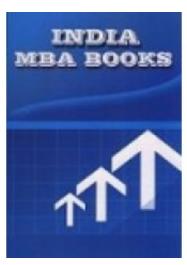
# **CONSUMER BEHAVIOR**



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**UNIT-II**: Consumer Motivation-motivation as a psychological force, the dynamics of motivation, types and systems of needs, the measurement of motives, ethics and consumer motivation, Personality and consumer behavior-Personality meaning , theories of personality , personality and understanding consumer diversity, Brand personality , Self and self Image.

UNIT-III: Consumer perception-Elements of Perception, Dynamics of perception,

consumer imagery, Perceived risk.

**UNIT-IV**: Consumer Learning –The elements of learning, Behavioral Learning theories ,Cognitive learning theories, Measures of consumer learning, Consumer attitude formation and change-meaning of attitude structural models of attitude.

**UNIT-V:** Communication and consumer behavior-components of communication, the communication process, designing persuasive communications, Consumer decision making and beyond-Decision meaning, Levels of consumer decision making, a model of consumer decision making ,beyind the decision making —Consuming and processing

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