



Hong Kong University of Science and Technology

MARK1220 (L1 & L2) Marketing and Society
Spring, 2019-20

All students must read this document carefully. Always consult it before asking questions about the course.

A. GENERAL INFORMATION

Instructor:	Prof. Coral PUIG	
	Office: LSK4056	Email: coralpuig@ust.hk
	Office Hours: by appointment	
Teaching Assistant:	Kitty HUNG	Email: kittyhung@ust.hk
Course webpage:	https://canvas.ust.hk/ Log into the course website with your ITSC account	
Lecture Venue	LSK-1003	Lecture Time: L1: Tue & Thurs 12pm – 1:20pm L2: Tue & Thurs 1:30pm – 2:50pm

B. COURSE DESCRIPTION & LEARNING OBJECTIVES

COURSE DESCRIPTION

Consumers are demanding that companies take more responsibilities for their actions. A success of a company is no longer just based on profits. Consumers and shareholders are questioning the companies' values, its impact on society and how it chooses to care for the world around us.

This course will challenge the dynamics of marketing and the role it now plays within a social, sustainable and/or ethical context. As a marketing manager, we will explore and analyze current social issues affecting marketing decisions within the context of business strategy. We will review the new approaches to business marketing success – and look at businesses that appear to be doing it right for themselves, and right for the community – companies that are socially accountable yet still turn a profit.

LEARNING OBJECTIVES

This course aims to help students understand the dynamics of marketing decision-making and the impact these decisions have on society's well-being or "bad-being". On successful completion of this subject, students should be able to:

- Appreciate the variety of social, political and economic forces affecting marketing organizations at the global and local level.
- Identify and analyze current public issues in the interplay between marketing and society, such as advertising to children, junk food, materialism and climate change.
- Critically evaluate the debates around the ethical and social responsibilities of marketers;

- identify the different ethical frameworks for engaging in those debates; and understand how marketers can respond to calls for ethical and social responsibility.
- Apply the above learning to real world cases and situations.

The following list provides a summary of the Intended Learning Outcomes for this course:

1. Knowledge and understanding of

- a) the distinctions between social and societal marketing,
- b) the different applications of marketing theories and concepts, including Social Businesses, B companies, Nonprofit, Health, Social and Green Marketing amongst others,
- c) the positive contributions and negative consequences of marketing on society,
- d) the issues and debates surrounding marketing and business ethics
- e) our role as individuals and the positive impact we can have on corporations and the world at large

2. Intellectual skills

Students will develop analytical skills such as:

- a) the ability to apply basic marketing theories and concepts to a variety of nonprofit marketing concepts,
- b) the ability to discuss and evaluate the roles and responsibilities of marketing in society,
- c) the ability to critically appraise the relevant issues in social and responsible marketing in both academic and practitioner literature,

3. Professional/subject specific/practical skills

Students will gain:

- a) the ability to apply basic theoretical and analytical frameworks to real world marketing problems and cases and reflect on their own behavior and experiences as consumers,
- b) sensitivity to the problems and challenges in both commercial and social marketing,
- c) the ability to shape business objectives with a societal approach.

4. Transferable skills

By the end of the course students are expected to:

- a) to better communicate and exchange ideas and questions in both large and small group settings,
- b) reflect society values with respect to ethical practice from both professional and consumer perspectives

C. MATERIALS

1. Lecture notes will be available on the course’s Canvas website before or after the lecture as well as the reading material for every week.
2. Videos will be shown in class and their content may appear on quiz.

D. COURSEWORK & ASSESSMENT

This course is primarily delivered through interactive lecture-discussion sessions. Students are expected to read assigned readings prior to class and raise questions to the group.

Case analyses and debates are conducted to provide illustrations and applications of topics discussed in class, and to provide an opportunity to develop and improve the students' analytical and presentation skills.

Coursework	Weighting (%)
Class Participation ^{1,2,3}	30
- Online class participation 2.5% ⁴	
- 5 Topic essays 17.5% ⁵	

- Peta, Coca-Cola CSR and McDonalds CSR cases analysis 10%	
Research Credit	2
Group Project & Presentation	20
Peer Evaluation	13
Quiz	35

1. Students are expected to attend every class and be on time. Attendance will contribute to your participation grade. Learning in this class depends heavily in your willingness to expose your insights and points of view to the rest of the group. You are expected to read assigned materials, watch the videos, make questions and contribute to class discussions. I may call on students to volunteer their point of view or do role playing to encourage debates. Never be afraid to express your opinions. Remember there are often no right or wrong answers. I know good answers and ideas in marketing and business management are usually discovered via collaboration and teamwork.
2. Participation in discussions & etiquette (e.g. be punctual, no talking, no phones). Since our classes will be conducted through Zoom this semester, please **identify yourself** before your class contribution.
3. Activities related to lectures/videos. Attend your assigned section to receive credit!
4. Online class participation refers to your class contribution during our Zoom classes.
5. You'll need to submit 5 essays with different lecture topics, which can include content discussed in class. 3-point system will be applied: 1pt-just submit with nothing stand out; 2pt-good; 3pt-well done. **You need to submit the essay right after the relevant topic.** And you cannot submit the 5 essays all at once.

Team Activities Overview

The purpose of team activities is to expose you to business endeavors and problems in a realistic business context, i.e., in a team. Teams are expected to:

1. Work together on the Group Project and in-class activities.
2. Manage activities and resolve conflict internally. You can stave off conflict by defining individual responsibilities early on. Please contact me if major problems arise.

Team Formation Arrangement (tentative): You'll be **pre-assigned** to a group of 4/5 (depending on the final enrolment number). **Group lists will be announced in Canvas when the add/drop period is over (after Mar 10).**

Peer Assessment: Peer assessment provides me with a glimpse into what happened behind the scenes, be it exceptionally good individual contributions or free-loading problems, and may be used to adjust individual scores. Each team member will (anonymously) evaluate each of his/her teammates once in this semester.

Peer evaluations will be completed online. You will be informed when the peer evaluation system becomes available and you will have around 1 week to complete your evaluations. Failure to complete peer evaluations within 1 week will result in a deduction from your individual score on that assignment.

Coursework Components

1. QUIZ

There is 1 quiz in this course ("closed book" & multiple choice). It will cover material from lectures (including videos). Bring your student ID to the quiz; no exceptions. Also bring HB pencils, an eraser, and a pen (blue or black ink only). You will record your answers on an optical scan sheet. Refer to the course schedule for quiz date, time and location. A seating plan may or may not be posted for the quiz.

Under no circumstances will a make-up quiz or assignment be administered because it is impossible for me to construct a quiz or assignment that is equal in difficulty to the original. If you miss the quiz, approval is granted only

for documented illness or certain school-related academic or sporting events. Most absences require approval in advance.

2. GROUP PROJECT & PRESENTATION

Group project arrangements will be announced in class when add/drop period is over (after Mar 10).

3. MARKETING EXPERIMENT (Research Credit)

Students enrolled in this class are expected to earn 2 research credits (worth 2% of the grade). This can be done through participation in 2 *marketing experiments* (of 1 hour each).

Marketing *experiments* will be scheduled throughout the semester and students can sign up for these experiments. All experiments will be conducted online. Please refer to the student manual in Canvas for how to sign up and participate. (It is your responsibility to familiarize yourself with the procedures, and you are notified of experiments when they are posted). If you sign up and then fail to show up (and this occurs several times), you might be blocked from further participation.

Questions about this component of the grade should be sent to markexpt@ust.hk.

Course Grades

Unless you suspect a calculation error, do not attempt to negotiate a better grade. Any request for grade recalculation must be made in writing and submitted within one week of the grade being posted.

E. ACADEMIC INTEGRITY

Academic integrity is a critical value of the university community. Integrity violations destroy the fabric of a learning community and the spirit of inquiry that is vital to the effectiveness the University. **Cheating** entails offering or receiving assistance from other people or sources. To avoid cheating, quizzes must be completed without the assistance of notes or other people, and team assignments must be completed entirely and solely by the members of the team. **Plagiarism** is copying anything from another source without citing that source. To avoid plagiarism, you are required to provide appropriate citations when you use ideas and arguments or otherwise draw on others' work. If you present the materials or ideas of an existing company as your own, without acknowledging the source, I will consider this plagiarism. For example, it is plagiarism to present a pre-existing product/service as your own new idea in your marketing plan. Pre-existing products/services should be treated as competitors in the marketplace.

If you cheat or plagiarize, you may fail either a quiz/assignment or the course. We have **zero tolerance** for cheating or plagiarism and there are no acceptable excuses for these offenses. To learn more, all students should visit the website <http://tl.ust.hk/integrity>. If you are uncertain what it means to cheat or plagiarize, please ask.

The value of in-class activities (discussions, interactive learning exercises, etc.) is diminished by prior knowledge of them. You are explicitly requested to avoid discussing class activities with students in other sections of this course. While such discussions do not constitute cheating, they are explicitly discouraged.

F. MISCELLANEOUS NOTES

1. Attend the lecture section in which you are officially enrolled. Otherwise, you will not receive credit for in-class team activities.
2. Check your HKUST email and the course webpage regularly for important announcements and updates.
3. The lecture topics, schedule, assignments, and grading schemes are subject to change. Please be sure to have the most up-to-date documents.

MARK1220 Class Schedule (Tentative)

Day	Date	Topic	Assignment Due / Pre-reading
Thurs	Feb 20	Course Intro	<ul style="list-style-type: none"> “Why Great Innovation Needs Great Marketing”
Tues	Feb 25	Marketing and Fashion I: Movie Time (intro to min 00:14, min 20 to min 00:46, min 00:52, min 55 to hour 1:05, hour 1:11 to hour 1:20, hour 1:26 to hour 1:28)	<ul style="list-style-type: none"> Video: The True Cost (the trailer) “Is fashion bad for the environment - World Economic Forum”
Thurs	Feb 27	Marketing and Fashion II: Movie Time	<ul style="list-style-type: none"> “5 Surprising findings about how people actually buy clothes and shoes” “Top Chinese model Li Jingwen bares her freckles for Zara and all hell breaks loose”
Tues	Mar 3	Marketing and Fashion III (Video: Neuromarketing: the new science of consumer decisions by Terry Wu) In-class activity : Debate	<ul style="list-style-type: none"> Lectures Marketing and Fashion I and II slides “Sustainable luxury: Illusion or reality?”
Thurs	Mar 5	Marketing and Food I	<ul style="list-style-type: none"> Video: Thirst on National Geographic Channel “How the Victorians started our global obsession with meat”
Tues	Mar 10	Marketing and Food II: Movie Time	<ul style="list-style-type: none"> Video: Cowspiracy documentary
Thurs	Mar 12	Marketing and Food II: Movie Time	<ul style="list-style-type: none">
Tues	Mar 17	Marketing and Food III: lecture wrap-up and Intro to Greenwashing and CSR	<ul style="list-style-type: none"> “3 ways we are making an impact on plastic pollution” Video: WEF video about the impact we can have on plastic
Thurs	Mar 19	From Greenwashing to Cause Marketing Explication about the project course assignment	<ul style="list-style-type: none">
Tues	Mar 24	Marketing and recycling	<ul style="list-style-type: none"> “Teamtrees”
Thurs	Mar 26	Marketing and Climate crisis (Lack of action)	<ul style="list-style-type: none"> Video: Why humans are so bad at climate change
Tues	Mar 31	Marketing and Climate crisis (Solutions)	<ul style="list-style-type: none"> Video: Bali girls TED talk
Thurs	Apr 2	Marketing and Cigarettes and Alcohol	<ul style="list-style-type: none">
Tues	Apr 7	In-class activity (Choose to answer 1 out of 2 Qs)	<ul style="list-style-type: none"> Peta, Coca-Cola CSR and McDonalds CSR cases analysis
Thurs	Apr 9	Guest lecturer Andreas Krasser	
Tues	Apr 14	Marketing and Travel and Leisure	<ul style="list-style-type: none">
Thurs	Apr 16	Marketing and Social Businesses I	<ul style="list-style-type: none"> Video: Simon Sinek Start with Why TED talk
Tues	Apr 21	Marketing and Social Businesses II Project team work time	<ul style="list-style-type: none"> “22 Awesome Social Enterprise Ideas and Examples”
Thurs	Apr 23	Marketing and Education	<ul style="list-style-type: none"> Video: School kills creativity TED talk
Tues	Apr 28	Marketing and political propaganda	<ul style="list-style-type: none"> Video: The danger of the single story TED Talk
Tues	May 5	Course wrap-up	
Thurs	May 7	Project Presentations	
Tues	May 12	Project Presentations	
Thurs	May 14	Project Presentations	
Tues	May 19	Quiz	