

MARKETING AND RESEARCH

Lecture Title: Marketing Principles and Theories



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**Undergraduate Diploma in
Digital Marketing**

Lecture summary

- **Understand marketing principles.**
- **Different marketing tools and models to evaluate the market.**



Marketing Principles

The principles of marketing are agreed-upon marketing ideas that businesses use for an effective marketing strategy. They are the principles upon which we build product promotion strategies. We can use the marketing principles for the effective promotion of either goods or services.

For an effective strategy there are various marketing models and tools available.



Evolving Marketing Mix



7 Ps of the Marketing Mix

Products/ Service	Promotion	Price	Place	People	Process	Physical Evidence
what you offer your audience/ customers including products, service, deeds, processes and performance	the strategy tools and tactics that you use to inform, engage, motivate and move to act.	what your audience/ customers pay for a product or service	where you are seen and engage with audience/ customers	those who engage with your audience on your behalf, those who deliver the service, are the service	how you deliver your product/ service with min cost and max quality quality through the customer experience	evidence of brand and mix, physical (and intangible) ques of a reliable brand and a quality customer experience

McCarthy's 4Ps
1960

Booms & Bitner's 7Ps
1981



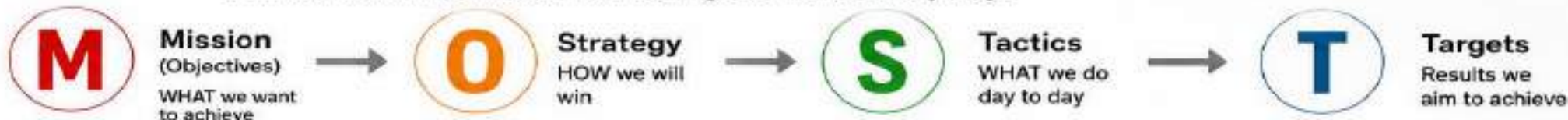
MOST Analysis





MOST ANALYSIS OF *Coca-Cola*

Turning Vision into Action. Refreshing the World. Every Day.



M – MISSION (OBJECTIVES)

Guided by our vision, we create sustainable, quality growth by focusing on six key objectives.



People: Be a great place to work where people are inspired to be the best they can be.



Portfolio: Bring to the world a portfolio of quality beverage brands that anticipate and satisfy people's desires and needs.



Partners: Nurture a winning network of customers and suppliers, together we create mutual, enduring value.



Planet: Be a responsible citizen that makes a difference by helping build and support sustainable communities.



Profit: Maximize long-term return to shareowners while being mindful of our overall responsibilities.



Productivity: Be a highly effective, lean and fast-moving organization.



O – STRATEGY

Our game plan for winning—focused on people, markets, execution and continuous learning.



Focus on needs of our consumers, customers and franchise partners



Get out into the market and listen, observe and learn



Possess a world view



Focus on execution in the marketplace every day



Be insatiably curious



S – TACTICS

The daily behaviors and actions that bring our strategy to life.



Work Smart

- Act with urgency
- Remain responsive to change
- Have the courage to change course when needed
- Remain constructively discontent
- Work efficiently



Act Like Owners

- Be accountable for our actions and inactions
- Steward system assets and focus on building value
- Reward our people for taking risks and finding better ways to solve problems
- Learn from our outcomes – what worked and what didn't



Be the Brand

- Inspire creativity, passion, optimism and fun



T – TARGETS

How we measure success and create long-term value.



Sustainable, quality growth



Engaged people and winning culture



Loved brands and strong portfolio



Profitable growth with customers and partners



Positive impact on our planet and communities



Superior long-term returns to shareowners



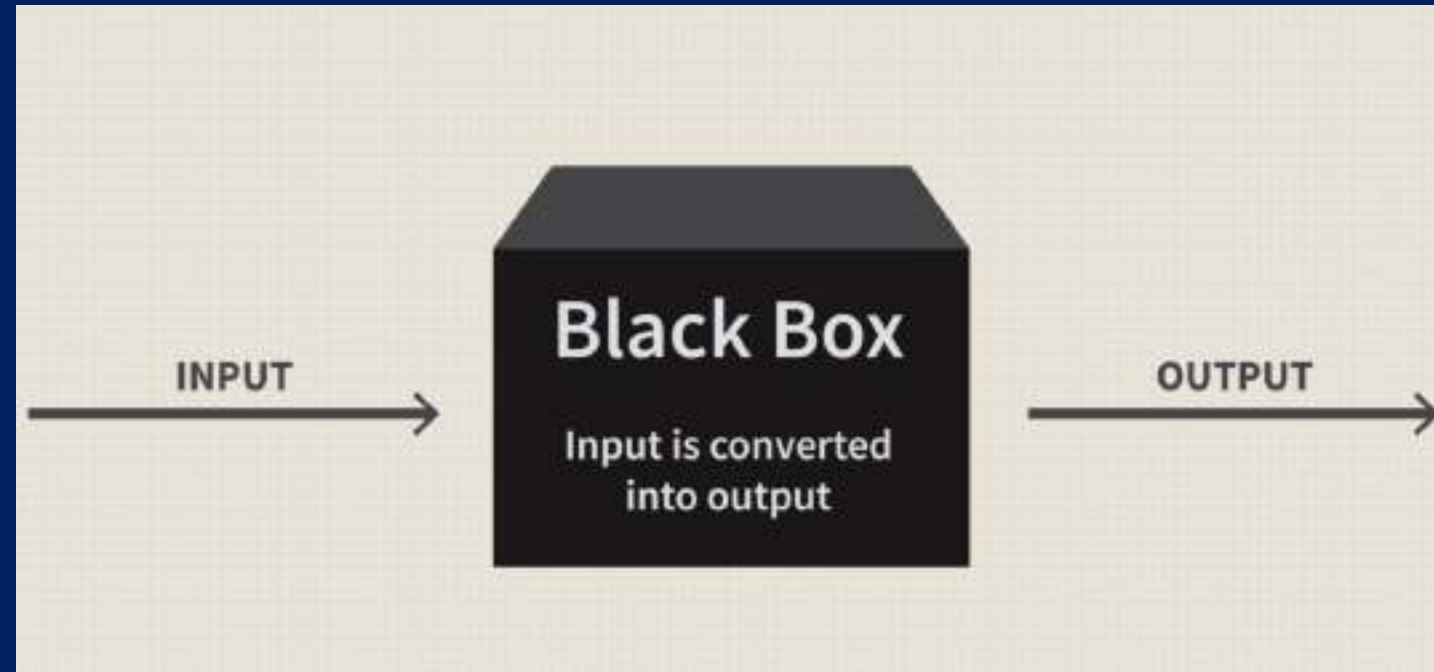
THE BIG PICTURE: Our MISSION defines our purpose. Our STRATEGY shows how we will win. Our TACTICS are what we do every day. Our TARGETS are the results we deliver.



One Purpose. One System. Endless Possibilities.

The Black Box model

➤ The black box model shows the interaction of stimuli, consumer characteristics, decision process and consumer responses. It can be distinguished between interpersonal stimuli (between people) or intrapersonal stimuli (within people).



➤ The black box model is related to the black box theory of behaviorism, where the focus is not set on the processes inside a consumer, but the relation between the stimuli and the response of the consumer.

STIMULI
EXTERNAL FACTORS

Marketing Mix

Product
Price
Place
Promotion

Environmental

Economic
Technological
Political
Cultural
Demographic
Situational

BLACK BOX
(BUYER'S MIND)
INTERNAL FACTORS

Consumer Characteristics

Beliefs/Attitudes
Values
Knowledge
Motives
Perceptions
Lifestyle

Decision-Making Process

Problem solving
Information search
Alternate evaluation
Purchase
Post purchase
Evaluation

RESPONSES

Purchase

Product
Brand
Source
Amount
Method of Payment

No Purchase

What is Consumer Behavior?

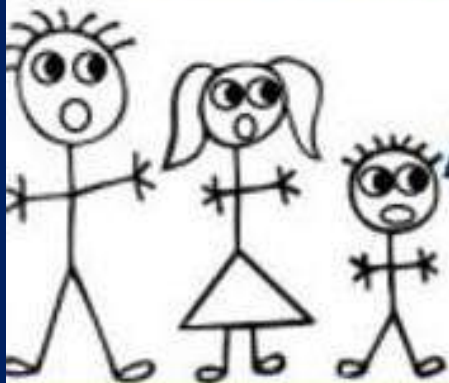
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**Routine
Purchases**



**Costly
Purchases**



**"Absolutely not!
You will not take
me to school in
that thing!"**



Many children
today tell
their parents
what car to
buy.

**The study of activities related to the purchase,
use, and disposal of goods and services**

**What does affect you while
you are taking decision to
purchase any good?**

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The purpose of SWOT Analysis

Unveiling the Power of SWOT Analysis

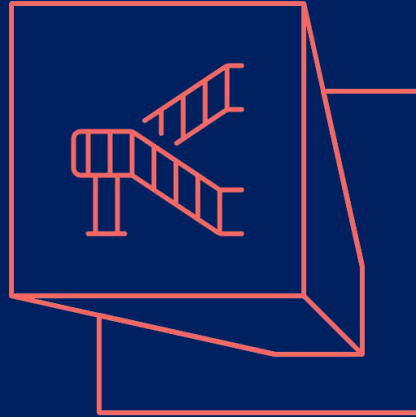


Internal Analysis of Strengths and Weaknesses

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Addressing critical performance gaps

Tackling essential shortcomings for major improvements.



Leveraging unique competencies

Utilizing distinct skills for significant success.



Revising flawed assumptions

Correcting misguided beliefs with minimal effect.



Exploring untapped potential

Investigating unused capabilities with limited impact.



Key Questions for Managers in Internal Analysis

How do we assemble **bundles** of Resources, Capabilities and Core Competencies to create **VALUE** for customers?

And...

Will environmental changes make our core competencies obsolete?

Are substitutes available for our core competencies?

Are our core competencies easily imitated?



SWOT Analysis - Identifying Weaknesses

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1

Outdated training programs

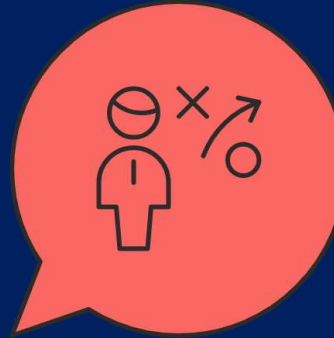
Outdated programs hinder skill development and growth.



2

Lack of leadership skills

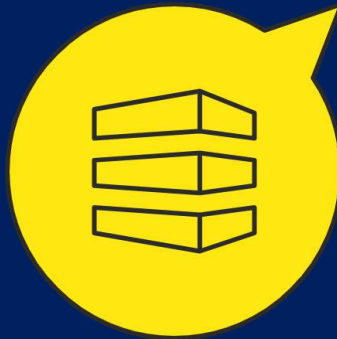
Leadership skills are crucial for organizational success.



3

Insufficient technology infrastructure

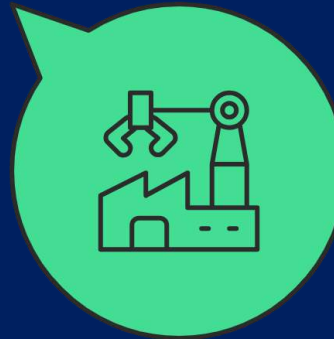
Technology gaps limit operational efficiency and



4

Absence of R&D facilities

R&D facilities are vital for competitive advancement.



SWOT Analysis – Strengths & Examples

- **A loyal customer base for a small business:** small businesses are particularly fragile, especially in volatile markets. That's why having a loyal customer base is a big strength for a small business — they can push through difficult conditions and will always have a group of people willing to support them.
- **Lots of capital for a country:** having lots of finances is always a plus. A healthy financial situation allows countries to take bigger risks and survive tougher conditions, both of which are beneficial in every regard.
- **Premium quality for a handmade product:** if a product is of high quality, it's bound to receive more sales, and do so in a part of the market which offers larger margins.



SWOT Analysis - Opportunities

Characteristics of Market Opportunities:

- An absolute **“must pursue”** market
 - Represents much potential but is hidden in “fog of the future.”
- A marginally interesting market
 - Presents high risk and questionable profit potential.
- An unsuitable\mismatched market
 - Is best avoided as the firm’s strengths are not matched to market factors.



SWOT Analysis - Threats

Types of Threats:

- **Normal course-of-business threats**
- **Sudden-death (survival) threats**

Considering Threats:

- **Identify the threats to the firm's future prospects.**
- **Evaluate what strategic actions can be taken to neutralize or lessen their impact**



SWOT Analysis

Simply making lists of a company's strengths, weaknesses, opportunities, and threats is not enough; the payoff from SWOT analysis comes from the conclusions about a company's situation and the implications for strategy improvement that flow from the four lists.

Basing a company's strategy on its most competitively valuable strengths gives the company its best chance for market success.



Group Task

- **Select an organisation that you are familiar with – 10 mins.**
- **Carry out a SWOT analysis on the selected organisation – 20 mins.**
- **Apply the opportunity approach on the selected organisation – 10 mins**



PESTEL

PESTEL analysis is another tool that helps to understand how the market works. By monitoring opportunities and threats to its operations and markets, the company can anticipate the evolution of the environment and thus ensure the sustainability of its operations.



PESTEL

Political



- War,
- Dictatorship,
- Facilities for starting a business
- Waste reduction policy,
- High taxes

Economic



- High GDP,
- Price inflation
- Saturated markets
- High loan rates for companies...

Social



- Purchasing habits
- The budget per household
- Trends and cultural influence in the country

Techno-logical



- The country's technical and logistical resources
- The level of expertise
- The latest developments (tools, research)

Environ-mental



- Law "to preserve animal and plant life",
- Suitable Environment to launch the activity (soils, climate)

Legal



- Employment laws of the country,
- Laws related to the activity
- Permits, authorizations and other requirements.



Porter's 5 forces

A model that covers five separate threat factors that can impact business growth.

- **The intensity of the competitive landscape;**
- **Level of supplier power;**
- **Buyer's entry/exit costs;**
- **The threat of substitute products;**
- **Access to the market for new entrants**



Porter's 5 forces

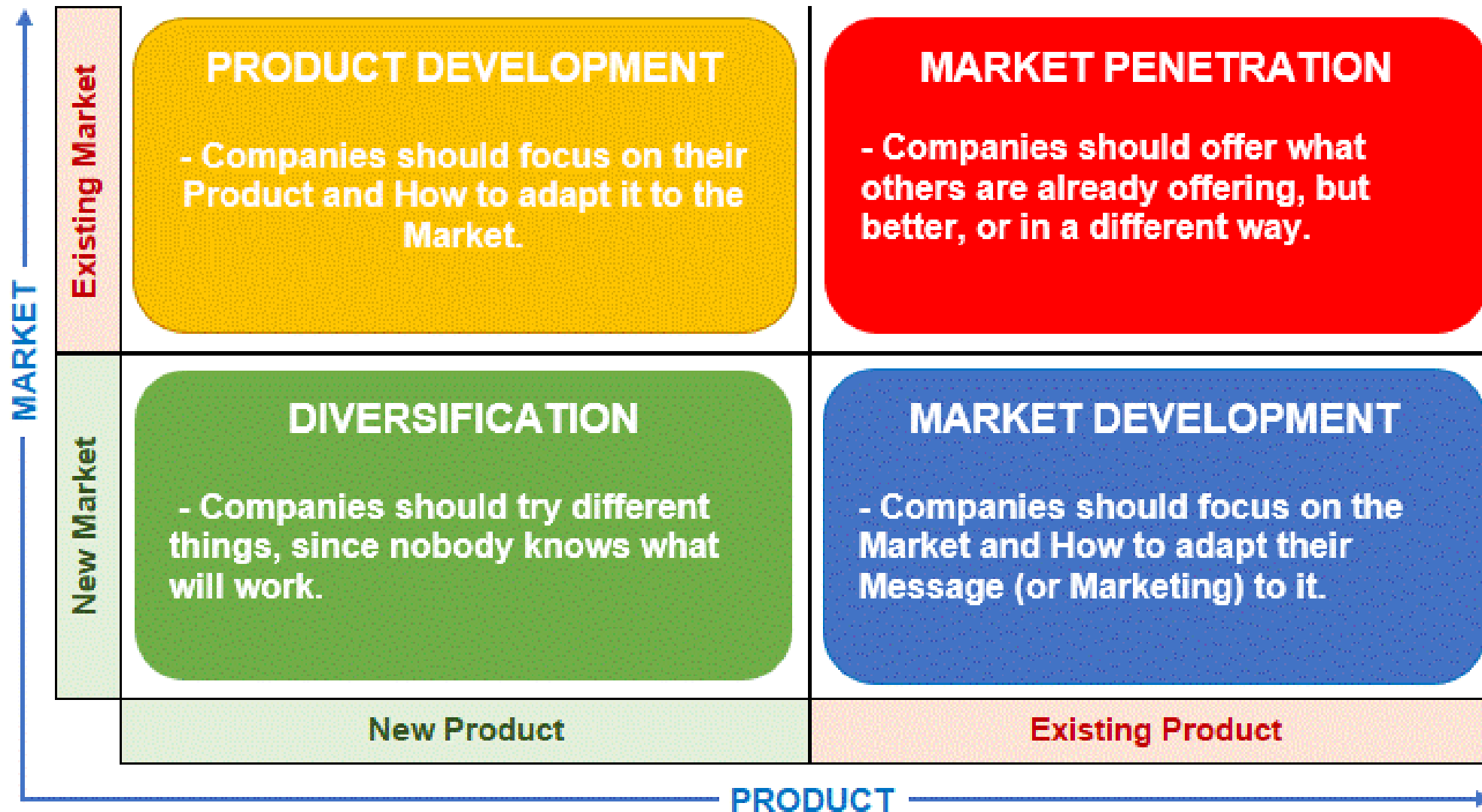
The first thing to investigate is how intense the competition is within your niche. The key insights you should gather at this stage are:

- The competition level within the marketplace;
- Key competitors;
- A clear understanding of your competitive strategy.



Ansoff Matrix

Ansoff Matrix proposed by *Consuunt*





STP marketing

Market Segmentation

- Identify basis for segmentation
- Determine important characteristics of each market segment



Market Targeting

- Evaluate potential and commercial attractiveness of each segments
- Select one or more segments

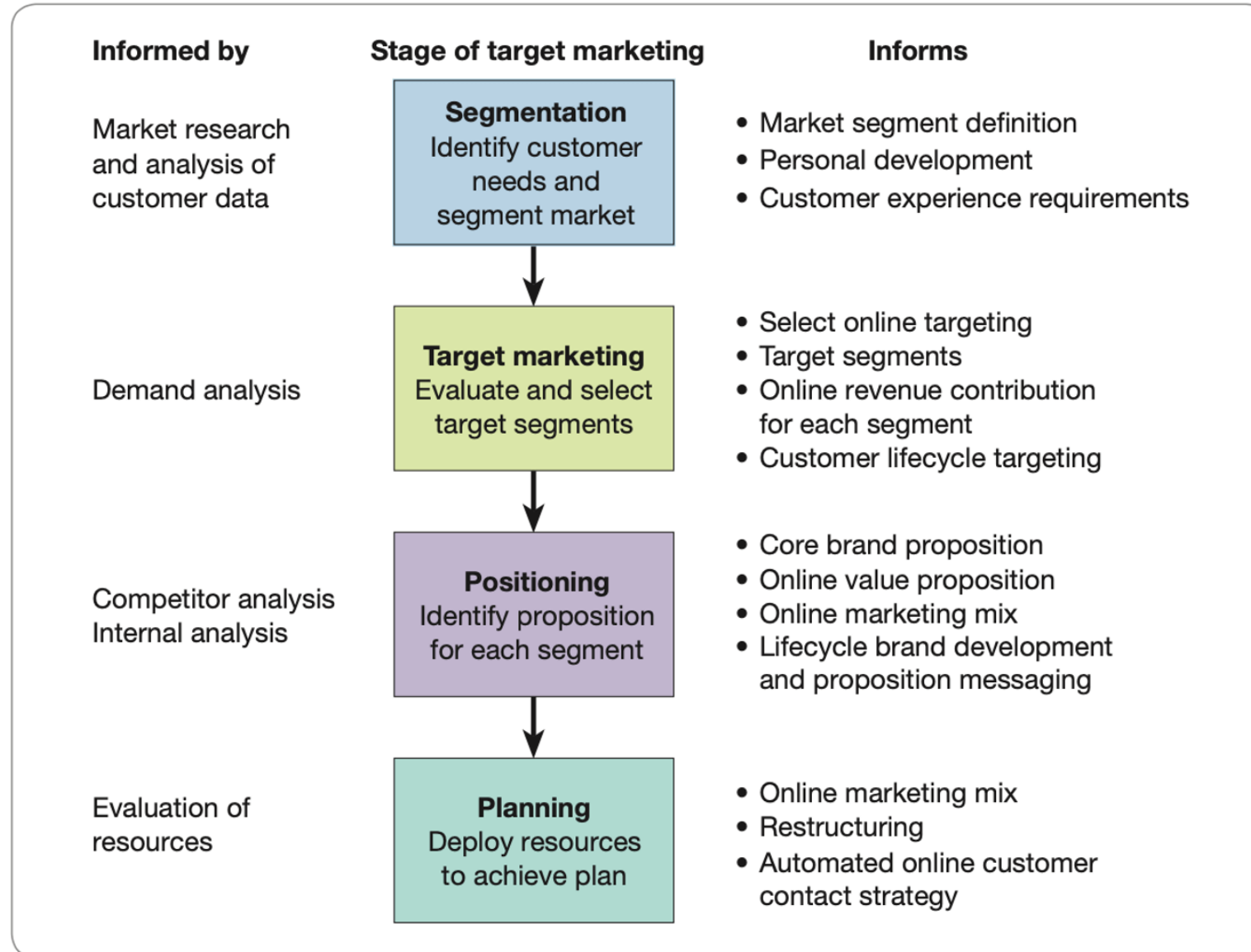


Product Positioning

- Develop detailed product positioning for selected segments
- Develop a marketing mix for each selected segment

Applying STP to digital communications

Figure 4.10 Stages in target marketing strategy development





How to use STP marketing?

The needs of each segment are the same, so marketing messages should be designed for each segment to emphasise relevant benefits and features required rather than one size fits all for all customer types. This approach is more efficient, delivering the right mix to the same group of people, rather than a scattergun approach.



Any Questions?



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