



UNIVERSITÀ  
DEGLI STUDI DI MILANO-BICOCCA

## SYLLABUS DEL CORSO

### Analisi di Mercato

2021-3-E4101B021

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#### Learning objectives

The course aims at providing the knowledge needed to conduct market research and analyse data from primary and secondary data sources, providing information supporting management decisions. By the end of the course, students are expected to acquire:

- the knowledge of the data sources that can be used to meet information needs;
- the knowledge of the stages of market research;
- the knowledge of the data collection techniques;
- the ability to apply statistical methods to data;
- the ability to interpret results and provide information supporting management decisions.

#### Contents

The course covers the statistical methods for market analysis, discussing the rationale behind the application of statistical methods to real business cases. The essential steps of a market research are discussed: definition of objectives, choice of sources of primary and secondary data, sampling design, collection of data, elaboration of data. The course also deals with the statistical analyses which are useful for market segmentation, brand positioning and launch of new products. The statistical techniques for sales forecast are explored.

## **Detailed program**

### **1. Market research:**

- a. definitions, purposes and limits of market research;
- b. data sources for market research;
- c. case studies related to market research;
- d. phases of market research.

### **2. Statistical surveys in market research:**

- a. the sampling designs for market research;
- b. the role of non-sampling errors;
- c. data collection methods and questionnaire design;
- d. the assessment of the costs of market surveys;
- e. the visualization of results.

### **3. Statistical analysis of consumer buying behaviour:**

- a. statistical indicators for the analysis of consumption;
- b. association rules;
- c. classification methods.

### **4. Sales forecast**

- a. decomposition models for sales forecast;
- b. exponential smoothing for sales forecast;
- c. forecasting methods for irregular time series of sales data.

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### **5. Qualitative research and research for strategic marketing:**

- a. qualitative research;
- b. data analytics for strategic marketing: case studies.

## **Prerequisites**

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Basic knowledge of statistics is recommended.

## **Teaching methods**

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The course is structured in frontal lectures, with the inclusion of the discussion of real business cases. However, during the Covid-19 emergence learning is delivered via previously recorded lessons, with some additional events via videoconferencing.

## **Assessment methods**

The assessment of learning outcomes consists of an oral exam on the topics covered in the course.

During the Covid-19 emergence, oral exam is conducted by using the WebEx platform and a link to access the exam session is available in the e-learning page of the course.

Assessment criteria.

The exam score is on a 30-point scale.

## **Textbooks and Reading Materials**

Ricerche di marketing. Metodologie e tecniche per le decisioni strategiche e operative di marketing. Autori: L. Molteni, G. Troilo; anno di pubblicazione: 2012. Editore: Egea.

Lecture slides and other learning materials are available on the e-learning platform of the course.

## **Semester**

The course takes place in the second module of the first semester.

## **Teaching language**

Italian

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