

Consumer Behavior 10th Edition Paperback

Presents consumer research across both positivist and interpretivist methods. This title deals with such topics as: organic food consumption, luxury goods consumption by Chinese consumers, country of manufacture effects on product quality perceptions, and the nature and effects of cool consumption.

Globalization is a leading force for industry worldwide, especially the new technology sector. This presents both problems and opportunities in the emergence of a new type of consumer and the effects of globalization on industry in terms of culture, economics, marketing, and social issues at every scale from local to global. The main aim of the book is to enhance the reader's knowledge - especially from a multidisciplinary perspective rather than from an individual functional perspective - of international consumer behaviour. It also explores the role of globalization in the evolving world of the new technology sector and provides an overview of the development of international consumer behavior from historical, geographical and social perspectives, while focusing on new technology products and services. Professionals, students and researchers working in the fields of new technologies and information and communication technologies (ICT) as well as specialists of marketing and management are the target audience for this book. At the same time, the book will be pitched at a level so as to also appeal to a more general readership interested in globalization.

Katja Wagner investigates consumer behavioral intention and interactions with new technologies and digital channels. Due to the fact that the development, spread and sale of these new technologies and digital channels will have a continuous growth and influence in the following years regarding business activities, it is important to take a deeper look in the areas of artificial intelligence and e-commerce. Not only business is affected from these new shifts, but it also impacts consumers' attitudes, motivation, and practices. So, the evaluation of anthropomorphism and in general, the expectation and motivation of successful acceptance are under review and offer explanations for consumers' intentional usage of new technologies. Therefore, six essays address specific phenomena in central subareas of new technologies and digital channels for a more profound understanding of consumers in digital environments.

Explores how evolutionary psychology has begun to identify the prehistoric origins of human behavior and discusses how those discoveries have influenced the way consumer spending is viewed and controlled by companies, retailers, and marketers.

Data-ism

Social Psychology of Consumer Behavior

Understanding Consumer Behavior and Consumption Experience

Model Rules of Professional Conduct

Implications for Marketing Strategy

This book stresses the psychological perspective in explaining financial behavior. Traditionally, financial behaviors such as saving, spending, and investing have been explained using economic factors such as income and product pricing. The consequence of this way of thinking is that financial institutions view their clients mostly from the perspective of their economic behavior. From a psychological approach, this book stresses the perspective of consumers confronted with a quickly changing financial world: the changing of financial offers and products (savings, investments, insurance, and pension systems), the changing of payment methods (from cash to cheques, cards and mobile payments), the accessibility and temptation of goods, and the changing of insurance and pension systems. Consumer Behavior provides insight into the thought processes of consumers in a variety of financial topics. Coverage includes perceptions of wealth, the pleasure or pain of spending, saving and investing, loans, planning for the future, taxes, and financial education. The book holds appeal for researchers, professionals, and students in economics, psychology, economics, and consumer science, or anyone interested in financial behaviors.

The Book, Consumer Behaviour, Is Written In Easy Language And Lucid Style. It Examines The Importance Of Understanding Consumer Behaviour And Tools And Techniques Available To Marketers. The Book Highlights Consumers Motivation, Goals, Incentives And Uncertainties. It Studies Differences Between New And Repeat Buyers And Covers Market Segmentation, Evaluation Of Buyer Behaviour In The Marketplace. All Marketing Students, Executives And Managers Especially Those With Marketing Responsibilities Or Interest Will Find This Book Most Ideal. It Has Been Written As A Textbook Primarily For Students Pursuing B.B.A., M.B.A., D.B.M. And Marketing Courses. Marketing Executives, Managers And General Readers Can Also Appraise The Book On This Subject.

This book explores key factors associated with consumer behaviour, from both a theoretical and practical perspective. It particularly focuses on the consumer in the 21st century who is also impatient, disloyal and capricious. The book is divided into three main parts: the first part discusses the theoretical and legal aspects of consumers' behaviour, analysing the growth of consumer behaviour and the role of the European Union. The second part then examines organisational strategies, such as omni-channel retailing and branding products. And lastly, it examines consumer behaviours in the context of individual products and services, from coffee to energy.

Electronic Inspection Copy available for instructors here Why do you choose the things you buy – such as this textbook, a smartphone or an item of clothing? How often, where, and how do you consider a boring necessity or a fun luxury? What do you do with products once you've purchased them? When do you decide to chuck them and why? As a consumer you make many decisions, nonstop, every day of your life. This is Consumer Behaviour! This friendly, lively full colour text will support you through your course and help you to get the best possible results in your employment. It even has How to Impress Your Examiner boxes in each chapter. There are lots of case studies along the way from global brands such as Facebook, Apple and Amazon. Behaviour in Action boxes in every chapter to show you how it works in the real world. If you want to be top of the class you can push yourself that little bit further by reading the end-of-chapter questions and case studies which will help your critical thinking and problem solving skills. These are key skills that employers look for in graduates, so practicing now will help set you apart from the pack and improve your employability. You could also dip into the Further Reading resources to help you with essays and exam revision – using these is a sure route to better grades. Visit the companion website at www.sagepub.co.uk/blythe for extra materials including multiple choice questions to test yourself and Jim's pick of Youtube videos that make the examples in each chapter come alive.

Research in Consumer Behavior

Economics and Consumer Behavior

Words that Sell

Perspectives on Consumer Behaviour

Proceedings of the 21st Eurasia Business and Economics Society Conference

This wide-ranging yet focused text provides an informative introduction to consumer behavior supported by in-depth, scientifically grounded coverage of key principles and applications. CONSUMER BEHAVIOR, Second Edition, devotes ample attention to classic consumer behavior topics, including consumer information processing, consumer decision making, persuasion, social media and the role of culture and society on consumer behavior. In addition, this innovative text explores important current topics and trends relevant to modern consumer behavior, such as international and ethical perspectives, an examination of contemporary media, and a discussion of online tactics and branding strategies. This versatile text strikes an ideal balance among theoretical concepts, cutting-edge research findings, and applied real-world examples that illustrate how successful businesses apply consumer behavior to develop better products and services, market them more effectively, and achieve a sustainable competitive advantage. With its strong consumer-focused, strategy-oriented approach, CONSUMER BEHAVIOR, Second Edition, will serve you well in the classroom and help you develop the knowledge and skills to succeed in the dynamic world of modern business. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

For undergraduate and graduate consumer behavior courses. The text that set the standard for consumer behavior study. Consumer Behavior explores how the examination and application of consumer behavior is central to the planning, development, and implementation of marketing strategies. This program will provide a better teaching and learning experience—for you and your students. Here's how: Improve Results with MyMarketingLab: MyMarketingLab delivers proven results in helping students succeed and provides engaging experiences that personalize learning. Bring Concepts to Life with Cases: End-of-chapter cases show students the real-life application of the concepts just covered so that they can see how real companies use consumer behavior to create marketing strategies, Global Coverage Focus: Discussions and examples appear throughout the text demonstrating the importance of cultural differences in both domestic and multinational marketing. Keep Your Course Current and Relevant: New examples, exercises, and research findings appear throughout the text. Note: You are purchasing a standalone product; MyMarketingLab does not come packaged with this content. If you would like to purchase both the physical text and MyMarketingLab search for ISBN-10: 0133131033/ISBN-13: 9780133131031. That package includes ISBN-10: 0132544369/ISBN-13: 9780132544368 and ISBN-10: 0132552000/ISBN-13: 9780132552004. MyMarketingLab is not a self-paced technology and should only be purchased when required by an instructor.

This book examines consumer behavior using the “life course” paradigm, a multidisciplinary framework for studying people's lives, structural contexts, and social change. It contributes to marketing research by providing new insights into the study of consumer behavior and illustrating how to apply the life course paradigm's concepts and theoretical perspectives to study consumer topics in an innovative way. Although a growing number of marketing researchers, either implicitly or explicitly, subscribe to life course perspectives for studying a variety of consumer behaviors, their efforts have been limited due to a lack of theories and methods that would help them study consumers over the lifecycle. When studying consumers over their lifespan, researchers examine differences in the consumer behaviors of various age groups (e.g., children, baby boomers, elderly, etc.) or family life stages (e.g., bachelors, full nesters, empty nesters, etc.), inferring that consumer behavior changes over time or linking consumption behaviors to previous experiences and future expectations. Such efforts, however, have yet to benefit from an interdisciplinary research approach. This book fills this gap in consumer research by informing readers about the differences between some of the most commonly used models for studying consumers over their lifespan and the life course paradigm, and providing implications for research, public policy, and marketing practice. Presenting applications of the life course approach in such research topics as decision making, maladaptive behaviors (e.g., compulsive buying, binge eating), consumer well-being, and cognitive decline, this book is beneficial for students, scholars, professors, practitioners, and policy makers in consumer behavior, consumer research, consumer psychology, and marketing research.

This is the book that market strategists have been waiting for to position themselves in global markets and take advantage of the opportunities that demographic bonuses and deficits offer to them and their products. It is also a book for teachers and students of consumer behaviour to grasp the importance of the life cycle as a framework that shapes the demand for goods and services determined by changes in social, economic and physical functioning. It gives insights into gendered consumer behaviour and cohort effects. It presents a range of views on consumer behaviour and how

demographic perspectives enhance these perspectives. The book offers conceptual and analytical tools that can be used in the assessment of population characteristics as determinants of market size, composition and potential for a variety of products. It offers organising frameworks as well as empirical evidence of consumer behaviour in clusters of markets, with different rates of population growth and age distribution that affect consumers' priorities and demand for basic and progressive commodities. The book shows commonalities as well as differences in consumer behaviour arising from different cultures and social customs. It uses analytical tools that are explained and accessible to readers with a range of competences. It is a book that can give a better understanding of consumer behaviour and market opportunities to the practitioner. It can also be used for the instruction of students in demography, consumer behaviour and marketing.

Real-life Applications for Marketing Managers

Convergence of Divergent Perspectives with Applications to Marketing and Management

Theoretical Aspects and Practical Applications

Strategic Marketing Management - The Framework, 10th Edition

Consumer Behavior For Dummies

Strategic Marketing Management: The Framework outlines the essentials of marketing theory and offers a structured approach to identifying and solving marketing problems. This book presents a strategic framework to guide business decisions involving the development of new offerings and the management of existing products, services, and brands.

Social media (e.g., Facebook, LinkedIn, Groupon, Twitter) have changed the way consumers and advertisers behave. It is crucial to understand how consumers think, feel and act regarding social media, online advertising, and online shopping. Business practitioners, students and marketers are trying to understand online consumer experiences that help instill brand loyalty. This book is one of the first to present scholarly theory and research to help explain and predict online consumer behavior.

Essentials of Consumer Behavior offers an alternative to traditional textbooks for graduate students. Shorter than competing books, but no less rigorous, it includes unique material on vulnerable consumers and ethics. Balancing a strong academic foundation with a practical approach, Stephens emphasizes that consumer behavior does not simply equate to buyer behavior. She examines the thoughts, feelings, and behaviors that shape consumers' attitudes and motivations in relation to brands, products, and marketing messages. Providing a concise guide to the discipline, the author covers key themes such as vulnerable consumers, new technologies, and collaborative consumption. The book is supported by a rich companion website offering links to videos and podcasts, surveys, quizzes, further readings, and more. It will be a valuable text for any graduate student of consumer behavior or marketing, as well as any interested consumers.

CONSUMER BEHAVIOR combines a foundation in key concepts from marketing, psychology, sociology, and anthropology with a highly practical focus on real-world applications for today's business environment. The new edition of this popular, pioneering text incorporates the latest cutting-edge research and current business practices, including extensive coverage of social media influences, increased consumer power, emerging neuroscience findings, and emotion in consumer decision making. In addition, the Sixth Edition includes an increased emphasis on social responsibility and ethics in marketing. With even more real-world examples and application exercises, including new opening examples and closing cases in every chapter, CONSUMER BEHAVIOR provides a thorough, yet engaging and enjoyable guide to this essential subject, enabling students and professionals alike to master the skills they need to succeed. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Theory and Research in Social Media, Advertising, and E-tail

SAGE Publications

Consumer Behavior, Global Edition

The Psychology of Financial Consumer Behavior

"A thesaurus that works as hard as you do . . . you'll wonder how you ever managed without it." -- Advertising Age Listing more than 2,500 high-powered words, phrases, and slogans, Words That Sell is the ultimate reference for anyone who needs instant access to the key words that make the difference in selling. Arranged by category for handy reference, it covers everything from "snappy transitions" to "knocking the competition," from "grabbers" to "clinchers." There are 62 ways to say "exciting" alone; 57 variations on "reliable"! Whether you are selling ideas or widgets, Words That Sell guarantees the expert sales professional an expanded, rejuvenated repertoire and the novice a feeling of confidence. Features: Cross-referencing of word categories to stimulate creative thinking Advice on targeting words to your specific market Tips on word usage A thorough index A concise copywriting primer A special section on selling yourself The first real improvement to the thesaurus since Roget, Words That Sell is an indispensable guide to helping you find great words fast.

Consumer Behavior in Action is a down-to-earth, highly engaging, and thorough introduction to consumer behavior. It goes further than other consumer behavior textbooks to generate student interest and activity through extensive use of in-class and written

applications exercises. Each chapter presents several exercises, in self-contained units, each with its own applications. Learning objectives, background, and context are provided in an easy-to-digest format with liberal use of lists and bullet points. Also included in each chapter are a key concepts list, review questions, and a solid summary to help initiate further student research. The author's practical focus and clear, conversational writing style, combined with an active-learning approach, make this textbook the student-friendly choice for courses on consumer behavior.

This book critically examines and analyzes the classical and neoclassical behavioral theories in reference to consumer decision-making across the business cultures. Discussions in the book present new insights on drawing contemporary interpretations to the behavioral theories of consumers, and guide the breakthrough strategies in marketing.

By one estimate, 90 percent of all of the data in history was created in the last two years. In 2014, International Data Corporation calculated the data universe at 4.4 zettabytes, or 4.4 trillion gigabytes. That much information, in volume, could fill enough slender iPad Air tablets to create a stack two-thirds of the way to the moon. Now, that's Big Data. Coal, iron ore, and oil were the key productive assets that fueled the Industrial Revolution. The vital raw material of today's information economy is data. In Data-ism, New York Times reporter Steve Lohr explains how big-data technology is ushering in a revolution in proportions that promise to be the basis of the next wave of efficiency and innovation across the economy. But more is at work here than technology. Big data is also the vehicle for a point of view, or philosophy, about how decisions will be—and perhaps should be—made in the future. Lohr investigates the benefits of data while also examining its dark side. Data-ism is about this next phase, in which vast Internet-scale data sets are used for discovery and prediction in virtually every field. It shows how this new revolution will change decision making—by relying more on data and analysis, and less on intuition and experience—and transform the nature of leadership and management. Focusing on young entrepreneurs at the forefront of data science as well as on giant companies such as IBM that are making big bets on data science for the future of their businesses, Data-ism is a field guide to what is ahead, explaining how individuals and institutions will need to exploit, protect, and manage data to stay competitive in the coming years. With rich examples of how the rise of big data is affecting everyday life, Data-ism also raises provocative questions about policy and practice that have wide implications for everyone. The age of data-ism is here. But are we ready to handle its consequences, good and bad?

Global Consumer Behavior

Essentials of Consumer Behavior

Psychological Ownership and Consumer Behavior

Consumer Behavior in Action

Consumer Behaviour : The Indian Context (Concepts and Cases)

For undergraduate and graduate courses in consumer behavior. Strategic applications for understanding consumer behavior Consumer Behavior, 12th Edition explores how the examination and application of consumer behavior is central to the planning, development, and implementation of successful marketing strategies. With an emphasis on developing a variety of useful skills, this text prepares students for careers in brand management, advertising, and consumer research. The 12th Edition has been significantly updated to address contemporary trends and issues, including the role of new media, tech.

Consumer Behavior Prentice Hall

Consumer behaviour.

This book investigates the effects of utilitarian and hedonic shopping behavior, drawing on original empirical research. Consumers have been shown to shop in one of two ways: they are either mainly driven by fun, escapism, and variety, or by need and efficiency. While previous literature has focused on the drivers of hedonic or utilitarian shopping, this book explores the consequences of these styles of shopping and addresses their impact on perceived value, money spent, and willingness to return to the store in future. The author synthesizes theories from previous studies, applying them to two key retailing contexts – intensive distribution and selective distribution. Ultimately, this book highlights the need for retailers to adopt a more consumer-based perspective to improve shopping experiences. It will prove useful for academics who want to gain a better understanding of hedonic and utilitarian behavior, and also offers practitioners with useful insights on how to target different customer segments.

Spent

Consumer Behavior and Culture

Applications in Marketing

Consumer Behavior

The Revolution Transforming Decision Making, Consumer Behavior, and Almost Everything Else

For advanced courses in economic analysis, this book presents the economic theory of consumer behavior, focusing on the applications of the theory to welfare economics and econometric analysis.

Developments in the realm of digitalization, cultural scenario and in consumer decision making—witnessed in the last couple of years—had brought about a need to revise Consumer Behaviour and Branding: Concepts, Readings and Cases-The Indian Context.

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. Why do some brands make us feel good, while others frustrate us? What makes us engage with certain brands, rebuy the same products, return to the same store or revisit the same destination over and over again? Is there a framework underlying how past and lived shopping experiences can affect our future experiences, our buying decisions, and our brand loyalty? In this exciting new book, Wided Batat introduces readers to the new customer experience framework and the era of the "Experiential Marketing Mix." She introduces the concept of the 7Es (Experience, Exchange, Extension, Emphasis, Empathy, Emotional touchpoints, Emic/Etic process); a tool that focuses on the consumer as a starting point in marketing strategies. By using these, companies can design suitable, emotional, and profitable customer experiences in a phygital context (physical place and digital space) including both offline and online digital experiences. Batat argues that a traditional product-centric should be replaced by the appropriate mix of 7Es, based upon a more consumer/experience-centric logic. Experiential Marketing is a guide to building experiences consumers cannot forget. It will be of interest for CEOs, brand managers, marketing and communication professionals, students, and anyone eager to learn more about how to design the ultimate customer experience in a new phygital. In this book, Professor Batat combines theory and practice and gives readers an overview of: the origins and the rise of the customer experience logic, the 7Es of the new experiential marketing mix, and the challenges for the future.

Investigating the Phenomenon of Anthropomorphism and New Online Consumption Forms

Research Frontiers and New Directions

Consumer Behavior, Customer Experience and The 7Es

Consequences for Global Marketing and Advertising

Hedonism, Utilitarianism, and Consumer Behavior

Marieke de Mooij's new edition of Consumer Behavior and Culture continues to explore how cultural influences can affect consumer behavior. The author uses her own model of consumer behavior to try and answer the fundamental questions about consumption – what people buy, why they buy it and how they buy. This edition has been updated to include: An insight into the different roles of the internet and the growing influence of social media An exploration of the various psychological and sociological aspects of human behavior, such as concept of self, personality, group influence, motivation, emotion, perception and information processing Updated examples throughout, including millennials as consumers and how the language of consumption can differ across cultures The Model Rules of Professional Conduct provides an up-to-date resource for information on legal ethics. Federal, state and local courts in all jurisdictions look to the Rules for guidance in solving lawyer malpractice cases, disciplinary actions, disqualification issues, sanctions questions and much more. In this volume, black-letter Rules of Professional Conduct are followed by numbered Comments that explain each Rule's purpose and provide suggestions for its practical application. The Rules will help you identify proper conduct in a variety of given situations, review those instances where discretionary action is possible, and define the nature of the relationship between you and your clients, colleagues and the courts.

This volume presents selected articles from the 21st Eurasia Business and Economics Society (EBES) Conference, which was held in Budapest (Hungary) in 2017. The theoretical and empirical papers in this volume cover various areas of business, economics, and finance from a diverse range of regions. In particular, this volume focuses on the latest trends in consumer behavior, new questions in the development of organizational strategy, and the interaction of financial economics with industrial economics and policy.

This pathbreaking volume expands on the construct of psychological ownership, placing it in the contexts of both individual consumer behavior and the wider decision-making of consumer populations. An individual's feeling of ownership toward a target represents the perception that something is "mine!", and is highly relevant to buying and relating to specific goods, economic and health decision-making and, especially salient given today's privacy concerns, psychological ownership of digital content and personal data. Experts analyze the social conditions and cognitive processes concerning shared consumer experiences and psychological ownership. Contributors also discuss possibilities for socially responsible forms of psychological ownership using examples from environmental causes, and the behavioral mechanisms involved when psychological ownership becomes problematic, as in cases of hoarding. Included among the topics: Evidence from young children suggesting that even legal ownership is fundamentally psychological. Ownership, the extended self, and the extended object. Psychological ownership in financial decisions. The intersection of ownership and design. Can consumers perceive collective psychological ownership of an organization? Whose experience is it, anyway? Psychological ownership and enjoyment of shared experiences. Psychological ownership as a facilitator of sustainable behaviors including stewardship. Future research avenues in psychological ownership. Psychological Ownership and Consumer Behavior pinpoints research topics and real-world issues that will define the field in the coming years. It will be especially useful in graduate classes in marketing, consumer behavior, policy interventions, and business psychology.

Experiential Marketing

Deviant Behavior

Online Consumer Behavior

Markets are People

Sex, Evolution, and Consumer Behavior

Abstract: "This book discusses the indispensable value of understanding consumer activities and the crucial role they play in developing successful marketing strategies by focusing on concepts such as consumer perceptions, consumption culture, and the influence of information technology"--Provided by publisher

The Social Psychology of Consumer Behavior brings together the most promising and theoretically fruitful research developments by internationally renowned scholars, whose work is at the cutting edge of research. Experts from both fields - social psychology and consumer behavior - provide an informed, up-to-date overview, from an original integrative perspective. The aim of this volume is two-fold. On the one hand, the application of social psychology to consumer behavior is meant to broaden the horizon of social psychologists. On the other hand, students and researchers of consumer behavior will be offered an advanced account of relevant theories tailored to their interests. While the range of topics is rather broad - including the construal of judgments and decisions, affective and cognitive feelings, social and media influences, and goals and self-regulation - each chapter is focused on one specific theoretical or methodological perspective and thereby gives a comprehensive and penetrative account of the relevant issues and the respective research. The volume provides an invaluable resource to students, researchers, and instructors in social psychology, consumer psychology, consumer behavior, and marketing.

'A wonderful (and very unusual) balance between areas of marketing that are often at odds with each other (or, worse yet, unaware of each other)... I recommend it to any student, researcher, or manager in marketing' Peter Fader, Frances and Pei-Yuan Chia Professor; and Professor of Marketing, Wharton School, University of Pennsylvania 'Exceptional for the amount of relevant research that is presented and explained. Students who have read and understood this text are likely to be much more of use to industry' Fergus Hampton, Managing Director, Millward Brown Precis Written in a focused and accessible form by respected marketing academics, Consumer Behaviour helps readers to develop analytical and evidence-based thinking in marketing and avoid more formulaic approaches that lack the support of research. With a strong focus on the use of research, this book will really appeal to the specific needs of higher-level students. The book covers important material that is often missing in consumer behaviour texts. For example, whole chapters are devoted to brand loyalty, brand equity, biases in decision-making, word of mouth, the response to price and the effect of advertising. Shorter reviews cover evidence on topics such as loyalty programmes, the response to delay and retail atmospherics. Chapters are quite short and divided into sections. Each chapter contains exercises designed to draw out key ideas and consolidate understanding, and there are suggestions for further reading. A website to support the book has an Instructor's Manual that offers PowerPoint slides, discussion of exercises, computer programs, a suggested Masters-level course, and a Word file of references to assist students writing assignments.

Deviant Behavior offers an engaging and wide-ranging discussion of deviant behavior, beliefs, and conditions. It examines how the society defines, labels, and reacts to whatever, and whoever, falls under this stigmatizing process--thereby providing a distinctly sociological approach to the phenomenon. The central focus in defining what and who is deviant is the audience--members of the influential social collectivities that determine the outcome of this process. The discussion in this volume encompasses both the explanatory (or positivist) approach and the constructionist (or labeling) perspectives, thereby lending a broad and inclusive vista on deviance. The central chapters in the book explore specific instances or forms of deviance, including crime, substance abuse, and mental disorder, all of which share the quality that they and their actors, believers, or bearers may be judged by these influential parties in a negative or derogatory fashion. And throughout Deviant Behavior, the author emphasizes that, to the sociologist, the term "deviant" is completely non-pejorative; no implication of inferiority or inherent stigma is implied; what the author emphasizes is that specific members of the society--social circles or collectivities--define and treat certain parties in a derogatory fashion; the sociologist does not share in this stigmatizing process but observes and describes it.

Consumer Behaviour

Consumer Demographics and Behaviour

Consumer Behavior, Organizational Strategy and Financial Economics

Exploring the Consequences of Customer Orientation

The Thesaurus to Help Promote Your Products, Services, and Ideas