



research methodology. The enclosed papers focus on new research ideas on vibrant topics that can help academics and practitioners gain new perspectives and insights into today's turbulent marketplace. Founded in 1971, the Academy of Marketing Science is an international organization dedicated to promoting timely explorations of phenomena related to the science of marketing in theory, research, and practice. Among its services to members and the community at large, the Academy offers conferences, congresses and symposia that attract delegates from around the world. Presentations from these events are published in this Proceedings series, which offers a comprehensive archive of volumes reflecting the evolution of the field. Volumes deliver cutting-edge research and insights, complimenting the Academy's flagship journals, Journal of the Academy of Marketing Science (JAMS) and AMS Review. Volumes are edited by leading scholars and practitioners across a wide range of subject areas in marketing science.

Hospitality and Tourism - Synergizing creativity and innovation in research contains 116 accepted papers from the International Hospitality and Tourism Postgraduate Conference 2013 (Shah Alam, Malaysia, 2–3 September 2013). The book presents trends and practical ideas in the area of hospitality and tourism, and is divided into the sections below: - Hospitality and tourism management - Hospitality and tourism marketing - Current trends in hospitality & tourism - Technology, advancement and innovation in hospitality and tourism - Green hospitality and tourism - Food service and food safety - Relevant areas in hospitality and tourism Hospitality and Tourism - Synergizing creativity and innovation in research will be useful to postgraduate students, academia and professionals involved in the area of hospitality and tourism.

The present study is an analysis of the connections established between the intercultural phenomenon and trade. Both intercultural contacts and commerce appeared and developed due to humans' mobility and their basis was exchange (either spiritual or material). Since the dawn of history people travelled a lot and exchanged knowledge and goods (for instance, silk was brought to Europe by two Byzantine monks from China, in 550 C.E.), so, travel generated interculturality and trade. Intercultural contacts can be positive (trade, for example) or negative (wars). One can say that interculturality is a trait of the human species. Many innovations in different fields spread due to intercultural exchange, globalisation is also based on cross-cultural or intercultural contacts. The Industrial Revolution and colonialism represented the main causes of the intensification of intercultural contacts which generated an increase in international trade. In contemporary human society, this kind of relationships is essential for development in any activity field. The globalised trade in nowadays world was generated by interculturality and World Trade Organization was founded to facilitate it and to create an international network; the technological evolution and the modern means of transport enhanced the relations between different cultures. Interculturality is an umbrella concept covering a diversity of domains: communication, religion, education, anthropology, literature etc. In this paper, we try to answer to the following question: "How can interculturality influence trade or vice versa?" by pointing out the main aspects of the analysed phenomena and their links. To accomplish this task we shall make use of the historical method and imagology.

With the growth of information technology—and the Internet in particular—many new communication channels and platforms have emerged. These platforms are focused on being not only user friendly, but also highly interactive, providing many unique ways to create and distribute content. Capturing, Analyzing, and Managing Word-of-Mouth in the Digital Marketplace explores the way these new channels and platforms affect our everyday interactions, particularly as they relate to meaning, growth, and recent trends, practices, issues, and challenges surrounding the world of modern marketing. Featuring a special emphasis on social media, blogging, viral marketing, and other forms of e-communication, this timely reference source is essential for students, researchers, academics, and marketing practitioners.

Consumer Behavior explores how the examination and application of consumer behavior is central to the planning, development, and implementation of marketing strategies. Consumer Behavior: Its Origin and Strategic and Applications; Introduction to the Consumer Research Process; Market Segmentation; Consumer Motivation; Personality and Consumer Behavior; Consumer Perception; Consumer Learning; Consumer Attitude Formation and Change; Communication and Consumer Behavior; The Family and Its Social Class Standing; Influence of Culture on Consumer Behavior; Subcultures and Consumer Behavior; Cross Cultural and Global Consumer Behavior; Diffusion of Innovations; Consumer Decision Making and Beyond; Consumers Social Responsibility and Green Marketing For readers interested in studying consumer behavior and/or marketing.

Investment in Latin America is continuously developing in complex patterns due to the region's increasing role in the global economy. The Handbook of Research on Economic Growth and Technological Change in Latin America helps readers to better understand the importance of Latin America in today's global economy. The book discusses the developments of investments involving Latin American Multinational Corporations ("Multilatinas") within the region. This investment is having profound influences on the state of business, government, and technological development in Latin America, which are all explored in this reference publication for use by researchers, scholar-practitioners, business executives, students, and academicians.

100+ Management Models is an essential resource for managers at all levels. It gives an overview of each of the most important business models in eight categories: sustainability, innovation, strategy, diversity, customers, human resources, benchmarking and leadership and analyses their strengths and weaknesses.

The Faculty of Economics and Business Bengkulu University (UNIB) Provinsi Bengkulu, Indonesia, organized the 3rd Beehive International Social Innovation Conference (BISIC) 2020 on 3rd- 4th Oct 2020 in Bengkulu, Indonesia. The number of participants who joined the zoom room was recorded at 450 participants. Participants came from 4 countries, namely Indonesia, Malaysia, Philippines, Thailand. BISIC 2020 is implemented with the support of a stable internet network system and a zoom application. In the implementation there were several technical obstacles encountered by the participants, namely the difficulty of joining the zoom application due to the unstable internet signal. The holding of a virtual conference felt less meaningful, due to the lack of interaction between speakers and participants. The BICED 2020 committee 30 papers were presented and discussed.

The papers were authored by researchers from Thailand, Malaysia, Philippines and Indonesian. All papers have been scrutinized by a panel of reviewers who provide critical comments and corrections, and thereafter contributed to the improvement of the quality of the papers.

International Marketing Compact offers a new perspective in teaching international marketing. The authors address issues in a novel way by bringing in cases from advanced and emerging markets. In this connection they also discuss technological requirements of the 21st century and how these developments necessitate a change in looking at international marketing issues. The individual chapters follow the necessary steps to develop and implement projects successfully in the international market place. The knowledge, which is provided for both students and practitioners, is well balanced in terms of theoretical input and managerial application. This is the result of numerous examples presented in this book not only from Europe, but also from other markets throughout the world. The book is addressed to various student groups: those in a bachelor's program studying business, economics and international trade can well use the book to gain a broad and current perspective on trends in international marketing theory and practice. Those in a master's program for business, economics and international trade can use the book as a guide for building a theoretical background for their term projects and the case studies they analyze. Those at the PhD level in the same or similar disciplines can take a compact look at 21st century international marketing. It is also beneficial for international students, for example, for Erasmus students at European universities, who are building a common international marketing background and perspective that they can take back to their studies at their home universities.

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Convergence has gained an enormous amount of attention in media studies within the last several years. It is used to describe the merging of formerly distinct functions, markets and fields of application, which has changed the way companies operate and consumers perceive and process media content. These transformations have not only led business practices to change and required companies to adapt to new conditions, they also continue to have a lasting impact on research in this area. This book's main purpose is to shed some light on crucial phenomena of media and convergence management, while also addressing more specific issues brought about by innovations related to media, technologies, industries, business models, consumer behavior and content management. This book gathers insights from renowned academic researchers and pursues a highly interdisciplinary approach. It will serve as a valuable reference guide for students, practitioners and researchers interested in media convergence processes.

This volume includes the full proceedings from the 2011 World Marketing Congress held in Reims, France with the theme The Customer is NOT Always Right? Marketing Orientations in a Dynamic Business World. The focus of the conference and the enclosed papers is on marketing thought and practices throughout the world. This volume resents papers on various topics including marketing management, marketing strategy, and consumer behavior. Founded in 1971, the Academy of Marketing Science is an international organization dedicated to promoting timely explorations of phenomena related to the science of marketing in theory, research, and practice. Among its services to members and the community at large, the Academy offers conferences, congresses and symposia that attract delegates from around the world. Presentations from these events are published in this Proceedings series, which offers a comprehensive archive of volumes reflecting the evolution of the field. Volumes deliver cutting-edge research and insights, complimenting the Academy's flagship journals, the Journal of the Academy of Marketing Science (JAMS) and AMS Review. Volumes are edited by leading scholars and practitioners across a wide range of subject areas in marketing science.?

'...a punchy, stripped-down version of what marketing is all about.' – The Times Higher Education Supplement If you have a product you're looking to market, or you're seeking to learn more about the potential of online marketing, Marketing: The Basics tells you everything you need to know about the techniques marketers use to push their product to the 'tipping point'. The essentials of e-commerce are explored and explained, along side more traditional marketing approaches in this revised and updated new edition. This book: Explains the fundamentals of marketing and useful concepts such as the Long Tail Includes an international range of topical case studies, such as Obama's presidential campaign, Facebook, and Google Also includes a glossary of terms, guides to further reading and critical questions to assist further thinking and study This lively and user-friendly introduction is perfect for professionals seeking to learn more about subject, and recommended for sixth-form, first-year undergraduate and MBA students.

element of relationships between entities, but, above all, it positively influences the building of an organization's intellectual capital. This capital can be defined in different ways, but its definition always references elements that determine the potential of sustainable organizations, often in human, social, relational, organizational, and innovation dimensions. Trust is increasingly becoming the key determinant of this capital (Kořuch, Lenart-Gansiniec, 2017). Trust also has a number of different definitions. However, the basis of many of these definitions is the building of relationships focused on developing some kind of individual or inter-organizational link. Organizational trust is a complicated concept, and it is the basis of all organized activities performed by people in the organization, largely because trust is needed to develop relationships with integrity and commitment. Thus, it is interesting to study the relationship between trust and the building of the intellectual capital of sustainable organizations. Indeed, intellectual capital plays a special role here. It is a guide and a platform for achieving not only a competitive advantage for the sustainable organization, but also a source of value creation in the short and long term. Thus, this strategic hybrid, composed of a business model, strategy, and business processes, is favorable to the development of intellectual capital (Jabłoński 2017). Trust is an element that ties this capital to relationships in business. Moreover, it has an integrated character (R.C. Mayer, J. H. Davis, F. D. Schoorman 1995). Assuming that, nowadays, the network paradigm is becoming increasingly important, it is worth asking how the mechanism of building trust-based intellectual capital in a sustainable organization functions as its key asset in the network environment.

Proceedings of the ISCONTOUR The aim of the International Student Conference in Tourism Research (ISCONTOUR) is thus to offer students a unique platform to present their research and to establish a mutual knowledge transfer forum for attendees from academia, industry, government and other organisations. The annual conference, wich is jointly organised by the IMC

University of Applied Sciences Krems and the Salzburg University of Applied Sciences, will take place alternatively at the locations Salzburg and Krems. The conference research chairs are Prof. (FH) Dr. Roman Egger (Salzburg University of Applied Sciences) and Prof. (FH) Mag. Christian Maurer (University of Applied Sciences Krems). The target audience include international students (also PhDs), graduates, teachers and lecturers from the field of tourism and leisure management as well as companies and anyone interested in the conference topic areas. Issues to be covered at the conference include the following areas within a tourism context: Marketing & Management Tourism Product Development & Sustainability Information and Communication Technologies

Having a grasp on what appeals to consumers and how consumers are making purchasing decisions is essential to the success of any organization that thrives by offering a product or service. Despite the importance of consumer knowledge and understanding, research-based insight into the buying patterns and consumption habits of individuals in emerging nations remains limited. The Handbook of Research on Consumerism and Buying Behavior in Developing Nations takes a critical look at the often overlooked opportunities available for driving consumer demand and interest in developing countries. Emphasizing the power of the consumer market in emerging economies and their overall role in the global market system, this edited volume features research-based perspectives on consumer perception, behavior, and relationship management across industries. This timely publication is an essential resource for marketing professionals, consumer researchers, international business strategists, scholars, and graduate-level students.

In the era of digital technology, business transactions and partnerships across borders have become easier than ever. As part of this shift in the corporate sphere, managers, executives, and strategists across industries must acclimate themselves with the challenges and opportunities for conducting business. Mobile Commerce: Concepts, Methodologies, Tools, and Applications provides a comprehensive source of advanced academic examinations on the latest innovations and technologies for businesses. Including innovative studies on marketing, mobile commerce security, and wireless handheld devices, this multi-volume book is an ideal source for researchers, scholars, business executives, professionals, and graduate-level students.

Business transactions and partnerships across borders have become easier than ever due to globalization and global digital connectivity. As part of this shift in the business sphere, managers, executives, and strategists across industries must acclimate themselves with the challenges and opportunities for conducting business globally. International Business: Concepts, Methodologies, Tools, and Applications presents the latest research innovations focusing on cross-cultural communications and training, international relations, multinational enterprises, outsourcing, international business strategies, and competitive advantage in the global marketplace. This publication is an exhaustive multi-volume work essential to academic and corporate libraries who serve researchers, scholars, business executives and professionals, and graduate-level business students.

Provides the kind of examples and information that lead to success in the fashion retail world, including the characteristics of great salespeople, using digital and social media, and adapting to change in the fashion marketplace.

Consumer Behavior Prentice Hall

This book identifies the ongoing management issues and compatible management systems for sustainable and inclusive development in a transforming Asia. In the dynamic process of economic development in Asia, many positive and also negative issues have arisen. Since the latter half of the 1990s, the network economy based on digital technologies began to be established and technological and cross-border transfer of managerial knowledge became easier. This change in technological and market structure now requires companies to meet another dimension of competition. In this new paradigm, many Asian companies are struggling with turbulent new managerial and organizational issues together with economic and social problems that concentrate at the bottom of the pyramid. This book elucidates these issues, keeping sustainability and inclusiveness in mind. The book is highly recommended not only for academicians but also business people who seek an in-depth and up-to-date overview of dynamically changing business and industrial structures in Asia focusing on sustainability and inclusion issues.

By examining the interface between consumer behavior and new product development, People and Products: Consumer Behavior and Product Design demonstrates the ways in which consumers contribute to product design, enhance product utility, and determine brand identity. With increased connectedness and advances in technology, consumers and marketers are more closely connected than ever before. Yet consumer behavior texts often overlook the application of the subject to product design, testing, and success. This is the first book to explore this interface in detail, exploring such issues as: the attributes and qualities that consumers demand from products and services, and social and cultural forces to be aware of; design and form and how they facilitate product usage; technological developments and the ways they have changed how consumers interact with products; product disposal and sustainability; emerging and future trends in consumer behavior and product development and design. This exciting volume is relevant to anyone interested in marketing, consumer behavior, product development, technology, engineering, design, and brand management.

As developing nations increase their consumption rate, their relevance in the global marketplace grows. Existing assumptions and postulations about consumer consumption in various societies are being displaced largely due to the dynamic nature of the market. However, research has not been adequately devoted to explore the developments in consumer behavior in developing nations, which has resulted in numerous unanswered questions. Exploring the Dynamics of Consumerism in Developing Nations provides vital research on consumer behavior in developing countries and changes in the socio-cultural dimensions of marketing. While highlighting topics such as celebrity influence, marketing malpractices, and the adoption of e-government, this publication is ideally designed for researchers, advanced-level students, policymakers, and managers.

With a strong empirical and market segmentation approach, this book focuses on how the Internet has changed the way people obtain information about potential purchases, giving readers the most up-to-date material on how technology is changing their lives as consumers. The Thirty-two mini-cases help readers learn by applying the theory, drawing on current business news to demonstrate specific consumer behavior concepts. This edition now includes thirty-two Active Learning mini-cases. A clear consumer decision making model is set out in each chapter to facilitate learning—presented in the first chapter, this model serves as a structural framework for the concepts—the building blocks—examined in the following chapters. The book's final chapter ties all of these concepts together so readers see the interrelationships and relevance of individual concepts to consumer decision-making. For those studying consumer behavior and/or marketing.

The issues of sustainability and corporate social responsibility have become vital discussions in many industries within the public and private sectors. In the business realm, incorporating practices that serve the overall community and ecological wellbeing can also allow businesses to flourish economically and socially. Green Business: Concepts, Methodologies, Tools, and Applications is a vital reference source for the latest research findings on the challenges and benefits of implementing sustainability into the core functions of contemporary enterprises, focusing on how green approaches improve operations.

Highlighting a range of topics such as corporate sustainability, green enterprises, and circular economy, this multi-volume book is ideally designed for business executives, business and marketing

professionals, business managers, academicians, and researchers actively involved in the business industry.

"Provides definitive coverage of consumer studies with entries that define and explain key concepts, persons, and approaches"--

As marketing strategies remain an essential tool in the success of an organization or business, the study of consumer-centered behavior is valuable in the improvement of these strategies. Cases on Consumer-Centric Marketing Management presents a collection of case studies highlighting the importance of customer loyalty, customer satisfaction, and consumer behavior for marketing strategies. This comprehensive collection provides fundamental research for professionals and researchers in the fields of customer relations, marketing communication, consumer research, and marketing analytics for insights into practical aspects of marketing in any organization.

"This book offers insights into issues, challenges, and solutions related to the successful application and management aspects of electronic business, providing a comprehensive framework for researchers and practitioners in understanding the growing demand of e-business research"--Provided by publisher.

In the digital age, numerous technological tools are available to enhance business processes. When these tools are used effectively, knowledge sharing and organizational success are significantly increased. Social Media Marketing: Breakthroughs in Research and Practice contains a compendium of the latest academic material on the use, strategies, and applications of social media marketing in business today. Including innovative studies on email usage, social interaction technologies, and internet privacy, this publication is an ideal source for managers, corporate trainers, researchers, academics, and students interested in the business applications of social media marketing.

Dr. Fleming's new book -- drawing from an array of business and administrative disciplines -- provides a solid conceptual foundation for understanding, meeting, and exceeding the expectations of organizational stakeholders and preparing for professional, personal, and organizational success in fire administration. The book addresses the various course objectives and learning outcomes for both the Introduction to Fire and Emergency Services Administration course within the FESHE Associate's Model Curriculum and the corresponding bachelor's course, Fire and Emergency Services Administration. Effective Fire & Emergency Services Administration will be an invaluable resource for students (both undergraduate and graduate), and current fire and emergency services personnel of all ranks who are preparing for career advancement, including promotional examinations. It also will serve as a very useful reference for current fire and emergency service operational and administrative officers.

Social media pervades people's awareness and everyday lives while also influencing societal and cultural patterns. In response to the social media age, advertising agents are creating new strategies that best suit changing consumer relationships. The Handbook of Research on Effective Advertising Strategies in the Social Media Age focuses on the radically evolving field of advertising within the new media environment. Covering new strategies, structural transformation of media, and changing advertising ethics, this book is a timely publication for policymakers, government officials, academicians, researchers, and school practitioners interested in furthering their research exposure and analyzing the rapidly evolving advertising sector and its reflection on social media.

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A trusted resource for Consumer Behaviour theory and practice. Consumer Behaviour explores how the examination and application of consumer behaviour is central to the planning, development, and implementation of effective marketing strategies. In a clear and logical fashion, the authors explain consumer behaviour theory and practice, the use and importance of consumer research, and how social and cultural factors influence consumer decision making. The sixth edition of this Australian text provides expanded coverage of contemporary topics.

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