

61755 - The consumer information processing

Syllabus Information

Academic Year: 2019/20

Subject: 61755 - The consumer information processing

Faculty / School: 109 -

Degree: 555 - Master's in Management, Strategy and Marketing

ECTS: 3.0

Year: 1

Semester: Second semester

Subject Type: Optional

Module: ---

1.General information

1.1.Aims of the course

1.2.Context and importance of this course in the degree

1.3.Recommendations to take this course

2.Learning goals

2.1.Competences

2.2.Learning goals

2.3.Importance of learning goals

3.Assessment (1st and 2nd call)

3.1.Assessment tasks (description of tasks, marking system and assessment criteria)

4.Methodology, learning tasks, syllabus and resources

4.1.Methodological overview

The teaching method chosen for the development of the classes in this course is a combination of lectures with the presentation of summaries of coursework by the student.

4.2.Learning tasks

The course includes the following learning tasks:

- Lectures: student participation is encourage and expected during the course
- Seminars
- Analysis and discussion of scientific papers related to the course
- Preparation and defense of a research proposal
- Evaluation and critical analysis of peer's project proposals

4.3.Syllabus

The course will address the following topics:

- Topic 1. Company-to-consumer communication process
- Topic 2. Background and analysis of the concepts of information and quality
- Topic 3. Phase of ?information seeking? in the consumer-decision process.
- Topic 4. Models of information-processing and development of preferences, perceptions and attitudes
- Topic 5. Models of advertising.
- Topic 6. The impact of commercial business information in decision-making: main theoretical approaches
- Topic 7. Challenges and opportunities in the traditional context, special reference to food and tourism
- Topic 8. Challenges and new opportunities in the digital context: Internet as a communication channel for business-to-consumer. Communication Tools 2.0. The Multichannel Consumer

4.4.Course planning and calendar

4.5.Bibliography and recommended resources

http://biblos.unizar.es/br/br_citas.php?codigo=61755&year=2019