

INTERNATIONAL CONSUMER BEHAVIOUR

Course code	GRAV010
Course title	International consumer behaviour
Type of course	Compulsory
Stage of study	Graduate
ECTS	6; 36 hours of class work, 124 hours of self-study, 2 hours of consultations
Coordinating lecturer	Assoc.prof. Sandra Horvat, e-mail: sanhor@faculty.ism.it
Study form	Full time
Course prerequisites	Undergraduate diploma; Basic consumer behaviour course
Language of instruction	English

Course description

The course builds on basic consumer behaviour courses and discusses specificities of consumer behaviour in international context. Beside more general overview of the consumer behaviour in different cultures, the course will focus on topics that are critical for understanding consumer behaviour in international context, such are: global consumer segmentation, consumer cosmopolitanism, consumer ethnocentrism etc. It will be discussed how culture influences consumers and what can companies do to achieve better understanding of their customers in international context.

Course aim

1. Providing students with a comprehensive understanding of how culture, globalization and digitalization are changing consumer behaviour across different markets.
2. Learning about marketing concepts that are relevant in the international environment, analysing best practice examples, and developing skills for creating, delivering and communicating value in various markets.
3. Providing students with insights into current consumer behaviour trends.
4. Teaching students how to adjust marketing activities to different consumer segments in the international context.

Learning outcomes

Course learning outcomes (CLO)	Study methods	Assessment methods
CLO1. To get acquainted with consumer behaviour concepts relevant for international business practices.	Lectures, discussions, course project, independent studies	Course project preparation and presentation, final exam
CLO2. To gain in-depth understanding of the methodological tools for gaining consumer insight in the international environment	Lectures, discussions, course project, independent studies	Course project preparation and presentation, final exam
CLO3. To distinguish between different individual and social factors that influence consumer decision-making process in the international environment.	Lectures, discussions, course project, independent studies	Course project preparation and presentation, final exam
CLO4. To perform consumer behaviour research by applying relevant scholarly measures and analyse the results	Lectures, discussions, course project, independent studies	Course project preparation and presentation, final exam
CLO5. To be able to propose relevant recommendations for marketing programs in contemporary business based on the research output	Lectures, discussions, course project, independent studies	Course project preparation and presentation, final exam
CLO6. To foster a holistic approach to international consumer behaviour by critically thinking about coherence of individual and social factors within different cultures.	Lectures, discussions, course project, independent studies	Course project preparation and presentation, final exam



Quality assurance

Interactive teaching methods, case examples, whole class discussions and course project will be employed to enhance the quality of studies. Lectures will consist of lectures, examples, in-class discussions, group course project, article discussions, group presentations and individual final class exam.

Course content

Day	Topic	Activities
Day 1 Monday, 6th May, 2019	Introduction to international consumer behaviour Key terms and concepts Specificities of market research in international consumer behaviour International research comparison, Etic and Emic approach, scales for measuring consumer characteristics and behaviour	Explanation of course projects NIVEA case study
Day 2 Tuesday, 7th May, 2019	Consumer in their social and cultural setting Culture and sub-culture, Social class, Family, Reference groups	Assigning group project In-class exercise
Day 3 Wednesday, 8th May, 2019	The consumer as an individual Motivation, Perception, Attitudes, Personality, Concept of self	Case study "Hidden motives: is consumer behaviour shaped by fairy tale archetypes?" Case study "Always #LikeAGirl"
Day 4 Thursday, 9th May, 2019	Consumer decision making process Levels of consumer decision making, Stages of consumer decision making process, Consumer decision making styles	In-class exercise Dan Ariely: Are we in control of our decisions?
Day 5 Friday, 10th May, 2019	Implication of international consumer behaviour on marketing strategy development Standardization/adaptation of marketing programs	IKEA in Japan: The Market Re-entry Strategies case study
Day 6 Monday, 13th May, 2019	Global Consumer Culture Globalization, Acculturation, Global consumers Global Consumer segmentation	In-class exercise

Day 7 Tuesday, 14th May, 2019	Consumer cosmopolitanism Consumer ethnocentrism	A Cosmopolitan Outlook on Canadian Citizenship: a case study in Montreal
Day 8 Wednesday, 15th May, 2019	Trends in international consumer behaviour	In-class exercise
Day 9 Thursday, 16th May, 2019	COURSE PROJECT PRESENTATIONS	
Final exam Thursday, 23rd May, 2019	FINAL EXAM	

Self-study and assessment

Assignment	Number of self-study hours	Percentage of the total grade, %
Course project	50	40
Final exam	74	60
Total	124	100

Assignments and evaluation

Assessment for this course will have two components:

- 1. Course project: Consumer research for new product introduction to the Lithuanian market (40%)**
Student will work in teams and their task will be to design and carry out research of consumer behaviour with a goal to make a managerial decision on perspective of a new product introduction to the Lithuanian market. Students are required to develop a research instrument (based on validated scaled available in the literature), conduct a primary research and present research results as well as recommendation for new product introduction. Detailed course assignment guidelines will be provided during the first lecture day.
- 2. Written final exam (60%)**
Final exam consist of scenario-based multiple-choice questions. These are designed to check your comprehension and ability to engage with and use/apply material properly from the readings, class lectures, discussions, and audio-visual materials used during classes.

Re-take of the exam

In case of a negative final grade, students are allowed a retake. It will cover all course material. The weight of the retake is 60% of the final cumulative grade. Course project cannot be retaken.

Teaching methods and active participation

The course will utilize a combination of teaching methods including lectures, in-class discussions, case study analysis, student presentations and readings. Attendance at lectures is mandatory.

Course readings (Note: additional readings will be announced during lectures)

- Alden, D.L., Steenkamp, J.B., Batra, R. (1999) Brand positioning through advertising in Asia, North America and Europe: the role of global consumer culture, *Journal of marketing*, Vol. 63, pp. 75-87
- Cornwell, T.B., Drennan, J. (2004), Cross-Cultural Consumer/Consumption Research: Dealing with Issues Emerging from Globalization and Fragmentation, *Journal of Macromarketing*, Vol. 24, No. 2, pp. 108-121
- de Mooij, Marieke (2011), *Consumer Behaviour and Culture: Consequences for Global Marketing and Advertising*, 2nd ed., Sage
- de Mooij, M., Hofstede, G. (2011), Cross-Cultural Consumer Behavior: A Review of Research Findings, *Journal of International Consumer Marketing*, 23, pp. 181-192
- McCrae, R.R. et al. (2013), The inaccuracy of of nationa character stereotypes, *Journal of Research in Personality*, 47, pp. 931-942
- Luna, D., Forquer Gupta, S. (2001), An integrative framework for cross-cultural consumer behaviour, *International Marketing Review*, Vol. 18, No. 2, pp. 45-69.
- Raju, P.S. (1995), Consumer behaviour in global markets: the A-B-C-D paradigm and its application to eastern Europe and the Third World, *Journal of Consumer Marketing*, Vol. 12, Iss. 5, pp. 37-56
- Riefler, P., Diamantopoulos, A., Siguaw, J. (2012), Cosmoploitan consumer as a target group for segmentation, *Journal of International Business Studies*, 43, pp. 285-305.
- Schiffman, Leon g., Kanuk, Leslie Lazar (2010) *Consumer Behavior*, 10th ed., Pearson
- Zeugner-Roth, K.P., Žabkar, V., Diamantopoulos, A. (2015), Consumer Ethnocentrism, National Identity, and Consumer Cosmopolitanism as Drivers of Consumer Behavior: A Social Identity Theory Perspective, *Journal of International Marketing*, Vol. 23, no. 2, pp. 25-54.

Course readings will be provided via the e-learning platform alongside with the modules' handouts (slides). All the material will not be covered in detail during the modules but will provide a basis for in-class discussions.