## Chapter 2 : Introduction to Digital marketing

### **1. Define Digital Marketing (Marketing Function)**

**Definition:** Digital marketing is the **promotion of products or services using digital channels** such as websites, social media, search engines, mobile apps, and emails.

**Explanation:** It is a modern marketing function that focuses on reaching target customers online through data-driven and interactive strategies. Unlike traditional marketing, it uses digital technologies to track, analyze, and personalize user experiences.

**Key Points to Remember:**

* Uses **internet and digital platforms**
* Involves **SEO, social media, email, mobile apps**
* Enables **real-time communication** with customers
* **Measurable** and **data-driven**

### **2. Difference Between Traditional and Digital Marketing**

| **Feature** | **Traditional Marketing** | **Digital Marketing** |
| --- | --- | --- |
| Medium | Print, TV, Radio, Billboards | Internet, Mobile, Social Media, Email |
| Communication | One-way | Two-way, interactive |
| Cost | Expensive | Cost-effective |
| Reach | Local/National | Global |
| Measurability | Hard to measure | Easily trackable (analytics tools) |
| Targeting | Broad audience | Precise targeting (based on user data) |
| Engagement | Low | High (likes, shares, comments, etc.) |

**Trick to Remember:** Use the mnemonic **"PIT CREW"** **P**rint vs **P**ixels, **I**nteraction, **T**argeting, **C**ost, **R**each, **E**ngagement, **W**ay of measuring.

### **3. Explain Digital Marketing as a Tool of Success for Companies**

**Explanation:** Digital marketing acts as a powerful tool by helping companies:

* **Reach a wider audience globally**
* **Build brand awareness** and trust via social media and content
* **Personalize customer experiences** using data analytics
* **Increase ROI** through targeted campaigns
* **Track performance** and optimize strategies in real-time

**Example:** A small startup can use **Instagram ads** to target a specific age group and analyze click-through rates to improve sales.

**Easy-to-Recall Points (S.T.A.R.T.):**

* **S**calability
* **T**argeting
* **A**nalytics
* **R**OI improvement
* **T**wo-way engagement

### **4. Importance of Digital Marketing**

**Importance:**

1. **Global Reach** – Access customers beyond geographical boundaries.
2. **Cost-effective** – Less expensive than traditional methods.
3. **Personalization** – Custom messages for different user segments.
4. **Measurable Results** – Real-time data and analytics tools.
5. **Faster Conversions** – Using CTAs, landing pages, and remarketing.
6. **24/7 Availability** – Websites and social media don’t sleep!

**Example to Remember:** Amazon uses **personalized emails and product suggestions**, increasing user engagement and conversions.

**Acronym to Remember – G.C.P.M.F.A.**

* **G**lobal Reach
* **C**ost-Effective
* **P**ersonalized Marketing
* **M**easurable
* **F**aster ROI
* **A**vailability (24/7)

### **5. Difference Between Blogs, Portals, and Websites**

| **Feature** | **Blog** | **Portal** | **Website** |
| --- | --- | --- | --- |
| Purpose | Share information, news, or opinions | Gateway to services, content, or tools | Represent an organization or purpose |
| Content Type | Regularly updated posts | Aggregated data/services (email, forums) | Static or dynamic content |
| Interaction | High (comments, likes) | Medium to High | Low to Medium |
| Users | Readers or followers | Registered users/members | General visitors |
| Example | WordPress blog | Student portal, banking portal | Company website, product site |

**Quick Memory Tip:**

* **Blog** = Informal + frequent updates
* **Portal** = Multiple services in one place
* **Website** = General digital identity or presence

## Chapter 2 : Search Engine Optimization(SEO)

### **1. Elaborate the Concept of SEO (Advantages). Briefly Describe On-page and Off-page Optimization**

#### **Definition:**

**SEO (Search Engine Optimization)** is the process of improving a website’s **visibility in search engine results** (like Google) to increase **organic (non-paid)** traffic.

#### **✅ Advantages of SEO:**

1. **Increases Organic Traffic** – Higher rankings lead to more clicks.
2. **Cost-Effective** – No need to pay for ads.
3. **Builds Credibility & Trust** – Users trust top results.
4. **Improves User Experience** – SEO involves fast loading, mobile-friendliness, etc.
5. **Measurable Results** – Track ranking, traffic, and conversions.
6. **Long-Term Strategy** – Results are sustainable over time.

#### **🔍 On-page SEO (Optimization on the website itself):**

Focuses on content and structure **within** the website.

**Examples:**

* Title tags, meta descriptions
* Keyword optimization
* Internal linking
* Image alt text
* Mobile-friendliness

#### **🌐 Off-page SEO (Outside the website):**

Focuses on increasing domain authority and trust **through external factors**.

**Examples:**

* Backlink building
* Social media engagement
* Guest blogging
* Forum posting

**Memory Tip:** **On-page = Controlled by you** **Off-page = Controlled by others (external)**

### **2. Explain Different On-page, Off-page Optimization Techniques and Reports (Components)**

#### **✅ On-page Optimization Techniques:**

| **Technique** | **Description** |
| --- | --- |
| **Title Tags** | Use relevant keywords in the page title |
| **Meta Description** | Summary of content with keywords |
| **URL Structure** | Short, readable, keyword-rich URLs |
| **Heading Tags (H1-H6)** | Organize content with keyword-rich headings |
| **Internal Linking** | Link to other pages within the same site |
| **Image Alt Text** | Add descriptions to images for SEO |
| **Mobile Responsiveness** | Ensure site works well on all devices |
| **Page Speed** | Optimize for faster loading times |
| **Content Quality** | Unique, informative, keyword-optimized content |

#### **🌐 Off-page Optimization Techniques:**

| **Technique** | **Description** |
| --- | --- |
| **Backlink Building** | Get quality links from other websites |
| **Guest Posting** | Write articles for other blogs with backlinks |
| **Social Media Sharing** | Share content on social platforms |
| **Forum/Blog Commenting** | Add value and links in discussions |
| **Influencer Outreach** | Collaborate with industry influencers |
| **Directory Submissions** | Submit your site to trusted directories |
| **Broken Link Building** | Replace broken links on other sites with yours |

#### **📊 SEO Reports (Components):**

| **Report Component** | **Description** |
| --- | --- |
| **Keyword Ranking Report** | Tracks how keywords rank over time |
| **Traffic Analysis Report** | Monitors organic traffic growth |
| **Backlink Report** | Shows links gained and lost |
| **Site Audit Report** | Lists technical issues (broken links, speed) |
| **Content Performance** | Tracks page views, bounce rates, etc. |
| **Conversion Report** | Tracks user actions (form fills, purchases) |

Easy Mnemonic to Remember Techniques

* **On-page** = **TUMHICP** (**T**itle, **U**RL, **M**eta, **H**eadings, **I**nternal links, **C**ontent, **P**age speed)
* **Off-page** = **BGSFID** (**B**acklinks, **G**uest posts, **S**ocial sharing, **F**orum posting, **I**nfluencers, **D**irectories)

## 3. Social Media Optimization (SMO)

### **1. Elaborate Social Media Marketing. Explain the Benefits of SMM**

#### **📌 Definition of Social Media Marketing (SMM):**

SMM is a form of digital marketing that uses **social media platforms** (like Facebook, Instagram, Twitter, LinkedIn) to **promote products, services, or brands**, build relationships, and drive traffic.

### **✅ Benefits of Social Media Marketing:**

1. **Increased Brand Awareness** – Reach a large audience quickly.
2. **Cost-Effective** – Most platforms offer free accounts; paid ads are affordable.
3. **Higher Engagement** – Likes, shares, and comments build customer relationships.
4. **Targeted Advertising** – Ads can be shown based on demographics, interests, etc.
5. **Improved Website Traffic** – Shared links bring users to your site.
6. **Real-Time Performance Tracking** – Insights & analytics help improve campaigns.
7. **Customer Feedback & Support** – Easy way to interact with customers.

🎯 **Memory Tip – "CHARTIC"** **C**ost-effective  
 **H**igher engagement  
 **A**wareness  
 **R**eal-time data  
 **T**argeted ads  
 **I**ncreased traffic  
 **C**ustomer support

### **2. Explain Facebook Marketing, Twitter Marketing, LinkedIn Marketing**

#### **👍 Facebook Marketing:**

* Run **business pages** and post content regularly.
* Use **Facebook Ads** for targeted campaigns.
* Tools: **Facebook Insights**, **Boosted Posts**, **Messenger bots**.

**Advantages:** Widest user base, strong targeting options (age, interests, location).

#### **🐦 Twitter Marketing:**

* Post **short messages (tweets)** up to 280 characters.
* Use **hashtags** for trending visibility.
* Promote tweets and accounts using **Twitter Ads**.

**Advantages:** Real-time engagement, ideal for updates and announcements.

#### **💼 LinkedIn Marketing:**

* Focuses on **professional audience**.
* Ideal for **B2B marketing**, job postings, and networking.
* Post **industry content**, company updates, and host events.

**Advantages:** Professional credibility, lead generation for services and hiring.

### **3. Explain the Term "Social Media Optimization". Discuss Its Components in Brief**

#### **📌 Definition of SMO (Social Media Optimization):**

SMO is the process of **optimizing your social media presence** to increase **awareness, engagement, and traffic** to your website or brand.

It focuses on **strategic use of content and platforms** to boost visibility and interaction.

### **🧩 Components of SMO (Key Elements):**

| **Component** | **Description** |
| --- | --- |
| **Profile Optimization** | Use proper profile picture, bio, and links |
| **Content Strategy** | Share relevant, valuable, and engaging posts |
| **Hashtag Usage** | Use trending and targeted hashtags |
| **Engagement** | Interact via replies, comments, messages |
| **Sharing Options** | Add share buttons to website/blog |
| **Analytics & Monitoring** | Track likes, shares, traffic, etc. |
| **Consistency** | Regular posting to stay visible |

### **🎯 Memory Tip – "PHACES-C"**

**P**rofile optimization  
 **H**ashtags  
 **A**nalytics  
 **C**ontent  
 **E**ngagement  
 **S**haring options  
 **C**onsistency

## Chapter 4: Search Engine Marketing

### **✅ 1. Elaborate the Concept of SEM and Explain the Tools Used for SEM**

#### **📌 Definition of SEM (Search Engine Marketing):**

SEM is a **paid digital marketing strategy** used to promote websites by **increasing their visibility** in **search engine results pages (SERPs)** through **paid advertisements**, especially **Pay-Per-Click (PPC)** ads like Google Ads.

### **🎯 Key Goals of SEM:**

* Drive **targeted traffic** to websites.
* Appear **above organic results** on search engines.
* Increase **conversions and sales** using relevant keywords.

### **🛠️ Tools Used in SEM:**

| **Tool** | **Description** |
| --- | --- |
| **Google Ads** | Most popular SEM platform; used for creating and managing paid search campaigns on Google. |
| **Microsoft Ads (Bing Ads)** | Similar to Google Ads but for Bing and Yahoo networks. |
| **SEMrush** | Offers keyword research, competitor analysis, and ad tracking. |
| **Ahrefs** | Used for backlink analysis, keyword research, and PPC strategy building. |
| **SpyFu** | Helps analyze competitors’ PPC ads and keyword strategy. |
| **Google Keyword Planner** | Free tool for researching keywords, CPC, and competition level. |
| **Google Analytics** | Tracks user behavior, conversions, and ROI from SEM campaigns. |

### **✅ 2. Short Notes on SEM**

* **SEM stands for Search Engine Marketing**, a form of **internet marketing** that involves promoting websites through **paid advertisements** on search engines.
* It complements SEO but offers **faster visibility and traffic**.
* Works on a **bidding system**, where advertisers bid for keywords to display ads.
* Most common model: **PPC (Pay-Per-Click)**.
* Can be targeted by location, device, demographics, and more.
* Key metrics include **CTR (Click Through Rate), CPC (Cost Per Click),** and **Quality Score**.

🧠 **Memory Tip:** SEM = **“Spend to Rank”** (paid marketing to show on top of search engines)

### **✅ 3. Techniques of SEM**

Here are the **main techniques** used in SEM for a successful campaign:

| **Technique** | **Description** |
| --- | --- |
| **Keyword Research** | Find relevant high-performing keywords using tools like Google Keyword Planner. |
| **Ad Copywriting** | Write compelling headlines and descriptions that attract clicks. |
| **Landing Page Optimization** | Design pages that match the ad and encourage conversions (e.g., form fills, purchases). |
| **Geo-Targeting** | Show ads based on users’ geographic location. |
| **A/B Testing** | Test different versions of ads or landing pages to find the best performer. |
| **Bid Management** | Adjust bids to maximize ROI while staying within budget. |
| **Ad Extensions** | Add phone numbers, links, or callouts to make ads more informative. |
| **Negative Keywords** | Exclude irrelevant keywords to avoid wasting budget. |

🧠 **Memory Tip – "KALL GABB"** **K**eywords,  
 **A**d copy,  
 **L**anding page,  
 **L**ocation targeting,  
 **G**eo-targeting,  
 **A**/B testing,  
 **B**id management,  
 **B**lacklist (negative) keywords

## Chapter 5 : Marketing in Changing World Environment

### **✅ 1. Define Marketing. What are Marketing Tasks?**

#### **📌 Definition of Marketing:**

Marketing is the **process of identifying, anticipating, and satisfying customer needs** profitably. It involves activities from **product creation** to **customer satisfaction**.

**Kotler’s Definition:** *Marketing is a human activity directed at satisfying needs and wants through exchange processes.*

### **🧩 Marketing Tasks:**

1. **Market Research** – Understand customer needs.
2. **Segmentation & Targeting** – Identify and focus on the right customer group.
3. **Product Development** – Design offerings based on customer needs.
4. **Pricing** – Set price competitively.
5. **Promotion** – Communicate with the target market (ads, PR, digital).
6. **Distribution** – Make the product available at the right place.
7. **Customer Relationship Management (CRM)** – Build long-term customer relations.

🎯 **Memory Tip:** Think of **"RSPPDC"** – Research, Segment, Product, Price, Distribute, Communicate.

### **✅ 2. Explain Marketing Management & Marketing Management Philosophies**

#### **📌 Marketing Management:**

Marketing management is the **planning, organizing, directing, and controlling** of marketing resources to achieve organizational goals by satisfying consumer needs.

#### 📚 Marketing Management Philosophies:

| **Philosophy** | **Focus** | **Description** |
| --- | --- | --- |
| **Production Concept** | Low cost & availability | Consumers prefer affordable and available products. |
| **Product Concept** | Quality & innovation | Consumers prefer better quality and features. |
| **Selling Concept** | Aggressive selling | Consumers will not buy unless persuaded. |
| **Marketing Concept** | Customer-centric | Satisfy customer needs better than competitors. |
| **Societal Marketing** | Social welfare | Balance between company profits, customer satisfaction, and society's welfare. |

🎯 **Memory Tip:** Think of **PPSMS** – Production, Product, Selling, Marketing, Societal.

### **✅ 3. Elaborate Dynamism in Business & Marketing**

#### **📌 Dynamism in Business:**

Business is dynamic due to **technological changes, globalization, shifting consumer preferences, competition**, etc.

#### **📌 Dynamism in Marketing:**

* **Marketing strategies evolve** with consumer behavior, digital transformation, and economic conditions.
* Example: Traditional ads ➝ Social media, Influencer marketing.
* **Personalization, AI, mobile-first marketing, data-driven decisions** are reshaping marketing.

🧠 **In Short:** Marketing must adapt continuously to a **changing environment** to stay relevant and competitive.

### **✅ 4. What is Marketing Mix? Explain Components of Marketing Mix**

#### **📌 Definition:**

Marketing mix refers to the **set of controllable marketing tools** a company uses to achieve marketing objectives in the target market.

#### 📦 4Ps of Marketing Mix:

| **Component** | **Description** |
| --- | --- |
| **Product** | What to sell: features, quality, design, branding |
| **Price** | At what cost: pricing strategy, discounts |
| **Place** | Where to sell: distribution channels, delivery |
| **Promotion** | How to inform: advertising, PR, digital marketing |

🎯 **Memory Tip:** 4Ps = **Product, Price, Place, Promotion**

### **✅ 5. Explain Decision Areas in Marketing**

Marketing decisions are broadly divided into strategic and tactical levels:

#### **🔍 Key Decision Areas:**

1. **Product Decisions** – Type, design, brand, packaging.
2. **Pricing Decisions** – Pricing model, discount policies.
3. **Promotion Decisions** – Media mix, campaigns.
4. **Place (Distribution) Decisions** – Channel selection, logistics.
5. **Segmentation, Targeting, and Positioning (STP)** – Choosing the right customer segment and positioning the product.
6. **Customer Relationship Management (CRM)** – Loyalty, retention strategies.
7. **Digital Decisions** – SEO, SEM, SMM, influencer marketing.

🧠 **Tip:** Decisions revolve around **what to sell, how to price it, where to sell it, and how to promote it.**

### **✅ 6. Elaborate Marketing Environments**

#### **📌 Definition:**

Marketing environment refers to the **external and internal factors** that affect a company’s marketing decisions and performance.

#### 🌍 Types of Marketing Environment:

#### **🔹 Internal Environment:**

* Company policies
* Organizational structure
* Employees and departments

#### **🔹 External Environment:**

1. **Micro Environment (Immediate):**
   * Customers
   * Competitors
   * Suppliers
   * Distributors
   * Marketing intermediaries
2. **Macro Environment (Broad):**
   * **Political** – Laws, regulations
   * **Economic** – Inflation, interest rates
   * **Social** – Culture, demographics
   * **Technological** – Innovation, automation
   * **Environmental** – Sustainability issues
   * **Legal** – Compliance with rules

🎯 **Memory Tip: PESTEL** = Political, Economic, Social, Technological, Environmental, Legal

## Chapter 6 : Marketing Research and Marketing Information System

### **✅ 1. Define Marketing Research**

#### **📌 Definition:**

Marketing research is the **systematic process of collecting, analyzing, and interpreting data** related to marketing problems and opportunities.

**According to AMA:** “Marketing research is the function that links the consumer, customer, and public to the marketer through information.”

### **🎯 Purpose:**

* Understand customer needs
* Improve product, price, and promotion strategies
* Support marketing decisions with data

🧠 **Tip to Remember:** Marketing research = **“Data before Decision”**

### **✅ 2. Explain the Process and Areas of Marketing Research**

#### **🔄 Marketing Research Process:**

1. **Define the Problem** – Clearly state the issue to be studied
2. **Develop a Research Plan** – Choose methods (surveys, interviews, etc.)
3. **Collect Data** – Primary or secondary sources
4. **Analyze Data** – Use tools/statistics to interpret results
5. **Present Findings** – Prepare report with conclusions
6. **Make Decisions** – Apply insights to solve the problem

🧠 **Memory Tip:** **"P-R-C-A-R-D"** = Problem, Research Plan, Collect, Analyze, Report, Decision

#### **🌐 Areas of Marketing Research:**

* **Consumer behavior**
* **Product development**
* **Pricing analysis**
* **Advertising effectiveness**
* **Competitor analysis**
* **Sales forecasting**

### **✅ 3. Define Marketing Information System. Explain Its Components (Importance)**

#### **📌 Definition:**

A **Marketing Information System (MIS)** is a structured way of **gathering, storing, analyzing, and distributing marketing data** to support decision-making.

### **🧩 Components of MIS:**

| **Component** | **Description** |
| --- | --- |
| **Internal Records** | Company’s sales, costs, inventory, financial data |
| **Marketing Intelligence** | Everyday market observations, competitor tracking |
| **Marketing Research** | Specific studies done to solve marketing problems |
| **Analytical Tools** | Tools/Models to process data for insights |

### **⭐ Importance of MIS:**

* Enables **data-driven decisions**
* Tracks **market trends and competitors**
* Helps in **forecasting and planning**
* Improves **customer service**
* Increases **response time and accuracy**

🧠 **Tip:** MIS = **“Marketing’s Brain”** – It helps the business think and decide.

### **✅ 4. Define Database Marketing. Why is Database Marketing Important? (Components)**

#### **📌 Definition:**

**Database marketing** involves collecting and using customer data to deliver **personalized marketing messages** and build relationships.

It uses **databases of customer information** (names, contacts, preferences, purchase history) to target them more accurately.

### **📚 Importance of Database Marketing:**

* Enables **personalized communication**
* Improves **customer retention and loyalty**
* Increases **response rate** and **sales**
* Reduces **waste in marketing costs**
* Supports **customer segmentation** and automation

🧠 **Memory Tip:** Database marketing = **“Right person, Right message, Right time.”**

### **🔧 Components of Database Marketing:**

| **Component** | **Role** |
| --- | --- |
| **Customer Database** | Stores personal and purchase data |
| **Data Collection Tools** | Forms, CRMs, website tracking |
| **Data Analysis Tools** | Helps in segmentation and targeting |
| **Marketing Campaign Tools** | Email, SMS, ads – personalized delivery |
| **Response Tracking System** | Measures campaign effectiveness |

## Chapter 7: Market Segmentation, Targeting and Positioning Strategy for Competitive Advantages

### **✅ 1. What is Market Segmentation? Explain Segmentation Variables of Consumer Market.**

#### **📌 Definition:**

Market segmentation is the **process of dividing a broad market** into smaller **homogeneous groups of consumers** with similar needs, behaviors, or characteristics.

**Purpose:** To create more specific, targeted marketing strategies.

### **🔍 Segmentation Variables for Consumer Market:**

1. **Geographic** – Country, region, city, climate
2. **Demographic** – Age, gender, income, education
3. **Psychographic** – Lifestyle, personality, values
4. **Behavioral** – Purchase behavior, loyalty, usage rate

🧠 **Tip:** Remember **GDPB** – Geographic, Demographic, Psychographic, Behavioral

### **✅ 2. Explain Levels and Patterns of Market Segmentation**

#### **🔢 Levels of Segmentation:**

1. **Mass Marketing** – Same product for all
2. **Segment Marketing** – Different products for different segments
3. **Niche Marketing** – Focused on a specific, well-defined group
4. **Micromarketing** – Tailoring products to individual or local markets

#### **🔄 Segmentation Patterns:**

| **Pattern** | **Description** |
| --- | --- |
| **Homogeneous Preference** | All customers have similar preferences |
| **Diffused Preference** | Customers have diverse preferences |
| **Clustered Preference** | Customers form natural segments with shared preferences |

### **✅ 3. Elaborate Segmentation of Consumer and Business Markets**

#### **🧍‍♂️ Consumer Market Segmentation:**

* **Geographic** (location-based)
* **Demographic** (age, income)
* **Psychographic** (lifestyle)
* **Behavioral** (usage, brand loyalty)

#### **🏢 Business Market Segmentation:**

* **Industry Type** – E.g., healthcare, IT, manufacturing
* **Company Size** – Small, medium, large
* **Location** – Local, regional, international
* **Purchasing Approach** – Centralized or decentralized
* **Usage Rate** – Heavy or light users
* **Buyer-seller Relationship** – New or long-term customers

### **✅ 4. Explain Evaluation and Selection of Market Segments**

#### **📋 Evaluation Criteria:**

1. **Measurable** – Can you quantify the segment?
2. **Substantial** – Is it large/profitable enough?
3. **Accessible** – Can you reach the segment?
4. **Differentiable** – Is the segment unique?
5. **Actionable** – Can you design strategies for it?

#### **✅ Selection Strategies:**

1. **Undifferentiated Strategy** – One offer to all segments
2. **Differentiated Strategy** – Separate offers for each segment
3. **Concentrated Strategy** – Focus on one niche
4. **Micromarketing Strategy** – Personalized marketing

🧠 **Tip:** Use **MSADA** to remember evaluation points

### **✅ 5. Explain Product Positioning Strategies**

#### **📌 Definition:**

Positioning is how a brand is **perceived in the minds of consumers**, relative to competitors.

### **📚 Types of Product Positioning Strategies:**

| **Strategy** | **Focus** |
| --- | --- |
| **Attribute-based** | Based on product features or benefits |
| **Price-quality** | High quality or low-cost positioning |
| **Use/application** | Specific use case (e.g., for kids, for professionals) |
| **User-based** | Targeting specific users (e.g., athletes) |
| **Against competitors** | Differentiating directly from a competitor |

🧠 **Tip:** Use **APUUC** = Attribute, Price, Use, User, Competitor

### **✅ 6. Elaborate Concept and Application of Unique Selling Proposition (USP)**

#### **📌 Definition:**

A **Unique Selling Proposition (USP)** is the **distinct benefit or feature** that makes a product stand out from its competitors.

It answers the question: **"Why should customers choose you?"**

### **🎯 Application of USP:**

* Used in **branding and advertising**
* Guides **marketing campaigns**
* Helps in **product differentiation**
* Builds a strong **brand image and loyalty**

### **💡 Examples of USP:**

* Domino’s: “You get fresh, hot pizza delivered in 30 minutes or less — or it’s free.”
* M&M’s: “Melts in your mouth, not in your hand.”

🧠 **Tip:** USP = **"Your Signature Advantage"** in the market.

## Chapter 8 : Consumer Market Behavior and Customer Analysis

### **✅ 1. Explain the Consumer Buying Decision Process**

This is a **5-stage process** that consumers follow when making a purchase:

1. **Need Recognition** – Realizing a problem/need (e.g., phone not working)
2. **Information Search** – Looking for options (online, friends, ads)
3. **Evaluation of Alternatives** – Comparing products/brands
4. **Purchase Decision** – Selecting and buying the best option
5. **Post-Purchase Behavior** – Feeling satisfied or regretful after purchase

🧠 **Tip to Remember:** **N-I-E-P-P** (Need, Info, Eval, Purchase, Post)

### **✅ 2. Explain Consumer Buying Behavior. What is Consumer Product?**

#### **📌 Consumer Buying Behavior:**

It refers to the **decision-making process and actions** of individuals when buying products for personal use.

**Types:**

* **Complex Buying** – Expensive, risky (e.g., car)
* **Dissonance-Reducing** – Few differences (e.g., insurance)
* **Habitual Buying** – Routine (e.g., toothpaste)
* **Variety-Seeking** – For fun/change (e.g., chips)

#### **📌 Consumer Product:**

Products bought by individuals for **personal use**.

**Types:**

* **Convenience Products** – Easy to buy (snacks)
* **Shopping Products** – Compared before buying (clothes)
* **Specialty Products** – Unique (luxury car)
* **Unsought Products** – Not usually thought of (insurance)

### **✅ 3. Explain Business Market and Business Buyer Behavior**

#### **📌 Business Market:**

Markets where **companies buy goods/services** to:

* Resell,
* Use in production,
* Operate business (e.g., software, machinery)

#### **📌 Business Buyer Behavior:**

It involves more **formal, logical, and detailed buying decisions**.

**Features:**

* Fewer but larger buyers
* Complex decisions
* Long-term relationships
* Multiple decision-makers
* Formal buying process

🧠 **Tip:** Business buyers = “Bulk, Brain, and Bureaucracy”

### **✅ 4. Explain Customer Value, Costs, and Satisfaction**

#### **📌 Customer Value:**

The **difference between benefits and cost** of a product.

**Value = Benefits – Cost**

#### **📌 Customer Cost:**

Includes **money, time, effort, and emotional cost** spent by the buyer.

#### **📌 Customer Satisfaction:**

A customer’s **emotional response** after buying.

* If **expectations < performance**, they are satisfied.
* If **expectations > performance**, they are dissatisfied.

🧠 **Tip:** Value, cost, and satisfaction go hand-in-hand.

### **✅ 5. Explain Cost of Lost Customer and Customer Retention**

#### **📌 Cost of Lost Customer:**

Losing a customer can result in:

* Loss of future sales
* Bad word-of-mouth
* Higher cost to acquire new customers

**It’s 5–7x costlier to acquire a new customer than to retain one.**

#### **📌 Customer Retention:**

Means **keeping existing customers happy and loyal**.

**Strategies:**

* Loyalty programs
* Personalized service
* Quick support
* After-sales care

🧠 **Tip:** Loyal customers = Long-term profit

### **✅ 6. Elaborate Customer Relationship Management (CRM)**

#### **📌 Definition:**

CRM is a **strategy and technology** used by businesses to **manage customer interactions** and build strong relationships.

#### **🎯 Goals of CRM:**

* Improve customer retention
* Increase customer lifetime value
* Deliver personalized service
* Automate and organize communication

#### **🧩 CRM Components:**

* **Operational CRM** – Manages sales, marketing, service
* **Analytical CRM** – Analyzes customer data
* **Collaborative CRM** – Shares data across departments

🧠 **Tip:** CRM = “Customer Respect Mechanism”

### **✅ 7. Explain Government Marketing and Service Marketing**

#### **🏛️ Government Marketing:**

Marketing of **government programs, schemes, or services** to the public.

**Examples:**

* Digital India
* Swachh Bharat Abhiyan
* COVID vaccination awareness

**Goals:**

* Spread awareness
* Gain public trust
* Promote adoption of policies

#### **💼 Service Marketing:**

Marketing of **intangible services** instead of physical products.

**Features:**

* **Intangibility** – Cannot be touched
* **Inseparability** – Produced & consumed together
* **Variability** – Quality may vary
* **Perishability** – Cannot be stored

**Examples:**

* Banking, healthcare, education, software-as-a-service (SaaS)

🧠 **Tip to Remember Services:** IIVP – Intangible, Inseparable, Variable, Perishable

## 

## Chapter 9 : Market Analysis

### **✅ 1. What is Market Size? (Short Note)**

#### **📌 Definition:**

**Market Size** refers to the **total potential sales or revenue** a company can expect in a particular market.

* It answers: **How big is the opportunity?**
* Measured in:  
  + Number of potential buyers
  + Volume of products sold
  + Total revenue (₹ or $)

#### **✳️ Types:**

* **TAM** – Total Addressable Market
* **SAM** – Serviceable Available Market
* **SOM** – Serviceable Obtainable Market

🧠 **Tip to Remember:** *TAM > SAM > SOM*

### **✅ 2. Explain Market Growth and Market Profitability**

#### **📌 Market Growth:**

* **Definition:** Rate at which a market’s size (in value or volume) increases over time.
* Indicates **future potential**.
* Measured in % annually.
* High growth = more opportunities, but more competition too.

🧠 **Formula:** Market Growth Rate = (Current Year Market Size – Last Year Market Size) / Last Year Market Size × 100

#### **📌 Market Profitability:**

* Describes how **profitable** a market is for businesses.
* Affected by:  
  + Level of competition
  + Customer loyalty
  + Entry barriers
  + Supplier/buyer power

🧠 **Tool:** Use **Porter’s Five Forces** to analyze profitability.

### **✅ 3. What is Market Cost Structure?**

#### **📌 Definition:**

It shows the **breakdown of costs** involved in operating in a market or industry.

#### **✳️ Includes:**

* **Fixed Costs** – Rent, salaries, equipment
* **Variable Costs** – Raw materials, shipping, marketing
* **Semi-variable Costs** – Utility bills, overtime

#### **📘 Why It’s Important:**

* Helps in pricing strategy
* Identifies areas for cost-cutting
* Improves profit margin

🧠 **Tip:** Know where your money goes = Better decisions.

### **✅ 4. Explain Identification of Key Success Factors (KSFs)**

#### **📌 Definition:**

**Key Success Factors** are the **essential elements** that must be done well for a company to compete successfully in a market.

#### **✳️ Examples of KSFs:**

* Strong brand reputation
* Excellent customer service
* Cost efficiency
* Innovation & technology
* Market reach (distribution)

#### **📘 How to Identify:**

* Analyze **customer needs**
* Study **top competitors**
* Use **SWOT or Porter’s Five Forces**

🧠 **Tip to Remember:** KSF = *"Keep Success Focused"*