# Consumer Behaviour — MARK 305

# Final Exam (20%) — Chapters 9-10-11-15

#### Chapter 9: Individual Decision Making (p.242-276)

#### GLOSSARY

Consumer Hyperchoice: an overabundance of choices for the consumer.

Stational Perspective: a view of the consumer as a careful, analytical decision maker who tries to maximize utility in purchase decisions

Purchase Momentum: an increase in the likelihood of buying after initial purchases are made

Sebavioural Influence Perspective: an increase in the likelihood of buying after initial purchases are made

Experiential Perspective: an approach stressing the gestalt, or totality, of the product or service experience, focusing on consumers' affective responses in the marketplace

Habitual Decision Making: the consumption choices that are made out of habit, without additional information search or deliberation among products

Extended Problem Solving: an elaborate decision-making process, often initiated by a motive that is fairly central to the self-concept and accompanied by perceived risk; the consumer tries to collect as much information as possible and carefully weighs product alternatives

Limited Problem Solving: a problem-solving process in which consumers are not motivated to search for information or to evaluate each alternative rigorously; they instead use simple decision rules to arrive at a purchase decision

Problem Recognition: stage in decision making in which the consumer realizes that there is some difference between his or her actual state of affairs and some desired state.

Information Search: the process whereby a consumer searches for appropriate information to make a reasonable decision.

Search Engine: a program that searches for and identifies items in a database that correspond to keywords or characters specified by the user; used especially for finding particular sites or sources of information on the Web.

Search Engine Optimization: the procedures companies use to design the content of websites and posts to maximize the likelihood that their content will show up when someone searches for a relevant term

Maximizing: a decision strategy that seeks to deliver the best possible result

# **Practice Exam For Chapter 9 Consumer Behavior**

**H Kauffman** 

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