

ASSIGNMENT - 8

Need based and Kitkat chocolate

need-based and benefits-based
Segmentation focused on understanding what
specific needs customers are trying to sat-
isfy with a product and what benefits they
seek from it. for Kitkat this involves ident-
ifying the different reasons consumers choose the product
and what they expect from it. Below are
examples of both types of Segmentation for Kitkat

1. Need-based Segmentation:-

This type of Segmentation classifies
customers based on their specific needs or problems
that Kitkat solves for them.

→ Need for convenience and on-the-go snacking

Segment: Busy Professionals, Students or travelers

* Need: These customers need quick portable
snacks to satisfy hunger or provide a pick-me-up
during their busy day.

* KitKat offering: KitKat's individual bar format makes it easy to carry and consume anywhere single packs or smaller portions cater to this need.

→ need for an affordable treat.

* Segment: Budget, Conscious Consumers, including families and students.

* need: Consumers want an individual without spending too much money.

* KitKat offering: KitKat is priced affordably making it accessible to people looking for a treat on a budget. The price-to-quality ratio attracts these customers.

* need: Seeking sharing chocolate as a bonding experience or for group enjoyment.

* KitKat offering: KitKat's multi pack options like family sized packs are perfect for sharing addressing the social aspect of snacking.