

COURSE OUTLINE

1. GENERAL

SCHOOL	APPLIED ECONOMIC AND SOCIAL SCIENCES		
ACADEMIC UNIT	AGRIBUSINESS AND SUPPLY CHAIN MANAGEMENT		
LEVEL OF STUDIES	<i>Undergraduate</i>		
COURSE CODE	MRT705	SEMESTER	7th
COURSE TITLE	CUSTOMER BEHAVIOUR		
INDEPENDENT TEACHING ACTIVITIES		WEEKLY TEACHING HOURS	CREDITS
Lectures		5	5
COURSE TYPE	Special Background		
PREREQUISITE COURSES	NO		
LANGUAGE OF INSTRUCTION and EXAMINATIONS	Greek		
IS THE COURSE OFFERED for ERASMUS STUDENTS?	YES (in English)		
COURSE WEBSITE (URL)	https://oeclass.aua.gr/eclass/		

2. LEARNING OUTCOMES

Learning Outcomes
<p>The aim of the course is:</p> <p>Consumer Behavior deals with the process through which individuals or groups of individuals seek, choose and purchase, use and evaluate products and services to meet their needs and desires. The aim of the course is to understand the subject and the methods of this scientific field and to get acquainted with the classical and contemporary theoretical and empirical approaches to the study of consumer behavior and their importance for the development of effective marketing strategies.</p> <p>Upon successful completion of the course, the student will be able to:</p> <ul style="list-style-type: none"> • Be aware of the subject and methods of consumer behavior. • Be able to evaluate different theoretical and empirical approaches. • Understand, in particular, the processes through which consumers are looking for and assessing available choices and shaping their preferences. • Understand the importance of consumer behavior in designing effective marketing actions. • Understand the ways in which marketing strategies affect consumer behavior
General Competences
<p>Adapting to new situations</p> <p>Decision-making</p> <p>Working independently</p>

Teamwork

Working in an international environment

Working in an interdisciplinary environment

Production of new research ideas Teamwork

Project planning and management

Respect for difference and multiculturalism

Respect for the natural environment

Showing social, professional, and ethical responsibility and sensitivity to gender issues

Criticism and self-criticism

Production of free, creative and inductive thinking

3. SYLLABUS

1. Introduction to Consumer Behavior: Concept, Research Methods, Associated Branches, Relationship to Marketing.
2. External influences of consumer behavior: demographic and social characteristics, values, culture, reference groups, opinion leaders.
3. Internal processes: information processing, perception, learning, memory, motivation, self-image, personality, lifestyle, attitudes, feelings.
4. Theory and methods of segmentation of the consumer market.
5. Purchasing decisions:
6. Stages of purchasing decisions,
7. Types of purchasing decisions,
8. Consumer involvement and purchasing decisions.
9. Post-buying behavior.
10. Consumer protection: consumer protection policy,
11. State organizations
12. Consumer protection associations,
13. Regulatory frameworks and legislation.

A combination of teaching and learning methods will be used, aiming at the active participation of the students and the practical application of the thematic units under examination; there will also be lectures using audiovisual media, discussions, and analyses of case studies on real business issues, experiential (group) activities, as well as projections of relevant videos. The students will also undertake an individual or group project. Furthermore, articles, audiovisual lecture materials, web links/addresses, useful information, case studies and exercises for further practice are posted in digital form on the AUA Open e-Class platform.

4. TEACHING and LEARNING METHODS - EVALUATION

DELIVERY	Face -to-face, Distance learning
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<p>USE OF INFORMATION and COMMUNICATIONS TECHNOLOGY</p>	<ul style="list-style-type: none"> • Support of the learning process through the University's AUA Open eClass platform (integrated e-Course Management System) • Support of lectures using presentation software • Use of audiovisual material • Use of web applications <p>Communication with students: face to face at office hours, email, eclass platform</p>														
<p>TEACHING METHODS</p>	<table border="1"> <thead> <tr> <th><i>Activity</i></th> <th><i>Workload</i></th> </tr> </thead> <tbody> <tr> <td>Lectures (direct)</td> <td>65</td> </tr> <tr> <td><i>Writing paper/ papers</i></td> <td>28</td> </tr> <tr> <td><i>Independent Study</i></td> <td>30</td> </tr> <tr> <td><i>Advisory support</i></td> <td>0,5</td> </tr> <tr> <td><i>Exams</i></td> <td>2</td> </tr> <tr> <td><i>Course Total (Approximately 25 hours of workload per credit unit 125.5)</i></td> <td>125,5 h</td> </tr> </tbody> </table>	<i>Activity</i>	<i>Workload</i>	Lectures (direct)	65	<i>Writing paper/ papers</i>	28	<i>Independent Study</i>	30	<i>Advisory support</i>	0,5	<i>Exams</i>	2	<i>Course Total (Approximately 25 hours of workload per credit unit 125.5)</i>	125,5 h
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<p>STUDENT PERFORMANCE EVALUATION</p>	<p>The evaluation process is in the language that the course is taught (Greek or English) and consists of:</p> <ol style="list-style-type: none"> Compulsory written final examination at the end of the semester (weighting factor 70% at least) which may includes: <ul style="list-style-type: none"> • Multiple choice questionnaires • Open-ended questions • Problem solving • Oral examination <p>Evaluation criteria: correctness, completeness, clarity</p> Optional written exam or essay during the semester (weighting factor 30%) which may includes: <ul style="list-style-type: none"> • Multiple choice questionnaires • Open-ended questions • Problem solving • Essay/report • Oral examination <p>Evaluation criteria: correctness, completeness, clarity</p> <p>Special learning difficulties:</p> <p>Students with special learning difficulties in writing and reading (as they are certified and characterized by a competent body) are examined based on the procedure provided by the Department.</p>														

Specifically-Defined Criteria:

The evaluation criteria are made known during the first lesson and are clearly stated on the course website and the AUA Open e-class platform. The answers to the exam questions are posted on the AUA Open e-Class platform after the exam. The students are allowed to see their exam paper after its grading (during the announced office hours) and receive explanations about the grade they received.

5. ATTACHED BIBLIOGRAPHY***Suggested Bibliography in Greek Language:***

- Μπάλας, Γ. και Παπασταθοπούλου, Π. (2013). Συμπεριφορά Καταναλωτή, Εκδόσεις Rosili.
- Σιώμκος, Γ. (2011). Συμπεριφορά Καταναλωτή και Στρατηγική Μάρκετινγκ, Εκδόσεις Σταμούλη.
- Solomon, M. R. (2016). Συμπεριφορά Καταναλωτή: Αγοράζοντας, Έχοντας και Ζώντας, Εκδόσεις Τζιόλα.

Suggested Bibliography in English Language:

- Haugtvedt, C. P., Herr, P. M., & Kardes, F. R. (Eds) (2008). Handbook of Consumer Psychology, NY: Taylor and Francis.
- Hoyer, W., D., & MacInnis, D. J. (2010). Consumer Behavior, 5th Edition. Mason, OH: South-Western.

Related academic Journals:

- Journal of Customer Behaviour
- Journal of Consumer Behaviour
- Consumer Behavior and Culture

Instructor's Notes