

SOSYAL PAZARLAMA

**Sosyal Pazarlama Kampanyası
Örnekleriyle**

**Yrd. Doç. Dr. M.A. Burak NAKIBOĞLU
Yrd. Doç. Dr. Tufan ÖZSOY**



© 2016 AKADEMİSYEN KİTABEVİ

Yayın Dağıtım ve Pazarlama A.Ş

Halk Sk. 5/A Yenişehir/ANKARA

Tel: 0312 431 16 33

www.akademisyen.com

Sosyal Pazarlama (Sosyal Pazarlama Kampanyası Örnekleriyle)

Yazarlar: Yrd. Doç. Dr. M.A.Burak NAKIBOĞLU

Yrd. Doç. Dr. Tufan ÖZSOY

ISBN: 978-605-9354-15-8

DOI: 10.37609/akya.1964

Yayıncı Sertifika No : 25465

Yayın Koordinatörü : Yasin DİLMEN

Mizanpaj : Rahime DİLMEN

Kapak : Tufan Özsoy & Özgür Dedeoğlu

Baskı : Reaksiyon Basım, ANKARA/Nisan 2016

Dağıtım Adresi

Akademisyen Kitabevi

Halk Sk. 5/A Yenişehir/ANKARA

Tel: 0312 431 16 33

www.akademisyen.com



Bu kitabın yayın hakkı AKADEMİSYEN KİTABEVİ'ne aittir. 5846 ve 2936 sayılı Fikir ve Sanat Eserleri Yasası gereği herhangi bir bölümü, resmi veya yazılı, yazarların ve yayınıncısının yazılı izni alınmadan tekrarlanamaz, basılamaz, kopyası çıkarılamaz, fotokopisi alınamaz veya kopya anıtları taşıyabilecek hiçbir işlem yapılamaz. Yaziların içerikleri yazarları bağlamaktadır.

Defne'ye ve Yunus Emre'ye...

İÇİNDEKİLER

Şekiller Listesi	vii
Tablolar Listesi	viii
Giriş	1

BÖLÜM 1

PAZARLAMA ve SOSYAL PAZARLAMA TEORİSİ7

Pazarlama Teorisi ve Sosyal Pazarlama	7
Sosyal Pazarlamada Tanımlar ve Kavramlar	13
Sosyal Pazarlamadanın Çalışma Alanı	14
Sosyal Pazarlamada Bakış Açıları	20
Sosyal Pazarlamada Tüketicilerin Davranışları	21

BÖLÜM 2

SOSYAL PAZARLAMADA İNSAN VE DAVRANIŞ27

Sosyal Pazarlamada İnsan	27
Sosyal Pazarlamada Müşteri Odaklılık	28
Sosyal Pazarlamada Davranış - Teori - Uygulama İlişkisi	29
Sosyal Pazarlamada Davranış Değişimi	32
Sosyal Pazarlama ve Davranış Teorileri	34

BÖLÜM 3

SOSYAL PAZARLAMA YÖNETİMİ45

Sosyal Pazarlamada Uygulama İlkeleri	45
Sosyal Pazarlama Uygulaması	50
Sosyal Pazarlamada Pazar ve Hedef Kitle	51
Sosyal Pazarlamada Pazar Bölümlendirme	52
Sosyal Pazarlamada Amaç Tespiti	55
Sosyal Pazarlamada Pazarlama Karması	56
Sosyal Pazarlamada Ürün	59
Sosyal Pazarlamada Fiyat	61
Sosyal Pazarlamada Dağıtım	61

Sosyal Pazarlamada Tutundurma	62
Sosyal Reklam	63
Sosyal Pazarlamada Markalama	65
Sosyal Pazarlamada Stratejik Planlama	67
Sosyal Pazarlama Kampanyası Planlama Süreci	69
Sosyal Pazarlamada Kampanya Uygulamaları	71
Sosyal Pazarlama Organizasyonu	73
Sosyal Pazarlama Kampányasının Değerlendirilmesi	78
Sosyal Pazarlama Uygulamaları	79
BÖLÜM 4	
SOSYAL PAZARLAMADA ETİK	93
BÖLÜM 5	
SOSYAL PAZARLAMANIN GELECEĞİ	101
BÖLÜM 6	
SOSYAL PAZARLAMA KAMPANYASI ÖRNEKLERİ	109
SEEDING SUSTAINABLE COMMUNITIES	114
SMARTER TRAVEL SUTTON	121
ECOTEAMS	135
COMMUNITY LEARNING AND ACTION FOR SUSTAINABLE LIVING, CHOOSE HOW YOU MOVE	152
ACTIVMOB	165
AGITA SAO PAULO	175
HINDUISM AND H ₂ O	188
BE A STAR	197
BREAST AWARE	206
CLEANYOURHANDS	216
FIGHT BACK	225
BRENT GRAFFITI	235
IT'S NOT OK	244
KIWI LIVES	255
INCREASING CHILD RESTRAINT USE IN MOTOR VEHICLES	265
Kaynaklar	277

ŞEKİLLER LİSTESİ

Şekil 1.1. Sosyal Pazarlamanın Temelleri	12
Şekil 1.2. Sosyal Pazarlamanın Çalışma Alanı	17
Şekil 1.3. Sosyal Pazarlama İle İlgili Taraflar	18
Şekil 1.4. Sosyal Pazarlamada Tüketiciler Üçgeni	22
Şekil 2.1. Sosyal Pazarlamada Davranış-Teoรี-Uygulama	31
Şekil 2.2. Sosyal Pazarlamada Davranış Değişimi ve Öneri	33
Şekil 2.3. Sosyal Pazarlamada Planlama ve Değerlendirmede Teoriden Yararlanma	36
Şekil 3.1. Genişletilmiş Sosyal Pazarlama Karması	58
Şekil 3.2. Sosyal Pazarlama Kampanyası Markaları	67

TABLOLAR LİSTESİ

Tablo 1.1. Sosyal Pazarlamanın Temel Özellikleri	19
Tablo 2.1. Sosyal Pazarlamada Toplumsal Değişim	32
Tablo 3.1. Andreasen'in Değerlendirme Kriterleri	46
Tablo 3.2. Sosyal Pazarlamada 8 Değerlendirme Kriteri	48
Tablo 3.3. Sosyal Pazarlama Amaçlarının Özellikleri	56
Tablo 3.4. Sosyal Pazarlamada Pazarlama Karması	59
Tablo 3.5. Sosyal Pazarlamada Ürünün Özellikleri	60
Tablo 3.6. Sosyal Pazarlama Kampanyası Planlama Süreci	69
Tablo 4.1. Sosyal Pazarlamada Etik İlkeler	97
Tablo 4.2. Sağlık İletişiminin İstenmeyen Sonuçları	99
Tablo 5.1. Sosyal Pazarlamanın Faydalarının Anlatılmasının Yolları	106
Tablo 5.2. Sosyal Pazarlamanın İlkeleri	107

KAYNAKLAR

- Andreasen, A.R. (2002). Marketing Social Marketing in the Social Change Marketplace. *Journal of Public Policy & Marketing*, 21(1): 3-13.
- Andreasen, A.R. (2003) The Life Trajectory of Social Marketing: Some Implications. *Marketing Theory*, 3: 293-303.
- Andreasen, A.R.; Kotler, P. (2003) Strategic Marketing for Nonprofit Organizations, 6th ed., Upper Saddle River, NJ, Prentice Hall.
- Andreasen, A. (2008). The Future 21st Century Social Marketing. World Social Marketing Conference, Brighton & Hove City, England, 29-30 September 2008.
- Andreasen, A. (2011).Rethinking Non-profit and Social Marketing in the Marketing Firmament, 2nd World Social Marketing Conference, Dublin, 11-12 April 2011.
- Argan, M.T. (2007). Pazarlama Hayat Verir: Organ Bağışında Sosyal Pazarlama Yaklaşımı. Pı: Pazarlama ve İletişim Kültürü Dergisi, 3(22): 14-24.
- Barrett, H.; Balloun, J.L.; Weinstein, A. (2005).The impact of creativity on performance in non-profits. *Int. J. Nonprofit Volunt. Sect. Mark.*, 10: 213-223.
- Basil, M. (2012).Coverage of Social Marketing Efforts in the Mainstream Media. *International Journal of Nonprofit and Voluntary Sector Marketing*, 17(4): 295-302.
- Bayraktaroglu, G.; İlter, B. (2007). Sosyal Pazarlama: Engeller ve Öneriler. *Ege Akademik Bakış*, 7(1): 117-132.
- Bergstrom, R.L.; Neighbors, C. (2006).Body Image Disturbance and the Social Norms Approach: An Integrative Review of the Literature. *Journal of Social and Clinical Psychology*, 25(9): 975-1000.
- Blair-Stevens, D.; Reynolds, J.; Christopoulos, A. (2010). Behavioural Theory: Understanding the Key Influences on Human Behaviour.(Ed. French, J.; McVey, C.; Merritt, R.) *Social Marketing and Public Health: Theory and Practice*. Oxford University Press, New York, NY.
- Brennan, L.; Binney, W. (2010).Fear, Guilt, and Shame Appeals in Social Marketing. *Journal of Business Research*, 63: 140-146.
- Cairns, G.; Stead, M. (2009). Session 5: Nutrition communication obesity and social marketing: works in progress *Proceedings of the Nutrition Society* 68: 11-16.
- Chakravarti, D. (1998). Cognitive Perspectives on Social Policy Interventions: Prospects and Priorities (Ed:Rothschild, M.L.; Andreasen, A.R.) *Considering Social Marketing from the Perspective of Several Consumer Research Paradigms Advances in Consumer Research*, Volume 25)
- Cheng, H.;Kotler, P.; Lee, N. (2009).*Social Marketing for Public Health: Global Trends and Success Stories*. Jones & Bartlett Learning, 1st Edition.

Kaynaklar

- Cho, H.; Salmon, C.T. (2007).Unintended Effects of Health Communication Campaigns. *Journal of Communication*, 57: 293-317.
- Cismaru, M.; Cismaru, R.; Ono, T.; Nelson K. (2011). Act on Climate Change: An Application of Protection Motivation Theory. *Social Marketing Quarterly*, 17(3): 62-84.
- Dann, S. (2010).Redefining Social Marketing with Contemporary Commercial Marketing Definitions. *Journal of Business Research*, 63: 147-153.
- Daser, S.; Meric, H.J. (1987). Does Patriotism Have any Marketing Value? Exploratory Findings for the 'Crafted with Pride in the USA' Campaign. (Ed:Wallendorf, M.; Anderson, P.), *Advances in Consumer Research*, Association for Consumer Research, (14): 536-537.
- Deshpande, S.; Rothschild, M.L.; Brooks, R.S. (2004) New Product Development in Social Marketing. *Social Marketing Quarterly*, 10(3): 39-49.
- Domegan, C.T. (2008). Social Marketing: Implications for Contemporary Marketing Practices Classification Scheme. *Journal of Business & Industrial Marketing*, 23(2): 135-141.
- Doner, L. (2003). Approaches to Evaluating Social Marketing Programs. *Social Marketing Quarterly*, 9(3): 18-26.
- Donovan, R.J. (2011). The Role for Marketing in Public Health Change Programs. *Australian Review of Public Affairs*, 10(1): 23-40.
- Eagle, L.; Kemp, G.;Tapp, A. (2008).Social Marketing-Based Strategy for Sun Protection Interventions. Report Prepared for the South West Public Health Observatory [Www.Swpho.Nhs.Uk/Resource/View.aspx?RID=40483](http://www.swpho.nhs.uk/Resource/View.aspx?RID=40483)
- Eagle, L.; NSMC (2009). Social Marketing Ethics: Report Prepared for The National Social Marketing Centre. Technical Report, National Social Marketing Centre. <http://eprints.uwe.ac.uk/54> ErişimTarihi: 10.11.2014.
- Edgar, T.; Boyd, S.D.; Palame, M.J. (2009). Sustainability for Behaviour Change in the Fight against Antibiotic Resistance: A Social Marketing Framework. *Journal of Antimicrobial Chemotherapy*, 63(2): 230-237.
- El-Ansary, A.I.; Kramer, O.E. (1973). Social Marketing: The Family Planning Experience *Journal of Marketing*, 37, July: 1-7.
- Environmental Report Card (2009).Household Consumption Expenditure. http://s3.amazonaws.com/zanran_storage/www.mfe.govt.nz/ContentPages/36113422.pdf. ErişimTarihi: 20.12.2015.
- Evan, W.D. (2006). How Social Marketing Works In Health Care. *BMJ: British Medical Journal*, 332(7551): 1207-1210.
- Formoso, G.; Marata, A.M.; Magrini, N. (2007). Social Marketing: Should it Be Used to Promote Evidence-Based Health Information? *Social Science & Medicine*, 64: 949-953.
- Fox, K.F.A.; Kotler, P. (1980-1981) Reducing Cigarette Smoking: An Opportunity for Social Marketing? *Journal of Health Care Marketing*,1(1): 8-17.
- French, J.; Blair-Stevens, C. (2007). Big Pocket Guide Social Marketing, Second Edition [Http://Www.Snh.Org.Uk/Pdfs/Sgp/A328463.Pdf](http://Www.Snh.Org.Uk/Pdfs/Sgp/A328463.Pdf) ErişimTarihi:22.06.2013

- French, J.; Blair-Stevens, C. (2010). Key Concepts and Principles of Social Marketing. (Ed. French, J.; McVey, C.; Merritt, R.) Social Marketing and Public Health: Theory and Practice. Oxford University Press, New York, NY.
- French, J.; Merritt, R.; Reynolds, J. (2012). Social Marketing Casebook. Sage Publications Ltd.
- Garber, L.L.; Muscarella, J.G.; Bloom, P.N.; Spiker, J.L. (2000). Consumer Based Strategic Planning in the Nonprofit Sector: The Empirical Assessment of a Symphony Audience. *Journal of Nonprofit & Public Sector Marketing*, 8(1): 55-86.
- Goncalves, P.; Alves, H. (2011). An Analysis and List of Concepts of Social Marketing, Social Responsibility and Cause Related Marketing. *Apas Papers No. 326, Academic Public Administration Studies Archive*.
- Gordon, R. (2012). Re-Thinking and Re-Tooling the Social Marketing Mix. *Australasian Marketing Journal*, 20: 122-126.
- Gordon, R.; McDermott, L.; Stead, M.; Angus, K. (2006). The Effectiveness of Social Marketing Interventions for Health Improvement: What's the Evidence?. *Public Health*, 120: 1133-1139.
- Griffin, D.; O'Cass, A. (2004). Social Marketing: Who Really Gets The Message? *Journal of Nonprofit & Public Sector Marketing*, 12(2): 129-147.
- Griffiths, J.; Blair-Stevens, C.; Parish, R. (2009). The Integration of Health Promotion and Social Marketing. *Perspectives in Public Health*, 129(6): 268-271.
- Griffiths, J.; Blair-Stevens, C.; Thorpe, A. (2008). Social Marketing for Health and Specialised Health Promotion [Http://Www.Thensmc.Com/Sites/Default/Files/Social_Marketing_For_Public_Health_And_Specialised_Health_Promotion_Summary.Pdf](http://Www.Thensmc.Com/Sites/Default/Files/Social_Marketing_For_Public_Health_And_Specialised_Health_Promotion_Summary.Pdf) ErişimTarihi: 22.06.2013
- Hamby, A.; Pierce, M.; Daniloski, K.; Brinberg, D. (2011). The Use of Participatory Action Research to Create a Positive Youth Development Program. *Social Marketing Quarterly*, 17(3): 2-17.
- Hanley, D.; Thrope, A. (2010). Learning from the Experts: Interviews with Leading Social Marketers. (Ed. French, J.; McVey, C.; Merritt, R.) Social Marketing and Public Health: Theory and Practice. Oxford University Press, New York, NY.
- Harker, J.M. (1999), Relationship Marketing Defined? An Examination of Current Relationship Marketing Definitions. *Marketing Intelligence & Planning*, 17(1): 13-20.
- Hastings, G.; Saren, M. (2003). The Critical Contribution of Social Marketing. Theory and Application. *Marketing Theory*, 3(3): 305-322.
- Hastings, G.; McLean, N. (2006). Social Marketing, Smoking Cessation and Inequalities. *Addiction*, 101(3): 303-304.
- Hastings, G. (2007). Social Marketing: Why Should the Devil have all the Best Tunes? Elsevier/Butterworth-Heinemann, Amsterdam.
- Henley, N.; Raffin, S.; Caemmerer, B. (2011). The Application of Marketing Principles to a Social Marketing Campaign. *Marketing Intelligence & Planning*, 29(7): 697-706.

- Henley, T.R. (2001). Integrated Marketing Communications for Local Nonprofit Organizations: Developing an Integrated Marketing Communications Strategy. *Journal of Nonprofit & Public Sector Marketing*, 9(1-2): 141-155.
- Jesson, J. (2009). Household Waste Recycling Behavior: A Market Segmentation Model. *Social Marketing Quarterly*, 15 (2): 25-38.
- Keller, P.A.; Lehmann, D.R. (2008). Designing Effective Health Communications: A Meta-Analysis. *Journal of Public Policy & Marketing*, 27(2): 117-130.
- Kotler P ve Roberto L E (1989) *Social Marketing: Strategies for Changing Public Behavior* The Free Press, a Division of Macmillan, Inc., New York
- Kotler, P.; Levy, S.J. (1969). Broadening the Concept of Marketing. *Journal of Marketing*, 33(1): 10-15.
- Kotler, P.; Zaltman, G. (1971). Social Marketing: An Approach to Planned Social Change. *Journal of Marketing*, 35: 3-12.
- Laczniak, G.R.; Lusch, R.F.; Murphy, P.E. (1979). Social Marketing: Its Ethical Dimensions. *Journal of Marketing*, 43, Spring: 29-36.
- Lee, M.S.W.; Fernandez, K.V.; Hyman, M.R. (2009a). Anti-consumption: An Overview and Research Agenda. *Journal of Business Research*, 62(2): 145-147.
- Lee, R.; Murphy, J.; Neale L. (2009b). The Interactions of Consumption Characteristics on Social Norms. *Journal of Consumer Marketing*, 26(4): 277-285.
- Lee, N.R.; Kotler, P. (2009). Ending Poverty: "What's Social Marketing Got to Do With It?". *Social Marketing Quarterly*, 15(4): 134-140.
- Lee, N.; Kotler, P. (2012). Social Marketing Influencing Behaviours for Good Quick Reference Guide http://www.socialmarketingservice.com/site/assets/files/1010/socmkt_primer.pdf Erişim Tarihi: 17.12.2015
- Lewis, M.A.; Neighbors, C. (2006). Social Norms Approaches Using Descriptive Drinking Norms Education: A Review of The Research on Personalized Normative Feedback. *Journal of American College Health*, 54(4): 213.2018.
- Lombardo, A.P.; Leger, Y.A. (2007). A Thinking About "Think Again" in Canada: Assessing a Social Marketing HIV/AIDS Prevention Campaign. *Journal of Health Communication*, 12(4): 377-397.
- MacAskill, S.; Lindridge, A.; Stead, M.; Eadie, D.; Hayton, P.; Braham, M. (2008). Social Marketing with Challenging Target Groups: Smoking Cessation in Prisons in England and Wales. *International Journal of Nonprofit and Voluntary Sector Marketing*, 13(3): 251-261.
- Mah, M.W.; Tam, Y.C.; Deshpande, S. (2008). Social Marketing Analysis of 2 Years of Hand Hygiene Promotion. *Infection Control and Hospital Epidemiology*, 29(3): 262-270.
- Malaferina, K.; Loken, B. (1993). Progress and Limitations of Social Marketing: A Review of Empirical Literature on the Consumption of Social Ideas. *Advances in Consumer Research*, 20: 397-404.
- McDermott, L.; Stead, M.; Hastings, G. (2005). What is and What is Not Social Marketing: The Challenge of Reviewing the Evidence. *Journal of Marketing Management*, 21: 545-553.

- McDivitt, J. (2003). Is There a Role for Branding in Social Marketing? *Social Marketing Quarterly*, 9(3): 11-17.
- McKenzie-Mohr, D. (2000). Promoting Sustainable Behavior: An Introduction to Community-Based Social Marketing. *Journal of Social Issues*, 56(3): 543-554.
- Merritt, R.; Truss, A.; Hopwood, T. (2011). Social Marketing Can Help Achieve Sustainable Behaviour Change. *The Guardian*, 17 March 2011. <http://www.theguardian.com/sustainable-business/blog/social-marketing-behaviour-change>. ErişimTarihi: 10.08.2015.
- Mostafa M.M. (2010). Altruistic, Cognitive and Attitudinal Determinants of Organ Donation Intention in Egypt: A Social Marketing Perspective. *Health Marketing Quarterly*, 27(1): 97-115.
- Murphy, P.; Bloom, P. (1990). Ethical Issues in Social Marketing. In *Social Marketing: Promoting the Causes of Public and Nonprofit Agencies* (ed. Seymour Fine) Allyn & Bacon, Boston: 68-86.
- Murphy, M.; Healy, J. (2011). Recruitment, Retention and Reward for Young Blood Donors: The Role of Social Marketing, No 340, Apas Papers, Academic Public Administration Studies Archive.
- NCI (2005) Theory At A Glance - A Guide For Health Promotion Practice, Second Edition. <http://www.sbccimplementationkits.org/demandrmnch/wp-content/uploads/2014/02/Theory-At-a-Glance-aA-Guide-for-Health-Promotion-Practice.pdf> ErişimTarihi: 19.10.2015.
- NSMC, 2010 Social marketing benchmark criteria <http://www.thensmc.com/sites/default/files/benchmark-criteria-090910.pdf> ErişimTarihi: 11.05.2013.
- Ogilvy Public Relations (2011). Social Marketing at a Critical Turning Point in Driving Social change Across the World http://www.marketing sociale.net/download/opr_sm_wsmc_dublin_factsheet_v6.pdf ErişimTarihi: 11.05.2013.
- Ong, D.; Blair-Stevens, C. (2010). The Total Process Planning (TPP) Framework. (Ed. French, J.; McVey, C.; Merritt, R.) *Social Marketing and Public Health: Theory and Practice*. Oxford University Press, New York, NY.
- Peattie, K.; Peattie S. (2009). Social Marketing: A Pathway to Consumption Reduction? *Journal of Business Research*, 62(2): 260-268.
- Pechmann, C.; Zhao, G.; Goldberg, M.E.; Reibling, E.T. (2003). What to Convey in Antismoking Advertisements for Adolescents: The Use of Protection Motivation Theory to Identify Effective Message Themes. *Journal of Marketing*, 67, April: 1-18.
- Piacentini, M.G.; Banister, E.N. (2009). Managing Anti-Consumption in an Excessive Drinking Culture. *Journal of Business Research*, 62(2): 279-288.
- Powell, J.E.; Tapp, A.J. (2009). The Use of Social Marketing to Influence the Development of Problem Gambling in the UK: Implications for Public Health. *International Journal of Mental Health and Addiction*, 7(1): 3-11.
- Prestin, A.; Pearce, K.E. (2010). We Care a Lot: Formative Research for a Social Marketing Campaign to Promote School-based Recycling. *Resources, Conservation and Recycling*, 54 (11): 1017-1026.

- Prochaska, J.; DiClemente, C. (1983). Stages and Processes of Self-change in Smoking: Toward an Integrative Model of Change. *Journal of Consulting and Clinical Psychology*, 5: 390-395.
- Prochaska, J.; Velicer, W. (1997). The Transtheoretical Model of Health Behaviour Change. *American Journal of Health Promotion*, 12: 38-48.
- Raval, D.; Subramanian, B. (2004). Cultural Values Driven Segmentation in Social Marketing. *Journal of Nonprofit & Public Sector Marketing*, 12(2): 73-85.
- Rayner, M. (2007). Social Marketing: How Might This Contribute to Tackling Obesity? *Obesity Reviews*, 8(S1): 195-99.
- Redmond, E.C.; Griffith, C.J. (2006). A Pilot Study to Evaluate the Effectiveness of a Social Marketing-Based Consumer Food Safety Initiative Using Observation. *British Food Journal*, 108(9): 753-770.
- Reynolds, L. (2009). Proving the Power of Social Marketing: The UK's Growing Evidence Base. *Perspectives in Public Health*, 129(6): 255-256.
- Rothschild, M.L. (1998). Reconsidering the Underlying Exchange in Social Marketing (Ed:Rothschild, M.L.; Andreasen, A.R.) Considering Social Marketing from the Perspective of Several Consumer Research Paradigms Advances In Consumer Research, 25)
- Rothschild, M.L.; Andreasen, A.R. (1998). Considering Social Marketing from the Perspective of Several Consumer Research Paradigms Advances in Consumer Research, 25(1): 295-298.
- Russell, C.A.; Clapp, J.D.; DeJong, W. (2005). Done 4: Analysis of a Failed Social Norms Marketing Campaign. *Health Communication*, 17(1): 57-65.
- Schultz, P.W.; Nolan, J.M.; Cialdini, R.B.; Goldstein, N.J.; Griskevicius, V. (2007). The Constructive, Destructive, and Reconstructive Power of Social Norms. *Psychological Science*, 18(5): 429-434.
- Serban, C. (2011). Competition as an Effective Tool in Developing Social Marketing Programs: Driving Behavior Change through Online Activities. *Economia: Seria Management*, 14(2): 553-562.
- Smith, B. (2011). Managing a Social Marketing Team. *Social Marketing Quarterly*, 17(3): 106-111.
- Spotswood F.; Tapp, A. (2011). From Transparency to Invisibility: Some Tantalizing Questions about the Scope of Social Marketing. 2nd World Social Marketing Conference, Dublin, 11-12 April 2011.
- Stayman, D.M. (1998). Social Exchange and Emotional Response (Ed:Rothschild, M.L.; Andreasen, A.R.) Considering Social Marketing from the Perspective of Several Consumer Research Paradigms Advances in Consumer Research Volume 25)
- Stead, M.; Hastings, G.; McDermott, L. (2007). The Meaning, Effectiveness and Future of Social Marketing. *Obesity Reviews*, 8 (1): 189-193.
- Suarez-Almazor, M.E. (2011). Changing Health Behaviors with Social Marketing. *Osteoporosis International*, 22(S3): 461-463.
- Villinger, N.D. (2009). Analyzing Non-Profit Organizations: Managerial Frameworks and Evaluation. *The Journal of Global Business Issues*, 3(1): 61-65.
- Weinreich, N.K. (2010). Hands-On Social Marketing: A Step-by-Step Guide to Designing Change for Good. SAGE Publications, Inc., 2nd edition.

- Weitz, B. (1998). Social Marketing and Buyer-Seller/Channel Relationships (Ed:Rothschild, M.L.; Andreasen, A.R.)Considering Social Marketing fromthe Perspective of Several Consumer Research Paradigms Advances in Consumer Research Volume 25)
- Wymer, W. (2010). Rethinking the Boundaries of Social Marketing: Activism or Advertising? Journal of Business Research, 63: 99-103.
- Zhao, X.; Niu, R.H.; Castillo, I. (2010).Selecting Distribution Channel Strategies for Non-Profit Organizations. European Journal of Marketing, 44(7/8): 972-996.

6. BÖLÜM KAMPANYALAR İLE İLGİLİ KAYNAKLAR

Bu bölüm oluşturulurken, NationalSocial Marketing Centre (NSMC)'den izin alınarak kurumun web sitesindeki (<http://www.thensmc.com>) örnek olaylardan faydalanılmış, internetteki diğer yazılı ve görsel kaynaklarla vakalar zenginleştirilmiştir. Desteklerinden dolayı NSMC'ye teşekkür ederiz.

SEEDING SUSTAINABLE COMMUNITIES

- <http://wwarchive.brix.fatbeehive.com/images/site/Policy/nwcg/seeding%20sustainable%20communities.pdf>
- http://www.civilsociety.co.uk/charityawards/winners/2008/commended_charities/animals_and_the_environment/content/9658/peterborough_environment_city_trust?topic=&print=1
- <http://www.pect.org.uk/downloads/PECT-s-20-year-timeline-363.pdf>

SMARTER TRAVEL SUTTON

- <http://www.paroseprojects.co.uk/wp-content/uploads/2012/08/24032671-1.png>
- http://www.eltis.org/sites/eltis/files/case-studies/documents/smarter_travel_sutton_-_26_february_2010_anon_9.pdf
- http://epomm.eu/maxeva/uploads/STThirdANNUALREPORT2010_V08.pdf
- <http://content.tfl.gov.uk/smarter-travel-richmond-communications-development.pdf>

ECOTEAMS

- <http://www.nsmcentre.org.uk/node/658/pv>

COMMUNITY LEARNING AND ACTION FOR SUSTAINABLE LIVING

- http://assets.wwf.org.uk/downloads/clasl_a_guide_to_supporting_communities_in_sustainable_living.pdf
- <http://www.thensmc.com/sites/default/files/CLASL%20literature%20review%202005.pdf>
- <http://www.thensmc.com/sites/default/files/CLASL%20final%20evaluation2008.pdf>

Kaynaklar

CHOOSE HOW YOU MOVE

<http://www.ciht.org.uk/download.cfm/docid/2EAD1AD5-EAAD-435D-B6BE1259F8429943>
http://www.sustrans.org.uk/sites/default/files/file_content_type/worcesterv4.pdf
http://www.sustrans.org.uk/sites/default/files/file_content_type/worcester_detailed_case_study_v2.pdf
http://www.sustrans.org.uk/sites/default/files/file_content_type/sustrans-ncn-report-2013.pdf
<http://chooseredditch.com/images/62197-CHYM-Web-banner-v2.jpg>
http://www.thensmc.com/sites/default/files/CHYM_in_Worcester_final_report_FINAL.pdf

ACTIVMOB

<http://activmob.org/projects/>
<http://www.thensmc.com>
<http://socialinnovation.typepad.com/silk/page/8/>
<http://www.thensmc.com/sites/default/files/Backmob.JPG>
<http://activmob.org/wp-content/themes/activmob/images/logo.png>

AGITA SAO PAULO

<http://apcess2015.com/endorsements.html>
http://www.rafapano.org/files/noticias/the-lancet_img04.jpg
<http://www.portalagita.org.br/en/portal-agita/support-material/item/meiorito-com-muletas.html>
<http://www.portalagita.org.br/en/portal-agita/support-material/item/meiorito-cadeirante.html>
<http://www.portalagita.org.br/images/users/pixel/material-de-apoio/caixa-agitol-teaser.jpg>
http://1.bp.blogspot.com/-sDzzpKeuWX4/VPhZ_102xZI/AAAAAAAEEUA/ZRIWooN0GC4/s1600/agitol%2B1.jpg
<http://www.touchendocrinology.com/sites/www.touchendocrinology.com/files/slavin.pdf>
https://apps.nlm.nih.gov/againsttheodds/images/exhibit/OB0591_OB0589_OB0590_OB0592_lg.jpg
https://apps.nlm.nih.gov/againsttheodds/images/exhibit/OB0482_lg.jpg
<http://www.slideshare.net/sportcountries/dra-sandra-matsudo-fundadora-i-impulsora-del-projecte-de-promoci-dactivitat-fsica-agita-sao-paulo-de-brasil>
http://www.healthycaribbean.org/images/world_day09.jpg
<https://i.ytimg.com/vi/S0VsOKcyo4M/hqdefault.jpg>
<http://1.bp.blogspot.com/-s5-nPR6zUZM/T3tiS8lgJxI/AAAAAAAAbH0/BcgOkVHNvS4/s1600/Agita-S%C3%A3o-Paulo-Dia-Mundial-de-Atividade-F%C3%ADsica.jpg>
<http://www.thensmc.com>

HINDUISM AND H₂O

http://www.lsx.org.uk/whatwedo/Hinduismh2o_page3177.aspx
<http://www.lsx.org.uk/docs/page/2779/Water%20Efficiency%20in%20Diverse%20Communities%20FINAL.pdf>

BE A STAR

www.beastar.org.uk
<http://www.telegraph.co.uk/news/politics/9342635/Cherie-Blair-attacks-yummy-mummies.html>
http://www.beastar.org.uk/wp-content/themes/cutline-3-column-split-11/images/headers/header_5.jpg
<https://static-secure.guim.co.uk/sys-images/Society/Pix/pictures/2008/04/07/poster.gif>
http://2010.effectivedesign.org.uk/2009/img/society/13.1.7_02.jpg
<http://motherwear.typepad.com/.a/6a00d8341bf69953ef01675fe01827970b-pi>

BREAST AWARE

<http://www.breastaware.net/check.php>
<http://www.tameside.gov.uk/breastawareness>
<http://www.thensmc.com/>
<http://www.lambethccg.nhs.uk/news-and-publications/news/Pages/breast-cancer-don't-assume-you're-past-it.aspx>

CLEANYOURHANDS

<http://www.npsa.nhs.uk/EasySiteWeb/GatewayLink.aspx?allId=73513>
http://www.wwl.nhs.uk/News/2008/january/clean_hands_3rd_year.aspx
<http://www.thensmc.com/sites/default/files/casestudies/cleanyourhands.gif>
http://www.edsligo.ie/wp/wp-content/uploads/2014/08/5_moments_hand_hygiene.jpg
<http://www.wales.nhs.uk/sitesplus/922/news/32357>
<http://www.npsa.nhs.uk/cleanyourhands/resource-area/nhs-resources/nhs-materials/download-artwork/>
<http://www.sjcg.net/accountability/hand-hygiene.aspx>

FIGHT BACK

http://img01.thedrum.com/s3fs-public/news/old/11423/master.dr_foster1.JPG
http://www.thensmc.com/sites/default/files/Typologies%20map%20and%20descriptions_0.pdf
http://www.thensmc.com/sites/default/files/Fight%20Back%20FULL%20case%20study_0.pdf
http://s3images.coroflot.com/user_files/individual_files/original_185680_uPbI3GTlsUrbZtWO8lTsmj6qk.jpg
<https://valememail.wordpress.com/2009/09/21/brums-hard-hitting-anti-smoking-campaign/>

Kaynaklar

BRENT GRAFFITI

<https://brentgraffitiproject.files.wordpress.com/2008/01/launch-invite.png>
<http://www.theschoolwars.blogspot.com.tr/>
<https://brentgraffitiproject.wordpress.com/2008/05/14/kingsbury-street-art-battle-gallery/picture-6/>
<http://teck1.blogspot.com.tr/2007/07/this-is-where-magic-happens.html>
<http://www.thensmc.com>
http://www.designagainstcrime.com/files/graffitidialogues/pdfs_gd/Zoe_Stanton_UsCreates.pdf
<http://drivewaycleaningwirral.co.uk/wp-content/uploads/2013/07/655912290299271-GraffitiRemoval-powerwash.jpg>
<http://www.middlesbrough.gov.uk/index.aspx?articleid=6578>

IT'S NOT OK

<http://areyouok.org.nz/>
<http://areyouok.org.nz/resources/>

KIWI LIVES

<http://choicenotchance.org.nz/>
www.problemgambling.org.nz
http://www.thensmc.com/sites/default/files/casestudies/sc_Sticker.JPG
<http://www.stuff.co.nz/national/health/70106266/Gambling-a-problem-among-New-Zealand-high-school-students>
<http://www.hpa.org.nz/what-we-do/minimising-gambling-harm>
<http://www.stuff.co.nz/dominion-post/news/local-papers/kapi-mana-news/5197891/Scribe-joins-Porirua-launch-of-anti-gambling-campaign>

INCREASING CHILD RESTRAINT USE IN MOTOR VEHICLES

http://www.injurypreventioncenter.org/program_details.php?program_id=8&parent_id=4
<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3222280/>
http://www.injurypreventioncenter.org/gallery_details.php?id=21
http://www.injurypreventioncenter.org/resource_images/2595%20step%20test%20Bilingual.pdf
http://www.injurypreventioncenter.org/resource_images/917Boosterare_Best_Bilingual.pdf
French, J.; Merritt, R.; Reynolds, L. (2011). Social Marketing Casebook. Sage Publications.