



Course Syllabus
MK 311 Consumer Behavior
Semester 2/20 (January 20 – May 18, 2021)

Number of credits: 3 credits (3-0-6)

Lecture Time: Tuesday, 14.00 – 17.00 hours

Lecture Venue: Zoom Online Class

Instructor: รองศาสตราจารย์ ดร. กฤษณ์รัตน์ วัฒนสุวรรณ

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Enrollment Key for BE Moodle: 7210

Course Description:

A study of concepts and theories of behavioral analysis in order to understand consumer and their behavior. Topics include both traditional thinking, which emphasizes psychological and behavioral theory for purchasing decision-making process, as well as contemporary alternative theories, which emphasizes understanding consumer from social and cultural dimensions. This course covers the understanding of both individual and organizational behavior that influences the purchasing decision.

Prerequisite: MK 201 or MK 202

Course Objectives:

1. To understand consumer behavior as a vital constituent of marketing.
2. To be able to explicate the concept and process of consumer behavior.
3. To be able to critically analyze consumer behavior and to define relevant influences on the consumer's purchasing decision.
4. To be able to apply the students' knowledge of consumer behavior in their marketing careers and their everyday lives.

Main Texts:

Solomon, Michael (2018), *Consumer Behavior: Buying, Having, and Being*, Twelfth edition, Upper Saddle River, New Jersey: Pearson Prentice Hall.

Grading:

Class Participation	10 %
Assignments	30 %
Term Paper and Presentation	30 %
Final Examination	30 %
Total	100%

Teaching Philosophy:

In class, teaching and learning aims to pursue a process of joint learning with students. That is, the lecturer introduces concepts and theories of Consumer Behavior to the class; then students share their experiences regarding the lectured concepts and theories. Hopefully, we learn from each other for ultimately we all are consumers!!!

Outside class, students are encouraged to do their own self-study as much as possible. As consumer behavior is a 'dynamic subject', assignments and the term paper intend to provide some of the necessary analytical skills needed.

Assignments and Term Project:**1. Assignments**

Each assignment is an individual work; which students are required to submit via email: kritsadarat@tbs.tu.ac.th. The email should identify the subject as 'MK 311-BE-Assignment Topic', and the assignment must be saved as 'Student Id-Assignment Topic'. Presentation of the work may also be required. Grading will be based on the quality of the discussion and/or presentation.

2. Term Paper

Students are required to form a term paper group (max. 8 people). Participation and involvement in the group's work by each individual will be taken into account for grading. That is, peer evaluation will be assessed. The term paper is to study a particular topic of consumer behaviour of the group's interest. The paper should be approximately 30 pages long (double-spacing typed A4). Time allow for each presentation is maximum 20 minutes.

Expected Learning Outcome (TQF 3 Curriculum Mapping)

Morality and Ethics	Expected Outcome
1.4 Acquire knowledge related to business morality and ethics, and be able to handle ethical dilemma with integrity.	1.4 Acquire knowledge on and understand how to treat consumers ethically.
Knowledge	Expected Outcome
2.1 Acquire knowledge on and understand the important concepts in business management.	2.1 Acquire knowledge on and understand the important concepts in Consumer Behavior.
Intellectual Development	Expected Outcome
3.1 Be able to search and process information and utilize various concepts appropriately in a given circumstance.	3.1 Be able to employ various concepts in consumer behavior to acquire consumer insights; which will be useful for developing effective marketing strategies accordingly.
Interpersonal Skills and Responsibilities	Expected Outcome
For Curriculum 2556/2558 4.2 Be creative and constructively criticize to solve problem of the team. For Curriculum 2561 4.1 Be able to work in team, possess interpersonal skills and leadership skills, and be professionally adaptive to a given situation.	4.2 Be able to discuss in order to gain better understanding of consumer behavior. 4.1 Be able to conduct a group project to study consumer behavior successfully.
Quantitative Analysis, Communication and Information Technology	Expected Outcome
5.3 Be able to explain the issues and make the issues clear in verbal or writing, and be able to choose the appropriate pattern of communication for different groups of audience both in business context and in other contexts.	5.3 Be able to give a presentation on the study of consumer behavior to others.

Class Schedule

Session Date & Time	Topics	Activities/ Text & Materials/Media
#1: Tuesday 26 Jan 2021	Introduction to the Course - Course Description and Objectives - Teaching Philosophy - Course Administration - Course Schedule and Outline Overview of Consumer Behavior - Consumers in the Marketplace - Importance of Consumer Behavior - Consumer Behavior and Marketing - Scope of Consumer Behavior Study	Explain course outline Read Chapter 1-2
#2: Tuesday 02 Feb 2021	Consumers as Individuals Perception	Read Chapter 3 Class discussion
#3: Tuesday 09 Feb 2021	Consumers as Individuals Learning and Memory	Read Chapter 4 Class discussion on assignment
No Class on Tuesday the 16 th of Feb 2021		
#4: Tuesday 23 Feb 2020	Consumers as Individuals - Motivation - Consumer Fantasy, Fun and Escapism - Involvement - Emotions	Read Chapter 5 Class discussion on assignment
#5: Tuesday 02 Mar 2021	Consumers as Individuals - Attitudes - Attitude Change	Read Chapter 8 Class discussion on assignment
#6: Tuesday 09 Mar 2021	Consumers as Individuals - The Self: Traditional View - The Self: Alternative View Consumers and Symbolic Consumption: An Alternative View to Understand Consumers - Consumer Identity and Symbolic Consumption - Consumers and Meaning Appropriation - Possessions and the Extended Self	Read Chapter 6, and class handout Class discussion on assignment
#7: Tuesday 23 Mar 2020	Consumers as Individuals - Personality - Lifestyle and Values	Read Chapter 7 Class discussion on assignment

Session Date & Time	Topics	Activities/ Text & Materials/Media
#8: Tuesday 30 Mar 2021	Consumers as Social Beings • Consumers and Social Structure • Consumers and Demographics • Consumers and Social Class	Read Chapter 6, 12 Class discussion on assignment
#9: Tuesday 06 Apr 2021	Consumers as Social Beings • Consumers and Reference Groups • Consumers and Family	Read Chapter 11 & 13 Class discussion on assignment
No Class during Songkran Holidays (12-18 April 2021)		
#10: Tuesday 20 Apr 2021	Consumers as Social Beings • Consumers and Culture • Consumers and Subcultures • Cultural Changes and Diffusion ◦ Media & Digital Society ◦ Body Culture ◦ Globalization	Read Chapter 13-14 Class discussion on assignment
#11: Tuesday 27 Apr 2021	Consumers as Decision Makers • Individual Purchase Decision Process • Consumer Satisfaction	Read Chapter 9 & 10 Class discussion on assignment
#12: Tuesday 04 May 2021	Consumers as Decision Makers • Group Decision • Consumers and Family Decision	Read Chapter 9 Class discussion on assignment
#13: Tuesday 11 May 2021	Other Sides of Consumers • The Dark Side of Consumer Behavior Consumer Behavior and Marketing • Marketing and Consumer Responsibility • Marketing and Consumer Research	Read Chapter 1

Session Date & Time	Topics	Activities/ Text & Materials/Media
#14-15* Tuesday 18 May 2021 *14:00-20:00	Group Project Presentation	Group Project Submission And Presentation
Thursday 27 May 2021 13:30-16:30	Final Examination (The format of final examination may be alternated to properly fit the course situation.)	Textbook, notes, iPad & notebook computer are allowed; providing that all communication devices are turned off.