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Principles of Marketing (Kotler) Chapter 18 - Marketing in the Digital Age Learning Goals Be able to identify the major forces shaping the new digital age. Understand how companies have responded to the Internet with e-business strategies. Be able to describe the four major e-commerce domains.

Principles of Marketing, helps students understand how to create value, build customer relationships and master key marketing challenges. The 8th Edition has been thoroughly revised to reflect the major trends impacting contemporary marketing. Packed with examples illustrating how companies use new digital technologies to maximize customer engagement and shape brand conversations, experiences, and communities.

The book delves into 'nonprofit marketing that is poised to have a much greater impact on the field of nonprofit management and the growing intersection between that sector and the business world'. This edition further reflects the fact that this impact is now a reality, with a special focus on the nonprofit management and marketing strategies in India and South Asia. Features: • Increasing pressure on government agencies and nonprofit organizations to adopt business models and frameworks to guide their operations • The prominence of the concept of 'social enterprise' as a way of thinking about the ventures that both social and commercial entities are undertaking • Witnessing of major developments pertaining to corporate social responsibility leading to a substantial increase in the number of not-for-profit organizations in several South-Asian countries • Significant increase in dialogue between not for profit organizations, corporate world, government, and regulators Table of Contents: SECTION I: DEVELOPING A TARGET AUDIENCE ORIENTATION 1 Chapter 1: The Growth and Development of Nonprofit Marketing Chapter 2: Developing a Target Audience-Centered Mindset SECTION II: STRATEGIC PLANNING AND ORGANIZATION Chapter 3: Strategic Marketing Planning Chapter 4: Understanding Target Audience Behavior Chapter 5: Acquiring and Using Marketing Information Chapter 6: Segmentation, Targeting, and Positioning Chapter 7: Branding SECTION III: DESIGNING THE MARKETING MIX Chapter 8: Value Propositions: Managing the Organization's Offerings Chapter 9: Developing and Launching New Offerings Chapter 10: Managing Perceived Costs Chapter 11: Facilitating Marketing Behaviors Chapter 12: Formulating Communication Strategies Chapter 13: Managing Communications: Advertising and Personal Persuasion Chapter 14: Managing Public Media and Public Advocacy SECTION IV: DEVELOPING RESOURCES Chapter 15: Generating Funds Chapter 16: Attracting Human Resources: Staff, Volunteers, and Board Members Chapter 17: Working with the Private Sector SECTION V: ORGANIZING AND CONTROLLING MARKETING STRATEGIES Chapter 18: Organizing for Implementation Chapter 19: Marketing Evaluation, Monitoring, and control

A thorough update to a best-selling text emphasizing how marketing solves a wide range of health care problems There has been an unmet need for a health care marketing text that focuses on solving real-world health care problems. The all new second edition of Strategic Marketing for Health Care Organizations meets this need by using an innovative approach supported by the authors' deep academic, health management, and medical experience. Kotler, Stevens, and Shalowitz begin by establishing a foundation of marketing management principles. A stepwise approach is used to guide readers through the application of these marketing concepts to a physician marketing plan. The value of using environmental analysis to detect health care market opportunities and threats then follows. Readers are shown how secondary and primary marketing research is used to analyze environmental forces affecting a wide range of health care market participants. The heart of the book demonstrates how health management problems are solved using marketing tools and the latest available market data and information. Since the health care market is broad, heterogenous, and interconnected, it is important to have a comprehensive perspective. Individual chapters cover marketing for consumers, physicians, hospitals, health tech companies, biopharma companies, and social cause marketing – with strategies in this last chapter very relevant to the Covid-19 pandemic. Each chapter gives readers the opportunity to improve marketing problem-solving skills through discussion questions, case studies, and exercises.

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Businesses can do well by doing good -- Kotler, Hessekiel, and Lee show you how! Marketing guru Philip Kotler, cause marketing authority David Hessekiel, and social marketing expert Nancy Lee have teamed up to create a guide rich with actionable advice on integrating marketing and corporate social initiatives into your broader business goals. Businesspeople who mix cause and commerce are often portrayed as either opportunistic corporate "causewashers" cynically exploiting nonprofits, or visionary social entrepreneurs for whom conducting trade is just a necessary evil in their quest to create a better world. Marketing and corporate social initiatives requires a delicate balancing act between generating financial and social dividends. Good Works is a book for business builders, not a Corporate Social Responsibility treatise. It is for capitalists with the hearts and smarts to generate positive social impacts and bottom-line business results. Good Works is rich with actionable advice on integrating marketing and corporate social initiatives into your broader business goals. Makes the case that purpose-driven marketing has moved from a nice-to-do to a must-do for businesses Explains how to balance social and business goals Author Philip Kotler is one of the world's leading authorities on marketing; David Hessekiel is founder and President of Cause Marketing Forum, the world's leading information source on how to do well by doing good; Nancy Lee is a corporate social marketing expert, and has coauthored books on social marketing with Philip Kotler With Good Works, you'll find that you can generate significant resources for your cause while achieving financial success.

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