

# Introduction to Consumer Behaviour

## University Prescribed Syllabus

Meaning of Consumer Behaviour, Features and Importance, Types of Consumer (Institutional & Retail), Diversity of consumers and their behaviour- Types Of Consumer Behaviour, Profiling the consumer and understanding their needs, Consumer Involvement, Application of Consumer Behaviour knowledge in Marketing, Consumer Decision Making Process and Determinants of Buyer, Behaviour, factors affecting each stage, and Need recognition.

## Syllabus Topic : Meaning of Consumer Behaviour

### 1.1 Consumer Behaviour

#### Introduction and Meaning

- On a broader perspective consumer behaviour a blend of two interrelated disciplines i.e. Marketing and Psychology.
- However it also blends elements from other disciplines such as sociology, social anthropology, marketing and economics.
- It examines how emotions, attitudes and preferences affect buying behaviour.
- The study of consumer behaviour is concerned with all aspects of purchasing behaviour i.e. right from pre-purchase behaviour to post-purchase consumption and evaluation behaviour.
- It is also concerned with all persons involved, either directly or indirectly, in purchasing decisions and consumption activities including brand-influencers and opinion leaders.
- The purpose to study consumer behaviour study is to understand human actions and reactions (consumer behaviour) in the best possible manner.

# Consumer Behaviour Notes For Bba

**Great Britain: National Audit Office**



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## **Table of Contents Consumer Behaviour Notes For Bba**

1. Understanding the eBook Consumer Behaviour Notes For Bba
  - The Rise of Digital Reading Consumer Behaviour Notes For Bba
  - Advantages of eBooks Over Traditional Books
2. Identifying Consumer Behaviour Notes For Bba
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Consumer Behaviour Notes For Bba
  - User-Friendly Interface
4. Exploring eBook Recommendations from Consumer Behaviour Notes For Bba
  - Personalized Recommendations
  - Consumer Behaviour Notes For Bba User Reviews and Ratings
  - Consumer Behaviour Notes For Bba and Bestseller Lists
5. Accessing Consumer Behaviour Notes For Bba Free and Paid eBooks
  - Consumer Behaviour Notes For Bba Public Domain eBooks

- Consumer Behaviour Notes For Bba eBook Subscription Services
- Consumer Behaviour Notes For Bba Budget-Friendly Options
- 6. Navigating Consumer Behaviour Notes For Bba eBook Formats
  - ePub, PDF, MOBI, and More
  - Consumer Behaviour Notes For Bba Compatibility with Devices
  - Consumer Behaviour Notes For Bba Enhanced eBook Features
- 7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Consumer Behaviour Notes For Bba
  - Highlighting and Note-Taking Consumer Behaviour Notes For Bba
  - Interactive Elements Consumer Behaviour Notes For Bba
- 8. Staying Engaged with Consumer Behaviour Notes For Bba
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Consumer Behaviour Notes For Bba
- 9. Balancing eBooks and Physical Books Consumer Behaviour Notes For Bba
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Consumer Behaviour Notes For Bba
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Consumer Behaviour Notes For Bba
  - Setting Reading Goals Consumer Behaviour Notes For Bba
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Consumer Behaviour Notes For Bba
  - Fact-Checking eBook Content of Consumer Behaviour Notes For Bba
  - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development
  - Exploring Educational eBooks

### 14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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