

BA 4714 / 5714 – CONSUMER BEHAVIOR

TENTATIVE SYLLABUS

Course Schedule: Tuesdays and Thursdays 12:40 – 14:15.

Place: G109

Instructor:	EMİNİGÜL KARABAŞA
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Course Web Page:	Link to ODTUClass Course Page
<b>Course Description:</b>	
The aim of the module is to understand the behavior of people as consumers and the strategic implications of this understanding for marketing managers. This understanding is one of the critical components of marketing analysis in examining and diagnosing problems and reaching effective decisions. Principles from various social sciences are integrated to understand and analyze consumer actions, experiences, feelings, and judgement processes.	
<b>Course Student Learning Objectives: (CSLO)</b>	
<b><i>On successful completion of this module, students should be able to:</i></b>	
<b>Module Specific Skills:</b>	
1. understand the nature of consumer behavior and apply concepts and theories used in the study of consumer behavior in developing effective marketing decision making	
2. recognize the importance of studying consumer behavior for the effective implementation of the marketing concept	
<b>Discipline Specific Skills:</b>	
3. critically evaluate the models, theories, and concepts commonly used in exploring and understanding marketing practice	
4. apply a range of behavioral concepts and theories in order to understand or justify marketing activity	
<b>Personal and Key Skills:</b>	
5. critically assess competing theories	
6. develop their oral and written communication skills	
7. further develop problem solving skills	
<b>Learning and Teaching Methods:</b>	
Sessions consist of a mixture of formal lectures, in-class discussions, group work, presentation sessions, in-class writing and directed private study.	
<b>Required Reading:</b>	
Solomon, Michael, Gary Bamossy, Soren Askegaard, Margaret Hogg (2019), <i>Consumer Behaviour: A European Perspective, 7<sup>th</sup> edition</i> . London: Prentice Hall.	
Main Library Catalog #: HF5415.33.E85 S65 2019 (You can also use 5 <sup>th</sup> or 6 <sup>th</sup> edition)	

You can have access to the required readings from Odtuclass.
<b>Suggested Reading:</b>
No suggested readings.

Assessment and Grading:				
Form of Assessment	% Contribution	Size of the assessment	CSLOs covered by this assessment	Feedback Method
In-class Midterm Exam	40	Essay	1-7	Written feedback
Take home	20	Essay	1-7	Written feedback
Group Project	25	3000 word essay	1-7	Written feedback
Group Presentation	15	15 min presentation	1-7	Digital

Course Policies:
<b>STUDENT DISABILITIES:</b> Any student, who, because of a disabling condition, may require special arrangements in order to meet course requirements, should contact the instructor as soon as possible. Students should present the appropriate documentation from the university's <u>Disability Support Office (Engelsiz ODTÜ Birimi, ODTÜ Kütüphanesi, Solmaz İzdemir Salonu, Tel: 210.7196; <a href="mailto:engelsiz@metu.edu.tr">engelsiz@metu.edu.tr</a>)</u> verifying their disability, and outlining the special arrangements required. Please note that no accommodations will be provided to the disabled students prior to the completion of this approved University process.
<b>ACADEMIC DISHONESTY:</b> The Department of Business Administration has no tolerance for acts of academic dishonesty. Such acts damage the reputation of METU, the department and the BA/MBA/MS degree and demean the honest efforts of the majority of the students. The minimum penalty for an act of academic dishonesty will be a zero for that assignment or exam.
<b>CHEATING:</b> All university, faculty/institute, and department principles on academic honesty will be strictly enforced. The usual consequence for academic dishonesty is failure of the course and referral of the case to the Dean of the Faculty/Institute for additional disciplinary action. Examinations are individual and are to be completed without outside assistance of any sort. Persons observed cheating during examinations will receive a failing grade in the course. Homework assignments are individual, unless otherwise specified by the instructor, and are to be completed without outside assistance of any sort, as well. Persons observed cheating in their homework assignments will receive a score of zero for the portion of the semester grade that is allocated to such assignments.
<b>PLAGIARISM:</b> The instructor assumes that students will do their own work. By placing their names on assignments (individual or team), students are affirming that the contents are their

original work. Any previous work available from files or past students, as well as materials available on the internet may be used only as a suggestive model. Violation of this provision will be considered as unethical behavior, subject to disciplinary action. If you have any doubt about the use of a specific material, see the instructor ahead of time. Any material used from outside sources should be referenced appropriately.

### **METU HONOR CODE**

Every member of METU community adopts the following honor code as one of the core principles of academic life and strives to develop an academic environment where continuous adherence to this code is promoted.

"The members of the METU community are reliable, responsible and honorable people who embrace only the success and recognition they deserve, and act with integrity in their use, evaluation and presentation of facts, data and documents."

**CIVILITY IN THE CLASSROOM:** Students are expected to assist in maintaining a classroom environment which is conducive to learning. In order to assure that all students have an opportunity to gain from time spent in class, unless otherwise approved by the instructor, students are prohibited from using laptop computers and cellular phones, making offensive remarks, reading newspapers, sleeping, or engaging in any other form of distraction. Inappropriate behavior in classroom shall result, minimally, in a request to leave class.

Past observations showed that the METU classroom experience is improved when the following are true:

**Students arrive on time.** Timely arrival ensures that classes are able to start and finish at the scheduled times. Timely arrival shows respect for both fellow students and faculty and it helps to create a better learning environment by reducing avoidable distractions.

**Students are fully prepared for each class.** Much of the learning in this course takes place during classroom discussions. When students are not prepared, they cannot contribute to the learning process. This affects not only the individual but also the classmates who count on them.

**Students respect the views and opinions of their colleagues.** Disagreement and debate are encouraged; however, intolerance for the views of others is unacceptable.

**Laptops, phones and wireless devices are turned off.**

**STUDENT EXCUSES:** In case you cannot attend one of the examinations, if and only if you can present an official (dean's or president's office approved) **excuse** or **METU Medical Center certified Health Report**, you will be eligible to take a make-up examination. There will be **one single, comprehensive and essay type make-up examination during the final period and it will be counted towards whichever exam(s) you are missing.**

**KNOW YOUR RIGHTS AND RESPONSIBILITIES!** <http://oidb.metu.edu.tr/en/academic-rules-and-regulations>

NOTE THE IMPORTANT DATES ON THE ACADEMIC CALENDAR!

<http://oidb.metu.edu.tr/en/academic-calendar>

The instructor assumes that students who attend the next class have understood and accepted to agree with all the requirements and rules of this course.

**Notes:**

- Usage of cell phones is strictly prohibited during class. Please be courteous to your classmates and me and make sure that your phones are on silent mode before the class begins.
- Please arrive on time and do not enter the classroom if I already have closed the classroom doors. If you have to leave early, please inform me in advance.
- Please turn in the homework assignments on time and note that no late assignments (no matter how late) will be accepted.
- You are encouraged to drop by my office during office hours for questions, concerns, or, suggestions. Outside the office hours, please make an appointment with me via e-mail. For quick questions that you may have, note that e-mailing is a very effective means of communicating with me.

The following table gives the tentative schedule for the semester. The lectures will stress the most important and/or most difficult material. Appendices are required only if they are assigned. The students are required to read the chapters and appendices before they are covered in class.

Tentative Course Schedule				
Month	Day	Topic	Reading/ Assignment	CSLO
February	17	Introduction to the semester	Ch 1	
February	19	Consumer behavior and consumer society	Ch 1	1-7
February	24	Consumers in the Marketplace: Shopping, Buying and Disposing	Ch 2	1-7
February	26			
March	3	Individual Consumer: Perception	Ch3	1-7
March	5			
March	10	Individual Consumer: The Self	Ch 4	1-7
March	12			
March	17	Individual Consumer: Motivation, Values and Lifestyles	Ch 5	1-7
March	19	<b>Eve of Eid-ul Fitr</b>		
March	24	Individual Consumer: Motivation, Values and Lifestyles	Ch 5	1-7
March	26			
March	31	Consumers as Decision Makers: Learning and Memory	Ch 6	1-7
April	2	<b>Takehome Exam due</b>		
April	7	Consumers as Decision Makers: Attitudes	Ch 7	1-7
April	9	Consumers as Decision Makers: Attitudes		1-7
April	14	Consumers as Decision Makers: Attitudes	Ch 7	
April	16	<b>Midterm 1</b>		
April	21	Consumers as Decision Makers: Decision Making	Ch 8	
April	23	<b>National Holiday</b>		
April	28	Consumers in Social Groups: Groups and Social Media	Ch 9	1-7

April	30	Consumers in Social Groups: Income and Social Class	Ch 11	1-7
May	5	Consumers in Social Groups: Income and Social Class	Ch 11	1-7
May	7			
May	12	Consumption and Culture: Elements of Culture	Ch 12	1-7
May	14	Consumption and Cultural Change	Ch 13	1-7
May	19	<b>National Holiday</b>		
May	21	<b>Project Tutorial</b>		1-7
May	26	<b>Eve of Eid-ul Adha</b>		
May	28	<b>Eid-ul Adha</b>		
June	2	Guest Speaker		1-7
June	4	Guest Speaker		1-7

**Midterm:** An in-class exam in the essay format will be given.

**Term Project:** Students are expected to complete a term project.

**Group Project:** The project will be about understanding a specific segment. Details will be provided.

**Group Presentation:** An audio-visual digital communication of the project will be submitted. Details will be provided.