and communication strategy
- · LO 5: Design the result of analysis to the communication strategy for advertising

5. Teaching And Learning Strategies

In this course, the lecturers might deploy several teaching learning strategies, including case studies, Demonstration, Group Discussion, Lecture, Reflective Inquiry/Thinking, Research, and Presentation.

6. Textbooks and Other Resources

6.1 Textbooks

- 1. <u>Cathrine Jansson-Boyd. (2010)</u>. **Consumer psychology**. 01. Open University Press. New York. ISBN: 9780335229284.
- 2. Blythe, J. (2012). Essentials of Marketing. 05. 1st Books Library. ISBN: 9780273757689.

The book in the first list is a must to have for each student.

6.2 Other Resources

- 1. http://www.entrepreneur.com/encyclopedia/market-research
- 2. http://www.tutor2u.net/business/marketing/segmentation_bases_introduction.asp
- 3. http://facultyweb.berry.edu/nmiller/classinfo/601/Module%203/influences.htm
- 4. http://www.youtube.com/watch?v=pdlabclSx1Q
- 5. http://www.slideshare.net/wearesocialsg/we-are-social-future-factors-2013#btnPrevious
- 6. http://www.graduate.au.edu/download/content/file/school%20of%20business/MBA%20Retail%20Mana gement%20 Comprehensive/Chapter%2015.pdf
- 7. http://www.youtube.com/watch?v=TggMk5jjENs
- 8. http://www.consumerpsychologist.com/
- 9. http://managementhelp.org/marketing/
- 10. http://http://www.diva-portal.org/smash/get/diva2:325368/FULLTEXT01.pdf
- 11. http://facultyweb.berry.edu/nmiller/classinfo/601/Module%203/influences.htm
- 12. http://www.marketingweek.co.uk/strategies-and-tactics/data-vs-creativity/4006159.article
- 13. http://www.tutor2u.net/business/marketing/marketing_concept.asp
- 14. http://www.quickmba.com/marketing/ries-trout/positioning/
- 15. http://www.mhhe.com/business/marketing/bearden/about_the_text/pdfs/chap3.pdf
- 16. http://www.marketingteacher.com/lesson-store/lesson-marketing-communications.html
- 17. http://www.youtube.com/watch?v=V2tP-FAn6u8
- 18. http://www.youtube.com/watch?hl=id&v=nOPm2WX-E1Q&gl=ID
- 19. http://news.cision.com/connect-communications--inc-/r/six-marketing-research-trends-to-watch-insecond-half-of-2013,c9435482
- 20. http://smallbusiness.chron.com/difference-between-marketing-mix-promotional-mix-24142.html
- 21. http://www.nptel.iitm.ac.in/courses/IIT-MADRAS/Management_Science_II/Pdf/1_3.pdf
- 22. http://www.canadabusiness.ab.ca/index.php/start-up/10-market-research-the-basics
- 23. http://www.tutor2u.net/business/marketing/buying_decision_process.asp
- 24. http://knowthis.com/marketing-terms/
- 25. http://businesscasestudies.co.uk/business-theory/marketing/marketing-mix-price-place-promotionproduct.html#axzz2ZHkVMpzA
- 26. http://www.youtube.com/watch?v=-OpYn-nISWo
- 27. http://www.managementstudyguide.com/advertising-management.htm
- 28. http://www.youtube.com/watch?v=hNsRhxGQpCE
- 29. http://www.forbes.com/sites/netapp/2013/11/21/4-ways-to-win/8 rules for 21st century marketing
- 30. http://faculty.ksu.edu.sa/alshum/DocLib4/kotler04_exs.pdf
- 31. http://www.tutor2u.net/business/marketing/promotion_mix.asp

7. Schedule

Theory

Session/ Mode	Related LO	Topics	References
1 F2F	LO 1	 Introduction to marketing on day-to-day basis and marketing mix Introduction Objectives Marketing mix The development of marketing concept 	 Introduction to marketing on day-to-day basis and marketing mix Essentials of Marketing, Chapter 1, What do marketers do? Page 2, The development of marketing concept, page 3, Chapter 1;

				 page 7 Marketing, http://managementhelp.org/ marketing/ Marketing concept and orientation, http://www.tutor2u.net/busine ss/marketing/marketing_con cept.asp Marketing mix, http://businesscasestudies.c o.uk/business- theory/marketing/marketing- mix-price-place-promotion- product.html#axzz2ZHkVMp zA
0	2 F2F	LO 1	Introduction to marketing on day-to-day basis and marketing mix - Introduction - Objectives - Marketing mix - The development of marketing concept	 Introduction to marketing on day-to-day basis and marketing mix Essentials of Marketing, Chapter 1, What do marketers do? Page 2, The development of marketing concept, page 3, Chapter 1; page 7 Marketing, http://managementhelp.org/ marketing/ Marketing concept and orientation, http://www.tutor2u.net/busine ss/marketing/marketing_con cept.asp Marketing mix, http://businesscasestudies.c o.uk/business- theory/marketing/marketing- mix-price-place-promotion- product.html#axzz2ZHkVMp zA
	3 F2F	LO 1	 Marketing situational analysis and marketing environment A need is a perceived lack of something A product is a bundle of benefits Demand, Public and Market The marketing environment SWOT analysis 	 ZA Marketing situational analysis and marketing environment Essentials of Marketing, Chapter 1, The development of marketing concept, page 11 & Chapter 2, The marketing environment, page 23-39 Global marketing environment, http://www.mhhe.com/busine ss/marketing/bearden/about_ the_text/pdfs/chap3.pdf Marketing terms, http://knowthis.com/marketin g-terms/ Global marketing environment, http://faculty.ksu.edu.sa/alsh um/DocLib4/kotler04_exs.pdf

MKTG6064 - Marketing and Consumer Behavior | 4

4 F2F	LO 1 LO 2	Marketing communications, promotional tool and promotional mix - Signs and meaning - Developing communications - The promotional mix - Producing advertisements - Sales promotion - Managing personal selling - Managing public relations - Sponsorship - Integrating the promotional mix	 Marketing communications, promotional tool and promotional mix Essentials of Marketing, Chapter 9, page 213-251 Integrated communications strategy, http://www.graduate.au.edu/ download/content/file/school %20of%20business/MBA%2 0Retail%20Management%20 Comprehensive/Chapter%20 15.pdf Marketing mix vs promotional mix, http://smallbusiness.chron.co m/difference-between- marketing-mix-promotional- mix-24142.html Introduction to marketing communications, http://www.marketingteacher. com/lesson-store/lesson- marketing- communications.html Advertising management, http://www.managementstud yguide.com/advertising- management.htm Introduction promotional mix, http://www.tutor2u.net/busine ss/marketing/promotion_mix. asp
5 F2F	LO 1 LO 2	Marketing communications, promotional tool and promotional mix - Signs and meaning - Developing communications - The promotional mix - Producing advertisements - Sales promotion - Managing personal selling - Managing public relations - Sponsorship - Integrating the promotional mix	 Marketing communications, promotional tool and promotional mix Essentials of Marketing, Chapter 9, page 213-251 Integrated communications strategy, http://www.graduate.au.edu/ download/content/file/school %200f%20business/MBA%2 0Retail%20Management%20 Comprehensive/Chapter%20 15.pdf Marketing mix vs promotional mix, http://smallbusiness.chron.co m/difference-between- marketing-mix-promotional- mix-24142.html Introduction to marketing communications, http://www.marketingteacher. com/lesson-store/lesson- marketing- communications.html Advertising management, http://www.managementstud yguide.com/advertising-

				 management.htm Introduction promotional mix, http://www.tutor2u.net/busine ss/marketing/promotion_mix. asp
•	6 F2F	LO 3	Market research, ethnographic and target insight - The need for market research - The research process - Qualitative research - Quantitative research - Survey - Ethnographic - Customer Insights via Ethnography	 Market research, ethnographic and target insight Essentials of Marketing, Chapter 5, page 103-116 Consumer psychology, Page 48-55 About market research, http://www.entrepreneur.com /encyclopedia/market- research 5start customer experience, http://www.youtube.com/wat ch?v=TggMk5jjENs Market research and creativity, http://www.marketingweek.c o.uk/strategies-and- tactics/data-vs- creativity/4006159.article Market research trends, http://news.cision.com/conne ct-communicationsinc- /r/six-marketing-research- trends-to-watch-in-second- half-of-2013,c9435482 Market research basics, http://www.canadabusiness. ab.ca/index.php/start-up/10- market-research-the-basics
	7 F2F	LO 3	Market research, ethnographic and target insight - The need for market research - The research process - Qualitative research - Quantitative research - Survey - Ethnographic - Customer Insights via Ethnography	 Market research, ethnographic and target insight Essentials of Marketing, Chapter 5, page 103-116 Consumer psychology, Page 48-55 About market research, http://www.entrepreneur.com /encyclopedia/market- research 5start customer experience, http://www.youtube.com/wat ch?v=TggMk5jjENs Market research and creativity, http://www.marketingweek.c o.uk/strategies-and- tactics/data-vs- creativity/4006159.article Market research trends, http://news.cision.com/conne ct-communicationsinc- /r/six-marketing-research- trends-to-watch-in-second- half-of-2013,c9435482

				- Market research basics, http://www.canadabusiness. ab.ca/index.php/start-up/10-
	8 F2F	LO 3	 Consumer behavior in brand advertising and design considerations Perception Influences on the buying decision Impulse buying Industrial buyer behaviour What is consumer behavior Consumers' Impact on marketing strategy Marketing's Impact on consumers Need and wants Brand personality, attitude, image, experience, trust, equity, & community 	 market-research-the-basics Consumer behavior in brand advertising and design considerations Essentials of Marketing, Chapter 3, Consumer and buyer behavior concept, page 45 Consumer psychology, Chapter 1, page 32-40 The psychology of marketing, http://www.consumerpsychol ogist.com/ Leo Burnett - Human Kind video, http://www.youtube.com/wat
0	9 F2F	LO 3	 Consumer behavior in brand advertising and design considerations Perception Influences on the buying decision Impulse buying Industrial buyer behaviour What is consumer behavior Consumers' Impact on marketing strategy Marketing's Impact on consumers Need and wants Brand personality, attitude, image, experience, trust, equity, & community 	 ch?v=-OpYn-nISWo Consumer behavior in brand advertising and design considerations Essentials of Marketing, Chapter 3, Consumer and buyer behavior concept, page 45 Consumer psychology, Chapter 1, page 32-40 The psychology of marketing, http://www.consumerpsychol ogist.com/ Leo Burnett - Human Kind video, http://www.youtube.com/wat ch?v=-OpYn-nISWo
	10 F2F	LO 3 LO 4	Consumer's different roles in consumer behavior perspective - Perception & motivation - Self concept, personality & lifestyles - Attitudes	 Consumer's different roles in consumer behavior perspective Consumer psychology, Chapter 5, page 194-207 & page 280-290. A New Era for Humanity, http://www.youtube.com/wat ch?v=pdlabclSx1Q Dunkin' Donuts Flavor Radio (2012 Cannes Lions), http://www.youtube.com/wat ch?v=V2tP-FAn6u8 Just do it at The Happy Show!,, http://www.youtube.com/wat ch?v=hNsRhxGQpCE
	11 F2F	LO 3 LO 4	 Consumer's different roles in consumer behavior perspective Perception & motivation Self concept, personality & lifestyles Attitudes 	 Consumer's different roles in consumer behavior perspective Consumer psychology, Chapter 5, page 194-207 & page 280-290.

				 A New Era for Humanity, http://www.youtube.com/wat ch?v=pdlabclSx1Q Dunkin' Donuts Flavor Radio (2012 Cannes Lions), http://www.youtube.com/wat ch?v=V2tP-FAn6u8 Just do it at The Happy Show!,, http://www.youtube.com/wat ch?v=hNsRhxGQpCE
	12 F2F	LO 3 LO 4	 Consumer influences and decision making in buying decision Influences on the buying decision (personal, psychological, social) Consumers as Decision Makers: Individual Decision Step in the Decision – Making Process Buying and Disposing Consumers as Decision Makers: Group Influence and Opinion Leader 	 Consumer influences and decision making in buying decision Essentials of Marketing, Chapter 3, Consumer and buyer behavior, page 53 Consumer psychology, Chapter 5, page 348-388 & page 430-450. Buyer behavior - The decision-making process, http://www.tutor2u.net/busine ss/marketing/buying_decisio n_process.asp
•	13 F2F	LO 3 LO 4	 Consumer influences and decision making in buying decision Influences on the buying decision (personal, psychological, social) Consumers as Decision Makers: Individual Decision Step in the Decision – Making Process Buying and Disposing Consumers as Decision Makers: Group Influence and Opinion Leader 	 Consumer influences and decision making in buying decision Essentials of Marketing, Chapter 3, Consumer and buyer behavior, page 53 Consumer psychology, Chapter 5, page 348-388 & page 430-450. Buyer behavior - The decision-making process, http://www.tutor2u.net/busine ss/marketing/buying_decisio n_process.asp
	14 F2F	LO 3 LO 4	Consumers subcultures - Income & social class - Ethnic, racial, & religious subcultures	 Consumers subcultures Consumer psychology, Chapter 5, page 470-490 & page 544-559.
	15 F2F	LO 3 LO 4	Consumers subcultures - Income & social class - Ethnic, racial, & religious subcultures	 Consumers subcultures Consumer psychology, Chapter 5, page 470-490 & page 544-559.
	16 F2F	LO 3 LO 4 LO 5	 Segmentation and positioning Segmentation, targeting and positioning Segmentation Variables of geographic Segmentation Variables of psychographic Segmentation Variables of behavioural Segmentation Variables of demographic Segmentation effectiveness Positioning 	 Segmentation and positioning Essentials of Marketing, Chapter 4, page 75, 77, 92 Market segmentation, http://www.tutor2u.net/busine ss/marketing/segmentation_ bases_introduction.asp Influences in segmentation and positioning, http://facultyweb.berry.edu/n miller/classinfo/601/Module% 203/influences.htm Varibales in segmentation

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				 and positioning, http://facultyweb.berry.edu/n miller/classinfo/601/Module% 203/influences.htm Positioning, http://www.quickmba.com/m arketing/ries- trout/positioning/ Segmentation, targeting & positioning, http://www.nptel.iitm.ac.in/co urses/IIT- MADRAS/Management_Scie nce_II/Pdf/1_3.pdf
0	17 F2F	LO 3 LO 4 LO 5	Segmentation and positioning - Segmentation, targeting and positioning - Segmentation Variables of geographic - Segmentation Variables of behavioural - Segmentation Variables of demographic - Segmentation effectiveness - Positioning	 Segmentation and positioning Essentials of Marketing, Chapter 4, page 75, 77, 92 Market segmentation, http://www.tutor2u.net/busine ss/marketing/segmentation_ bases_introduction.asp Influences in segmentation and positioning, http://facultyweb.berry.edu/n miller/classinfo/601/Module% 203/influences.htm Varibales in segmentation and positioning, http://facultyweb.berry.edu/n miller/classinfo/601/Module% 203/influences.htm Varibales in segmentation and positioning, http://facultyweb.berry.edu/n miller/classinfo/601/Module% 203/influences.htm Positioning, http://www.quickmba.com/m arketing/ries- trout/positioning/ Segmentation, targeting & positioning, http://www.nptel.iitm.ac.in/co urses/IIT- MADRAS/Management_Scie
	18 F2F	LO 3 LO 4 LO 5	Segmentation and positioning - Segmentation, targeting and positioning - Segmentation Variables of geographic - Segmentation Variables of behavioural - Segmentation Variables of demographic - Segmentation effectiveness - Positioning	 nce_II/Pdf/1_3.pdf Segmentation and positioning Essentials of Marketing, Chapter 4, page 75, 77, 92 Market segmentation, http://www.tutor2u.net/busine ss/marketing/segmentation_ bases_introduction.asp Influences in segmentation and positioning, http://facultyweb.berry.edu/n miller/classinfo/601/Module% 203/influences.htm Varibales in segmentation and positioning, http://facultyweb.berry.edu/n miller/classinfo/601/Module% 203/influences.htm Varibales in segmentation and positioning, http://facultyweb.berry.edu/n miller/classinfo/601/Module% 203/influences.htm Positioning,

j				http://www.quickmba.com/m
				 arketing/ries- trout/positioning/ Segmentation, targeting & positioning, http://www.nptel.iitm.ac.in/co urses/IIT- MADRAS/Management_Scie nce_II/Pdf/1_3.pdf
	19 F2F	LO 3 LO 4 LO 5	 International marketing and consumers respond to brand diffusion and innovation Reasons for internationalising Barriers to internationalisation International market entry strategies The new concept of product Adoption process 	 International marketing and consumers respond to brand diffusion and innovation Essentials of Marketing, Chapter 11, page 285-300. Perilaku Konsumen di Era Internet– Implikasi pada Strategi Pemasaran, Page 227-245. Advertising management influence Effectiveness of online advertising, http://http://www.diva- portal.org/smash/get/diva2:3 25368/FULLTEXT01.pdf Perilaku Konsumen di Era Internet– Implikasi pada Strategi Pemasaran
0	20 F2F	LO 3 LO 4 LO 5	 21th century marketing of digital interactive in internet era Relationship vs traditional marketing Internet marketing The 21st century marketplace Net generation E-buyers 	 21th century marketing of digital interactive in internet era Essentials of Marketing, Chapter 12, page 309-332. Perilaku Konsumen di Era Internet– Implikasi pada Strategi Pemasaran, Page 249-257 We are social, http://www.slideshare.net/we aresocialsg/we-are-social- future-factors- 2013#btnPrevious Marketing in 21st century, http://www.youtube.com/wat ch?hl=id&v=nOPm2WX- E1Q≷=ID 4 ways to win 21st century marketing, http://www.forbes.com/sites/ netapp/2013/11/21/4-ways- to-win/8 rules for 21st century marketing

8. Evaluation

Theory

Accomment Activity	Woight	Learning Outcomes					
Assessment Activity	Weight	1	2	3	4	5	
Assignment	50%				\checkmark		
Mid Exam	20%						
Final Exam	30%						

Practicum -

Final Evaluation Score

Aspects	Weight
Theory	100%
Practicum	0%

9. A. Assessment Rubric (Study Program Specific Outcomes)

			Proficiency Level			
	LO	Indicators	Excellent (85 – 100)	Good (75 – 84)	Average (65 – 74)	Poor (<= 64)
•	LO 1	1.1 Ability to list about marketing concept.	List all concepts of marketing.	List most of concepts of marketing.	List few of concepts of marketing.	List only 2 or less concepts of marketing.
		 Ability to explain about marketing concept. 	Explain all the marketing concept in complete, clear and concise manner.	Explain most of the marketing concept in complete, clear and concise manner.	Explain only few of the marketing concept in complete, clear and concise manner.	Explain only 2 or less of the marketing concept in complete, clear and concise manner.
	LO 2	2.1 Ability to define marketing communication and tools.	Define marketing communicati on and tools in clear, complete and concise manner.	Define marketing communicati on and tools in clear manner.	Define marketing communicati on and tools unclearly.	Define marketing communicati on or tools unclearly.
		2.2 Ability to describe marketing communication and tools.	Describe marketing communicati on and tools in clear, complete and concise manner.	Describe marketing communicati on and tools in clear manner.	Describe marketing communicati on and tools unclearly.	Describe marketing communicati on or tools unclearly.
	LO3	3.1 Ability to define the importance of consumer behavior for the communication strategy.	Define the importance of consumer behaviour for the communicati on strategy in complete, clear and concise manner, enriched with personal observation	Define the importance of consumer behaviour for the communicati on strategy in clear and concise manner, enriched with personal observation.	Define the importance of consumer behaviour for the communicati on strategy in clear manner.	Define the importance of consumer behaviour for the communicati on strategy unclearly.

		and opinion.			
	3.2 Ability to describe the importance of consumer behavior for the	Describe the importance	Describe the importance	Describe the importance	Describe the importance
	communication strategy.	of consumer behaviour	of consumer behaviour	of consumer behaviour	of consumer behaviour
		for the communicati on strategy in complete, clear and concise manner, enriched with personal	for the communicati on strategy in clear and concise manner, enriched with personal observation.	for the communicati on strategy in clear manner.	for the communicati on strategy unclearly.
		observation and standpoint of opinion.			
	4.1 Ability to discover the connection of the consumer behavior with the brand and communication strategy	Discover the connection of the consumer behavior	Discover the connection of the consumer behavior	Discover the connection of the consumer behavior	Discover the connection of the consumer behavior
		with the brand and communicati on strategy with clear and concise manner, also adding example and standpoint of opinion.	with the brand and communicati on strategy with clear manner, also adding example and standpoint of opinion.	with the brand and communicati on strategy not clearly, also adding standpoint of opinion.	with the brand and communicati on strategy not clearly.
LO 4	4.2 Ability to integrate the connection of the consumer behavior with the brand and communication strategy	Integrate the connection of the consumer behavior with the brand and communicati on strategy with clear and concise manner, also adding example and standpoint of opinion.	Integrate the connection of the consumer behavior with the brand and communicati on strategy with clear manner, also adding example and standpoint of opinion.	Integrate the connection of the consumer behavior with the brand and communicati on strategy not clearly, also adding standpoint of opinion.	Integrate the connection of the consumer behavior with the brand and communicati on strategy not clearly.
LO 5	5.1 Ability to breakdown the result of analysis to the communication strategy for advertising	Breakdown the result of analysis to the communicati on strategy for advertising	Breakdown the result of analysis to the communicati on strategy for advertising	Breakdown the result of analysis to the communicati on strategy for advertising	Breakdown the result of analysis to the communicati on strategy for advertising

Course Outline

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MKTG6064 - Marketing and Consumer Behavior | 12

	creative manner, enriched with personal observation and standpoint of opinion.	creative manner, enriched with personal observation.	manner.		
5.2 Ability to design the result of analysis to the communication strategy for advertising	Design the result of analysis to the communicati on strategy for advertising in clear and creative manner, enriched with personal observation and standpoint of opinion.	Design the result of analysis to the communicati on strategy for advertising in clear and creative manner, enriched with personal observation.	Design the result of analysis to the communicati on strategy for advertising in clear manner.	Design the result of analysis to the communicati on strategy for advertising unclearly.	
Prepared by D2919 - Budi Sriherlambang, S.Sn., M in Imagineering. Approved by	Checked by D2919 - Budi Sriherlambang, S.Sn., M in Imagineering. Acting as Subject Content Specialist Acknowledged by				
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D2919 - Budi Sriherlambang, S.Sn., M in Imagineering. Subject Content Coordinator	D2739 - Drs. Hagung Kuntjara Sambada Wijasa., M.Sn. Head of Program - Creative Advertising				