



## IDENTIFYING DATA

### Marketing in the public and non-profit sector

Subject	Marketing in the public and non-profit sector			
Code	P04G091V01603			
Study programme	(*)Grao en Dirección e Xestión Pública			
Descriptors	ECTS Credits	Type	Year	Quadmester
	6	Mandatory	3rd	2nd
Teaching language	#English Friendly Spanish Galician English			
Department				
Coordinator	Pita Castelo, Jose			
Lecturers	Monteagudo Cabaleiro, Antonio Pita Castelo, Jose			
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Web				
General description	Know the theoretical and practical bases of the *marketing and the strategies of *marketing applied to the public sector and no lucrative, as well as the instruments of management of *marketing public and *marketing-*mix public. Know techniques of management of *marketing public: *segmentación of markets, *posicionamiento, investigation of markets, etc., and the techniques of *marketing *relacional directed to the clients and users of the *servicio public.			

## Competencies

Code	
CG1	Skills in the search for information, in relation to primary and secondary information sources, including the use of computers for online searches
CG3	Listening and reading comprehension skills and oral and written communication skills.
CT1	Capacity of analysis and synthesis for building and defending arguments Know how
CT12	Entrepreneurship skills.

## Learning outcomes

Learning outcomes	Competences
That the students know *búscar information, so much primary like secondary, including the use of computers for researches on line.	CG1
Increase of the capacity of listen, of understanding reading and skills of oral communication and written.	CB2 CB5 CG1 CG3 CE2 CE3 CE5 CE9 CT1 CT4
Increase of the knowledge on the theoretical and practical foundations of the marketing-*mix public and of the no yielding sector.	CB2 CB3 CB4 CG1 CE10
Increase of the capacity of analysis and synthesis for the preparation and defence of arguments	CB2 CB3 CB4 CE1 CE2 CE5 CT1
Increase of the capacity of initiative and spirit *emprendedor.	CB2 CB3 CB4 CE1 CE2 CE5 CT12

## Contents

Topic	
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Subject 1.- *INTRODUCTION, CONCEPTS And BASIC CONTENTS OF THE *MARKETING PUBLISH	1.1. The concept of *marketing, his evolution and content. 1.2. The *marketing and the public management 1.3. Different Orientations in the Direction of Organisations. Characteristics of the Orientation to the Market 1.4. The value and the satisfaction of the consumer. 1.5. The *marketing of **Relacions ¿A new Paradigm?. 1.6. The System of Information of *Marketing 1.7. The process of investigation of the public market
Subject 2.- The STRATEGIC PLANNING OF THE *PUBLIC MARKETING	2.1. The Strategic Planning in the public Organisations and *without encourage of lucre 2.2. The Strategic Plan. 2.4. The *Marketing and the public Strategic Planning 2.5. The Plan of *public Marketing
Subject 3.- The *SURROUNDINGS And The PUBLIC MARKET.	3.1. The concept of market. 3.2. Typology of the public markets 3.3. The delimitation of the market of the public and non-profit organisations. 3.4. The **microentorno and the **macroentorno of the *public marketing.
Subject 4.- The BEHAVIOUR OF THE PUBLIC CONSUMER	4.1. The behaviour of the consumer: his importance for the *marketing. 4.2. The process of decision of purchase and his typology. 4.3. Internal and external determinants of the behaviour of purchase. 4.4. Models that explain the *behaviour of the consumer.
Subject 5.- The *MARKETING *MIX OF THE SECTOR PUBLISH And OF The COMPANIES WITHOUT ENCOURAGE OF LUCRE	6.1 The *product in the public sector 6.2 The price in the **sectotor public 6.3 The **acercamento *psychological 6.4 The distribution in the public sector

### Planning

	Class hours	Hours outside the classroom	Total hours
Case studies	10	20	30
Seminars	10	15	25
Problem solving	5	10	15
Lecturing	25	50	75
Objective questions exam	5	0	5

\*The information in the planning table is for guidance only and does not take into account the heterogeneity of the students.

### Methodologies

	Description
Case studies	Case studies
Seminars	Seminars
Problem solving	Exercises
Lecturing	Master class

### Personalized assistance

Methodologies	Description
Lecturing	Lecturere explains main contents
Case studies	Real case studies to practice theory
Problem solving	Small exercises to clarify concepts and relationships between concepts

### Assessment

	Description	Qualification	Evaluated Competences	
Case studies	Case studies	20	CG1 CG3	CT1 CT12
Problem solving	Exercises	20	CG1 CG3	CT1 CT12
Objective questions exam	Tests only one answer correct	60	CG1 CG3	CT1 CT12

### Other comments on the Evaluation

CONTINUOUS EVALUATION: to approve the asignatura requierese satisfy of the conditions: (1) obtain a minimum punctuation of 5 points in the conjoint of the proofs to evaluar and (2) obtain how minimum 4 points in the proofs type test (marked on 10).

The assistance to class and the realization of the tasks proposed pole professor (cases, exercises, suppositions, exhibitions, memories, exámenes eliminatory...) And obligatoria and will be able to vary between them distinct groups. The punctuation obtained by the participation as well as the realization and delivery of all those tasks established pole professor, keeps in the announcements of June and Xulio but NO guardaránse for successive courses.

Those students that no cumplan the requirements demanded of participation and/the assistance to the subject as well as of deliveries of tasks proposals and, therefore, do not surpass the asignatura will have law it an examen, that no necessarily will coincide with the examen of the rest of the students.

EVALUATION NO CONTINUOUS: The students will be examined by means of an escrito proof valued on 10 points, that no necessarily will coincide with the rest of the students. In this case, the students owe to indicate on purpose his wish of not following the evaluación continuous to principle of course (during it first month of the semester)

GROUP EN INGLES: The tamaño maximum of the group of English will be of 20 alumnos or 50% of the students enrolled, the first limit that achieve . To be necessary a selection the professor will establish the criteria of selection basados knowledge accredited of the tongue and order of solicitud.

The students of movilidad internacional will have right the realization of the evaluación continuous from the moment of the sua incorporation

The official exame of the subject realizaránse in the dates, places and hours designated pole Decanato and published to the effect in the places and plazos established

SECOND EVALUATION The REGULAMENTO DA MODALIDADE SEMIPRESENCIAL.

Art.6.-Evaluación. In wool guide docente of wool subject, will owe to be distinctly specified he type of evaluación y su punctuation. In him cronograma of wool asignatura will owe to be señaladas wools close in wools that owe to be realized y delivered wools pruebas y/the wool closes of wool prueba final in him marry to establish . He profesorado will search, in wool measured of lo possible, that wool evaluación of wool asignatura realize in su totalidad of manera continuous y virtual, sin prueba final presencial. Anyway, are obligatorio that wool evaluación continuous online suponga al least he 40% of wool note, y wool prueba final (that podrá exigirse in su modalidad presencial) suponga how maximum he 60% of wool total note of wool asignatura. In him marry de que esté due wool realization of join prueba final of manera presencial, ésta will coincide with wool closes y hour fijada in him calendar of el Center (wool misma closes that you stop he students of wool modalidad presencial)

METODOLOGÍA Y EVALUACIÓN DE LA MODALIDAD SEMIPRESENCIAL

1. Leer With attention y in case of duda consult with him Coordinador of el Degree in Direction y Gestión Public.

2. Cuadro Basic of "metodología" y "evaluación" of wool subject (in case of duda, consult with him/the manager of wool subject):

1. Aprendizaje With apoyo of el tutor:

1.1 Apoyo docente: 10 hours

1.2 Was it of dudas by subjects (on line): 8 hours web subject - Faitic

1.3 Was it of debate by subjects (on line): 8 hours web subject - Faitic

BASIC NORMS DE SEMIPRESENCIALIDAD:

1. He students enrolled in wool modalidad semipresencial engages with him instrument docente to follow a régimen of "evaluación Continuous semipresencial", that involves wool participation presencial the virtual in wools activities that he profesorado diseñe stop says you it modalidad.

2. Wool modalidad semipresencial supone wool evaluación continuous of el aprendizaje of el students, it such end establishes with character general, that wool prueba final tendrá place last wool of wools 6 sesiones of seguimiento, bien of form presencial (classroom Facultad CCSSC), bien of virtual form (Skype the similar system Hangout).

3. He students that in the take part in más of el 80% of wools activities of evaluación continuous semipresencial propuestas by him profesorado, will be evaluado según los criteria that establezca he instrument docente in each subject.

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## Sources of information

### Basic Bibliography

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Kotler, P., **Principles of Marketing**, 2014,

Kotler, P., **Introducción al Marketing**, 2000,

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### Complementary Bibliography

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Lee and Kotler, **Marketing in the Public Sector: A Roadmap for Improved Performance**, 2006,

Lee y Kotler, **Marketing en el sector publico...**, 2007,

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## Recommendations

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## Contingency plan

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### Description

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=== EXCEPTIONAL MEASURES SCHEDULED ===

In front of its uncertain and unpredictable evolution of the sanitary alert caused by the COVID-19, the University establishes joint extraordinary planning that will actuate in the moment in that the administrations and the @propio institution determine it attending to criteria of security, health and responsibility, and guaranteeing the \*docencia in a @escenario no \*presencial or no totally \*presencial. These already scheduled measures guarantee, in the moment that was prescriptive, the development of the \*docencia of a way but \*áxil and effective when being known beforehand (or with a wide advance) pole students and the teaching staff through the tool normalized and institutionalized of the teaching guides DOCNE\*T.

=== ADAPTATION OF The METHODOLOGIES ===

\* teaching Methodologies that keep

\* teaching Methodologies that modify : in all the methodologies \*sustituirase the \*presencialidade in the classroom by telematic means.

\* Mechanism no \*presencial of attention to the students (\*titorías): the sessions of \*titorización will be able to realized by telematic means (email, videoconference, forums of FAITI\*C, ...) Low the modality of \*concertación previous.

\* Modifications ( proceed) of the contained to impart

\* additional Bibliography to facilitate to car-learning

\* Other modifications

=== ADAPTATION OF The EVALUATION ===

\* Proofs already realized

Test XX: [previous Weight 00%] [Weight Proposed 00%]

...

\* Pending proofs that keep

Test XX: [previous Weight 00%] [Weight Proposed 00%]

...

\* Proofs that modify

[previous Proof] => [new Proof]

\* New proofs

\* additional Information: In the case of \*impartición of the \*docencia in modality no \*presencial, the teaching activity will impart by means of Remote Campus and foresees \*asemade the use of the platform of \*teledocencia \*Faitic how reinforcement and without prejudice of other measures that can adopt to guarantee the accessibility of the students to the contained @docente.

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