

















5.00 credits

30.0 h

Q2

Teacher(s)	Charry Karine ;
Language :	French
Place of the course	Mons
Prerequisites	/ <i>The prerequisite(s) for this Teaching Unit (Unité d'enseignement – UE) for the programmes/courses that offer this Teaching Unit are specified at the end of this sheet.</i>
Main themes	This course considers the essential concepts of consumer behavior under the digital perspective. Mainly, we will discuss the decision-making process (mainly on-line) and all the factors impacting the latter in this context (internal factors such as involvement, attitude, attention, perceptions, lifestyles, etc. and external factors such as reference groups, culture, etc.)
Learning outcomes	<p>At the end of this learning unit, the student is able to :</p> <p><u>Contribution de l'unité d'enseignement au référentiel AA du programme</u> Given the « competencies referential » linked to the LSM Master 120 in Management and in Business Engineering, this course mainly develops the following competencies: Master the knowledge that will enable students to become actors of changes; integrate contextual elements, notably cultural ones, in the analysis and in the response required in specific contexts; optimize the communication strategy given the contextual elements.</p> <p>1 <u>Les Acquis d'Apprentissage au terme de l'unité d'enseignement</u> By the end of this teaching unit, student should be able to understand the influence of variables internal and external to the consumer that influence his online behavior. He should also be able to identify the levers that can modify consumers' behavior. These levers should be translated into strategies and operational decisions that will contribute to the positioning of the brand or the organization. This should bring about a perspective where online and offline elements interact and contribute to the design of optimal actions on the market.</p>
Inline resources	Student corner
Bibliography	<p>Support de cours Syllabus disponible on line, basé sur les ouvrages ci-dessous, ainsi que de nombreux papiers scientifiques référencés dans le syllabus.</p> <p>Références bibliographiques recommandées, lectures conseillées : SOLOMON M. (2008), Consumer Behavior, 8th ed., Prentice-Hall. Schiffman and Kanuk, (2010) Consumer Behavior, Global Edition, Pearson Close, (2012) Online Consumer Behavior</p>
Faculty or entity in charge	CLSM

Programmes containing this learning unit (UE)				
Program title	Acronym	Credits	Prerequisite	Learning outcomes
Master [120] in Management	GESM2M	5		
Master [120] in Chemical and Materials Engineering	KIMA2M	5		
Master [120] in Civil Engineering	GCE2M	5		
Master [120] in Biomedical Engineering	GBIO2M	5		
Master [120] in Mechanical Engineering	MECA2M	5		
Master [120] in Business Management	GENT2M	5		
Master [120] in Electrical Engineering	ELEC2M	5		
Master [120] in Physical Engineering	FYAP2M	5		
Master [120] in Computer Science and Engineering	INFO2M	5		
Master [120] in Computer Science	SINF2M	5		
Master [120] : Business Engineering	INGE2M	5		
Master [120] in Management	GEST2M	5		
Master [120] in Electro-mechanical Engineering	ELME2M	5	MGEST1108	
Master [120] in Mathematical Engineering	MAP2M	5		
Master [120] in Data Science Engineering	DATE2M	5		
Master [120] : Business Engineering	INGM2M	5		
Master [120] in Data Science: Information Technology	DATI2M	5	MGEST1108	
Master [120] in Energy Engineering	NRGY2M	5		

Master [120] in Management (with work-linked-training)	GESA2M	5		
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