




	<b>PROCEDURE OF THE TEACHING COORDINATION</b>		
	1st EDITION	CODE: PCD_D002	

**COURSE SYLLABUS**  
**ACADEMIC YEAR 2021-2022**

IDENTIFICATION AND CHARACTERISTICS OF THE COURSE			
Code	500034	Credits ECTS	6
Denomination (in Spanish)	DIRECCIÓN COMERCIAL II		
Denomination (in English)	MARKETING MANAGEMENT II		
Degree	A.D.E.		
Center	Faculty of Economics and Business Sciences		
Semester	7	Character	Optional
Module	OPTIONAL		
Topic	BUSINESS MANAGEMENT		
INSTRUCTOR			
Surname, Name	Office	email	website
GALAN – LADERO, M. MERCEDES	49	mgalan@unex.es	http://ecouex.es
Knowledge Area	BUSINESS ORGANIZATION		
Department	BUSINESS MANAGEMENT AND SOCIOLOGY		
Coordinator	GALAN – LADERO, M. MERCEDES		
SKILLS			
CB2, CB3, CB4, CB5 CG1, CG2, CG3, CG4, CG5 CT1, CT3, CT4, CT5, CT6, CT7, CT8, CT9, CT10, CT11, CT12, CT13, CT14, CT15, CT16, CT17, CT18, CT19, CT20, CT21, CT22, CT23, CDE1, CDE2, CDE7, CDE8.			
TOPICS & CONTENT			
Overview			
<p>This course examines Marketing Management, deepening basic concepts explained in Marketing Management I. It is based on the strategic planning of the organization, focusing on marketing planning and, specifically, on the marketing plan.</p> <p>Then the processes of strategic marketing management (marketing analysis) and strategic marketing decisions (about product, price, distribution, and promotion) are analyzed, in order to integrate them in marketing planning.</p> <p>Finally, other marketing applications are studied, highlighting current trends (FMCG marketing, green marketing, industrial marketing, services marketing, nonprofit marketing, and international marketing).</p>			

	<b>PROCEDURE OF THE TEACHING COORDINATION</b>		
	1st EDITION	CODE: PCD_D002	

Course Content
<p><b>Chapter 1: MARKETING PLAN</b></p> <p><b>Theoretical content (chapter 1):</b>  1.1. Introduction. Strategic Planning.  1.2. Marketing Planning.  1.3. Marketing Plan.</p> <p><b>Methodology:</b>  Explanation with PowerPoint presentation supported by literature and audiovisual material.</p> <p><b>Applied Content (chapter 1):</b>  Case studies.</p> <p><b>Methodology:</b>  Readings and class discussion.</p>
<p><b>Chapter 2: THE PROCESS OF STRATEGIC MARKETING MANAGEMENT – MARKETING ANALYSIS.</b></p> <p><b>Theoretical Content (chapter 2):</b>  2.1. Introduction.  2.2. Environment Analysis.  2.3. Demand Measurement.  2.4. Market Analysis.  2.5. Market Segmentation.  2.6. Competition Analysis.  2.7. Consumer Behavior Analysis.</p> <p><b>Methodology:</b>  Explanation with PowerPoint presentation supported by literature and audiovisual material.</p> <p><b>Applied Content (chapter 2):</b>  Case studies.</p> <p><b>Methodology:</b>  Readings and class discussion.</p>
<p><b>Chapter 3: STRATEGIC DECISIONS IN MARKETING</b></p> <p><b>Theoretical Content (chapter 3):</b>  3.1. Product Strategies.  3.2. Pricing Strategies.  3.3. Distribution Strategies.  3.4. Promotion Strategies.</p> <p><b>Methodology:</b></p>

	<b>PROCEDURE OF THE TEACHING COORDINATION</b>		
	1st EDITION	CODE: PCD_D002	

Explanation with PowerPoint presentation supported by literature and audiovisual material.

**Applied Content**

Case studies.

**Methodology:**

Readings and class discussion.

**Chapter 4: MARKETING APPLICATIONS. CURRENT TRENDS.**

**Theoretical Content (chapter 4):**

- 4.1. FMCG Marketing.
- 4.2. Green Marketing.
- 4.3. Industrial Marketing.
- 4.4. Services Marketing.
- 4.5. Nonprofit Marketing.
- 4.6. International Marketing.

**Methodology:**

Explanation with PowerPoint presentation supported by literature and audiovisual material.

**Applied Content (chapter 4):**

Case Studies.

**Methodology:**

Readings and class discussion.



**FORMATIVE ACTIVITIES**

Student work hours by chapter		Presential		Monitoring Activity	No presential
Chapter	Total	L	S	ST	PS
1 Theory	7.5	3			4.5
1. Practice	5	2			3
2. Theory	27.5	11			16.5
2. Practice	15	6			9
3. Theory	27.5	11			16.5
3. Practice	15	6			9
4. Theory	27.5	11			16.5
4. Practice	15	6			9
Joint Evaluation	10	4			6
TOTAL	150	60	0	0	90

L: Lecture (40 to 80 students on average according to degree)

S: Seminar (20 to 40 students on average according to degree: L unfold)

ST: Scheduled Tutorials (5 to 8 students on average according to degree)

	<b>PROCEDURE OF THE TEACHING COORDINATION</b>		
	1st EDITION	CODE: PCD_D002	

PS: Student's personal study, individual or in-group work, references reading, ...

#### TEACHING METHODOLOGY

1.- Expository method, consisting in the presentation of the course contents by the instructor. It also includes examples of problem solving by the instructor.

2.- Situation of learning / evaluation in which the students perform some test to reinforce their learning and as an assessment tool.

#### LEARNING RESULTS

Students will acquire a specialization that will allow them to build their future career in an autonomous way.

#### EVALUATION SYSTEMS

##### Evaluation system for classroom students

The evaluation of this optional course will be made by:

- A written examination (one exam, at the end of the semester): 50% of the final grade.**  
 It will consist of a questionnaire of short questions and / or multiple choice on the topic explained. This exam must be passed for its score to be incorporated to the final grade (to take and to pass the written exam is essential, but not enough, to pass the course). This exam cannot be re-taken in the ordinary call (but it can be re-taken in the extraordinary call in June or July).



*\* Unanswered multiple-choice questions (left blank) will not be taken into account (that is, they will not add nor subtract). The incorrectly answered multiple-choice questions will score negatively (they may subtract up to 50% of the value assigned to the question).*

*Short questions will only score if they are complete and have been answered and justified correctly. Short questions left blank or incorrectly answered will not score (that is, they will not add or subtract).*

*The score of the exam questions (both multiple-choice questions and short questions) will vary depending on their difficulty. This score will be announced to the students at the time of the exam.*

- The completion and presentation of an assignment (marketing plan or similar), within the deadlines, represents 30% of the final grade.**  
 This work can be done in groups (up to 4 people). The dates of the written and oral presentations will be previously communicated in class and decided depending on the number of groups.

The assessment for this task will take place throughout the semester, and it will be maintained in all calls of this academic year. It cannot be re-submitted.

	<b>PROCEDURE OF THE TEACHING COORDINATION</b>		
	1st EDITION	CODE: PCD_D002	

- **Class attendance and active participation** will be mandatory in this option\*\* and account for 20% of the final grade. This score will not be able to be modified subsequently.

\*\* The minimum percentage of class attendance for this option (continuous evaluation system) will be 80% of the total number of official classes established for the subject in the term.

Every day of class there will be an attendance control (by means of signature control or similar, directed by the instructor).

Punctuality will be required (except in duly justified cases and with the teacher's approval).

#### **Assessment system for students not attending in person (only 1 final and global written examination, in the official January call)**

Those students who wish to use this system must notify this to the instructor during the first quarter of the semester (article 4, sections 3 & 5, of the Assessment Rules).

Students will take a final global test (it will consist of a questionnaire of short questions, multiple choice, and/or development test on the topic explained), which will evaluate the theoretical - practical knowledge and acquired skills, as well as the understanding of the topics presented in class and complementary material. Passing this global final test also supposes to pass the course.

*\* Unanswered multiple-choice questions (left blank) will not be taken into account (that is, they will not add nor subtract). The incorrectly answered multiple-choice questions will score negatively (they may subtract up to 50% of the value assigned to the question).*

*Short questions will only score if they are complete and have been answered and justified correctly. Short questions left blank or incorrectly answered will not score (that is, they will not add or subtract).*

*The score of the exam questions (both multiple-choice questions and short questions) will vary depending on their difficulty. This score will be announced to the students at the time of the exam.*

#### **For all students (regardless of the form of evaluation system chosen):**



It is essential to take the test: ID card, and a blue pen.

#### **Observations:**

Tests, assignments, and exercises of the course must be written in English. Formal language is expected.

The presentation of the papers should be always impeccable (clean, with margins and paragraphs, with a legible font, ...). Works and exercises must be digitized (unless the instructor expressly authorizes another way).

It is not allowed to use any electronic devices in class and in exams, unless the instructor expressly

	<b>PROCEDURE OF THE TEACHING COORDINATION</b>		
	1st EDITION	CODE: PCD_D002	

authorized them.

### Cheating

To cheat is defined (WordReference.com, 2016) as:

- (1) to lie (to) or behave dishonestly (with).
- (2) to violate rules or agreements.
- (3) to take an examination in a dishonest way, such as by having improper means of getting answers.

Thus, in this course, it will be considered as cheating, for example (not exhaustive):

- Submitting another person's work as your own work.
- Using (or attempts to use) any external source or unauthorized aids to answer exam questions.

Any student caught cheating on an assignment, exam, or marketing plan project, will receive a permanent 0 (zero) for final course grade.

See Academic Honesty Policy section, for more details.

### TEXTBOOKS (BASIC AND COMPLEMENTARY BIBLIOGRAPHY)

#### Basic bibliography (recommended textbooks):

##### In English:

- KOTLER, PHILIP; KELLER, KEVIN LANE (2012): *Marketing Management*. 2nd Edition. USA: Pearson.



##### In Spanish:

- CHAMORRO MERA, ANTONIO (coord.) (2005): *Aplicaciones de Marketing*. Badajoz: Edit. Abecedario.
- KOTLER, PHILIP; KELLER, KEVIN LANE (2012): *Dirección de Marketing*. 14ª edición. México: Pearson.
- KOTLER, PHILIP; KELLER, KEVIN LANE (2016): *Dirección de Marketing*. 15ª edición. México: Pearson.
- SANTESMASES MESTRE, MIGUEL (2012). *Marketing, Conceptos y Estrategias*. 6ª edición. Madrid: Pirámide.
- SAINZ DE VICUÑA ANCÍN, JOSÉ Mª (2020): *El plan de marketing en la práctica*. 23ª edición. Madrid: Esic.

#### Complementary bibliography:

##### In English:



- BAKER, MICHAEL J. (2006): *Marketing. An Introductory Text*. 7th edition. Westburn Publishers Ltd. UK.
- DIBB, SALLY; SIMKIN, LYNDON; PRIDE, WILLIAM M.; FERRELL, O.C. (2006): *Marketing. Concepts and Strategies*. 5th European Edition. Houghton Mifflin. USA.
- DOYLE, PETER; STERN, PHILLIP (2006): *Marketing Management and Strategy*. Prentice Hall. 4th edition. UK.
- HOFACKER, C.F. (2001): *Internet Marketing*. 3rd edition. Wiley.

	<b>PROCEDURE OF THE TEACHING COORDINATION</b>		
	1st EDITION	CODE: PCD_D002	

- KOTABE, MASA AKI, HELSEN, KRISTIAAN (2001): *Global Marketing Management*. 2nd edition. Wiley. USA.
- KOTLER, PHILIP; LEE, NANCY (2005): *Corporate Social Responsibility*. Wiley. USA.
- LEE, KIEFER; CARTER, STEVE (2005): *Global Marketing Management*. Oxford. USA.
- PALMER, ADRIAN (2004): *Introduction to Marketing. Theory and Practice*. Oxford. USA.
- SANTESMASES MESTRE, MIGUEL; MERINO SANZ, M. JESÚS; SÁNCHEZ HERRERA, JOAQUÍN; PINTADO BLANCO, TERESA (2011): *Fundamentals of Marketing*. Pirámide. Madrid.
- WEST, COUGLAS; FORD, JOHN; IBRAHIM, ESSAM (2006): *Strategic Marketing*. Oxford. USA.
- WINNER, RUSSELL S. (2007): *Marketing Management*. 3rd edition. Pearson – Prentice Hall. USA.

#### In Spanish:



- AGUIRRE GARCÍA, M<sup>a</sup> SOLEDAD (coord.) (2000): *Marketing en Sectores Específicos*. Pirámide, Madrid.
- ALONSO RIVAS, JAVIER (2001): *Comportamiento del consumidor*. 4<sup>a</sup> edición. Esic. Madrid.
- ALONSO RIVAS, JAVIER; GRANDE ESTEBAN, ILDEFONSO (2004): *Comportamiento del Consumidor*. 5<sup>a</sup> edición (revisada y actualizada). Esic. Madrid.
- BARRANCO SÁIZ, FRANCISCO JAVIER (2005): *Marketing Social Corporativo. La acción social de la empresa*. Pirámide – Esic. Madrid.
- BUENO, E. (2005): *Curso Básico de Economía de la Empresa*. 4<sup>a</sup> edición. Pirámide. Madrid.
- CHAMORRO MERA, ANTONIO; RUBIO LACOPA, SERGIO (2012): *Empresas y Empresarios Extremeños: Experiencias de Éxito*. Fundación de Caja Extremadura. Cáceres.
- DUBOIS, B. Y ROVIRA, A. (1998): *Comportamiento del consumidor*. 2<sup>a</sup> edición. Prentice-Hall. Madrid.
- ESTEBAN TALAYA, ÁGUEDA (2006): *Principios de Marketing*. 2<sup>a</sup> edición. ESIC. Madrid.
- FERRELL, O.C.; HARTLINE, MICHAEL D. (2006): *Estrategia de Marketing*. 3<sup>a</sup> edición. Thomson. México.
- FERRELL, O.C.; HARTLINE, MICHAEL D.; LUCAS, GEORGE H. (2002): *Estrategia de Marketing*. 2<sup>a</sup> edición. Thomson. México.
- FRAJ, ELENA; MARTÍNEZ SALINAS, EVA (2002): *Comportamiento del Consumidor Ecológico*. Esic. Madrid.
- GARMENDIA AGIRRE, FERMÍN; SERNA PELÁEZ, JOHN R. (2007): *El nuevo sistema de información de marketing*. ESIC. Madrid.
- GONZÁLEZ VÁZQUEZ, ENCARNACIÓN; ALÉN GONZÁLEZ, ELISA (2005): *Casos de Dirección de Marketing*. Pearson Prentice-Hall. Madrid.
- GRANDE ESTEBAN, ILDEFONSO (2005): *Marketing de los Servicios*. 4<sup>a</sup> edición. ESIC. Madrid.
- GUARDIA MASSÓ, RAMÓN (1998): *El beneficio de compartir valores*. Ed. Deusto, S.A.
- GUTIÉRREZ RODRÍGUEZ, PABLO; CUESTA VALIÑO, PEDRO (2006): *Dirección Estratégica de Marketing. Casos prácticos*. Printed 2000. León.
- HAWKINS, DEL I.; BEST, ROGER J.; CONEY, KENNETH A. (2004): *Comportamiento del Consumidor*. 9<sup>a</sup> edición. McGraw-Hill. México.
- KOTLER, PHILIP (2000): *Introducción al Marketing*. 2<sup>a</sup> edición europea. Prentice-Hall. Madrid.
- KOTLER, PHILIP (2003): *Los 80 conceptos esenciales de marketing de la A a la Z*. Pearson – Prentice Hall. Madrid.
- KOTLER, P.; ARMSTRONG, G.; CÁMARA, D.; CRUZ, I. (2004): *Marketing*. 10<sup>a</sup> edición. Pearson Prentice-Hall.
- KOTLER, PHILIP; CÁMARA, DIONISIO; GRANDE, ILDEFONSO; CRUZ, IGNACIO (2000): *Dirección de Marketing. Edición del Milenio*. 12<sup>a</sup> edición. Pearson Prentice-Hall. Madrid.
- LAMB, CHARLES W. Jr.; HAIR, JOSEPH F., Jr.; McDANIEL, CARL (2002): *Marketing*. 6<sup>a</sup> edición. Thomson. México.

	<b>PROCEDURE OF THE TEACHING COORDINATION</b>		
	1st EDITION	CODE: PCD_D002	

- LAMB, CHARLES W. Jr.; HAIR, JOSEPH F., Jr.; McDANIEL, CARL (2006): *Fundamentos de Marketing*. 4ª edición. Thomson. México.
- LAMBIN, J.J. (2003): *Marketing Estratégico*. Esic. Madrid.
- MAYNAR MARIÑO, PILAR (2007): *La Economía de la Empresa en el Espacio de Educación Superior*. McGraw-Hill. Madrid.
- MONTERO SIMÓ, Mª JOSÉ; ARAQUE PADILLA, RAFAEL ÁNGEL; GUTIÉRREZ VILLAR, BELÉN (2006): *Fundamentos de Marketing. Ejercicios y Soluciones*. McGraw-Hill. Madrid.
- MUNUERA ALEMÁN, JOSÉ LUIS; RODRÍGUEZ ESCUDERO, ANA ISABEL (1998): *Marketing Estratégico. Teoría y casos*. Pirámide.
- MUNUERA ALEMÁN, JOSÉ LUIS; RODRÍGUEZ ESCUDERO, ANA ISABEL (2006): *Estrategias de Marketing. De la teoría a la práctica*. Esic.
- PENELAS LEGUÍA, AZUCENA; GALERA CASQUET, CLEMENTINA; GALÁN LADERO, M. MERCEDES; VALERO AMARO, VÍCTOR (2012): *Marketing Solidario. El marketing en las organizaciones no lucrativas*. Pirámide, Madrid.
- PINTADO BLANCO, TERESA (2004): *Marketing para adolescentes*. Pirámide – Esic. Madrid.
- RANDALL, G. (2003): *Principios de Marketing*. 2ª edición. Thomson.
- RUFÍN MORENO, RAMÓN (1998): *Marketing (Conceptos, Instrumentos y Estrategias)*. UNED.
- RUIZ DE MAYA, SALVADOR; ALONSO RIVAS, JAVIER (2001): *Experiencias y casos de comportamiento del consumidor*. Esic. Madrid.
- SÁNCHEZ GILO, Raúl (2018): *Vender más y mejor. Técnicas de ventas eternas más allá de internet*. 2ª edición. Cáceres.
- SERRANO, F. (1997): *Temas de Introducción al Marketing*. 2ª edición. ESIC. Madrid.
- SOLÉ MORO, Mª LUISA (2003): *Los consumidores del siglo XXI*. 2ª edición. Esic. Madrid.
- STANTON, W.J.; ETZEL, M.J.; WALKER, B.J. (2004): *Fundamentos de Marketing*. 13ª edición. McGraw-Hill. México.
- THE BRAND COUNCIL (2002): *Topbrands. Libro de las grandes marcas en España. Vol. I*. The Brand Council. Madrid.
- VERNIS, ALFRED (coord.) (1998): *La gestión de las organizaciones no lucrativas*. Ed. Deusto, S.A.
- ZIKMUND, WILLIAM G.; D'AMICO, MICHAEL (2002): *Marketing*. Vol. I y II. 7ª edición. Thomson. México.

**Other course materials**  
**(other resources and complementary teaching materials)**



	<b>PROCEDURE OF THE TEACHING COORDINATION</b>		
	1st EDITION	CODE: PCD_D002	

Links:

- American Marketing Association (AMA): <http://www.ama.org>
- Asociación Española de Marketing Académico y Profesional (AEMARK): <http://www.aemark.es>
- Bases de datos - Ciencias Sociales. Acceso desde UEx: <http://biblioteca.unex.es>
- Eurostat: <http://ec.europa.eu>
- Instituto de Estadística de Extremadura: <http://estadistica.gobex.es>
- Instituto Nacional de Estadística: <http://www.ine.es>
- Nielsen: <http://www.nielsen.com>