

Market research – lesson suggestions & activities (Barclays)

Learning outcomes

Students should...

- Know and understand the purpose of market research (AO1) and analyse the costs and benefits of market research to businesses (AO3)
- Know the different methods of market research (AO1), give examples of appropriate research methods for given situations (AO2) and discuss the advantages and disadvantages of the different methods (AO3)
- Understand sampling methods (AO1) and discuss the reasons and limitations of sampling (AO3/4)

Starter activities

- Barclays word search of the key terms
- Quick survey. ask the class to find out what is the most popular flavour of ice
 cream of everyone in the room. Give a short time limit for the activity to be
 completed. At the end use the activity to prompt discussion about market
 research. why it is needed, how it is carried out and the need for sampling.

Delivery ideas

- Use the **Market Research PowerPoint** to introduce the topic and apply theory in the context of a well known organisation . Barclays.
- GCSE . students use the **Barclays case study** to help them create a two-fold information leaflet about market research. The leaflet should include sections on:
 - The purpose of market research
 - The types of market research including advantages and disadvantages
 - Methods of market research
 - Benefits of market research
- AqLevel . students suggest the market research process that Barclays should carry out if it wanted to find out how to improve a bank account aimed at retired customers. They should use the **Barclays case study** for guidance and justify the recommendations they make.
- Market research timeline worksheet. Students use the Barclays case study to create a timeline of the market research activities carried out by Barclays when improving its student account. (resource attached)



Plenary activities

- Mini-plenary . **Fill the gaps**. Students use their knowledge of market research to complete the gapped sheet (resource attached)
- Barclays crossword
- **Texting learning** . students to write what they have learned in exactly 100 characters, including spaces, using text speak if desired (or they could actually text each other what they have learned)



Market research - worksheet

What's in it for me?

I am learning...

- the purpose of market research and the benefits of it for businesses
- about the different methods of market research that businesses can use

I am developing my skills as...

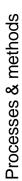
- An independent enquirer by analysing the information in the case study and judging its value for the activity
- A self manager by showing commitment and perseverance while completing the activity

Task

Using the **Barclay case study**, complete a detailed time line of the market research activities that Barclays undertook when improving its new student account. Although you will not have the exact dates and timings, ensure that the activities are in the correct order. You should extend the timeline to include implementation and evaluation of the student account.

The time line should include the following:

- The market research processes and methods that were used. These should go above the time line and should include reasons for their use by Barclays. In each case identify if the method was quantitative or qualitative.
- Examples of findings from the research. These should go in the corresponding positions underneath the time line.



THE TIMES 100

Barclays Timeline



Market research - fill the gaps

Use the following words to fill the gaps in the passage below

compe	etitors	quantitative		existing
qualitative	focus group	S	relevant	quota
advar	ntage	cheaper		target market
Market research is the process of finding out about the needs of consumers				
and the activitie	es of	Ther	e are two typ	pes of market
research. Primary research involves collecting new data whereas				
secondary research finds data. The benefits of primary				
research are that it is reliable, up-to-date and to the				
requirements of the business, however it is expensive and time consuming.				
It can also give a business a competitive because its rivals				
have not seen it. Secondary research is usually quicker and				
to carry out but it may not be specifically about the organisation or its				
products. Examples of primary research methods include questionnaires				
and		Seconda	ry data may l	be collected from
government publications and trade journals.				
research involves finding numerical data.				
research, on the other hand, is concerned with finding				
opinions and attitudes.				
A sample is a smaller group of people who are representative of the				
When carrying out primary research it is easier				
and less time consuming to question a sample instead of the whole				

population. Sampling methods include random, _____ and systematic.