

# An Empirical Analysis of Brand Loyalty and Marketing Strategies in the FMCG Sector of China

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## Abstract

This study examines the complex connection involving brand loyalty and marketing strategies in the Fast-Moving Consumer Goods (FMCG) industry, with a focus on the importance of innovative marketing techniques in fostering consumer loyalty. The study utilizes a mixed-method approach, combining quantitative data from consumer surveys with qualitative insights from industry expert interviews. This methodology allows for a full analysis of current marketing trends and their effectiveness. The study initially examines crucial determinants that impact brand loyalty in the FMCG industry, encompassing product quality, pricing, customer service, & brand perception. The text analyzes the effects of several marketing methods, such as digital marketing, personalized communication, and environmentally friendly initiatives, on key factors that influence customer loyalty. The investigation indicates that digital marketing & personalization are strong indicators of brand loyalty, illustrating a change in customer preferences towards firms that provide more customized and captivating experiences. The study examines the difficulties encountered by FMCG companies in efficiently implementing these tactics, including the need to strike a balance between cost and effectiveness, handling both online and offline channels, including aligning marketing strategies with the swiftly evolving customer expectations. The paper provides strategic advice for FMCG companies seeking to improve brand loyalty. It suggests that adopting customer-centric & adaptive marketing tactics is essential for long-term success in the competitive FMCG industry. This research enhances the comprehension of the complex relationship between brand loyalty and marketing in the FMCG sector by presenting factual facts and strategic insights. It provides essential information for both academic studies and practical implementation.

**Keywords:** FMCG, Marketing Strategies, Customer, Brand, Product, Loyalty.

## Introduction

FMCG is an acronym that stands for Fast Moving Consumer Goods. FMCG products, also known as fast-moving consumer goods, are perishable items that must be sold, typically at a cheap price, and used within a specific timeframe. In the present era, a brand or firm operating in the FMCG industry encounters the challenge of market saturation. The FMCG sector serves a market that is consistently inundated with a steady stream of new options, goods, and brands. There appears to be a decline in the amount of distinguishing characteristics that these products/brands possess. The industry must navigate a volatile and dynamic market, while facing mounting competitive pressure and the market's heightened responsiveness to external influences. Brand loyalty is of utmost significance. "Firms desire brand loyalty because it is more cost-effective to retain existing customers than to acquire new ones." Companies benefit financially from maintaining a base of loyal clients.

This is another one of the numerous reasons why brand loyalty is highly significant in this market. Brand loyalty refers to the tendency of consumers to consistently choose

and remain committed to a certain brand over others in the market. Brand loyalty is a term used in marketing to describe a consumer's favorable emotions towards a brand and their commitment to regularly buying the brand's products or services, even in the face of shortcomings, competition, or changes in the market. Brand loyalty is a result of the consumer's emotional and psychological rationale. Consumer brand loyalty is demonstrated when individuals actively seek out a specific brand's goods. Even when faced with challenges such as limited accessibility and insufficient availability, customers with strong brand loyalty remain determined to search for and choose that specific brand, regardless of its expensive price. Brand loyalty can be quantified as a statistic that gauges the extent to which a brand/company has established a strong bond with its consumers. Currently, FMCG brands primarily prioritize social media marketing, customisation, and promotional offers as strategies to cultivate brand loyalty. This trend is expected to persist in the future. We will conduct a more in-depth analysis of brand loyalty in the FMCG sector, focusing specifically on the influence of demography, region, and culture.

The advent of digital technology has revolutionized conventional marketing strategies, providing novel platforms and techniques for interacting with consumers. Digital tools have facilitated enhanced, individualized, and interactive interaction between brands and consumers, encompassing areas such as social media marketing and data analytics. This transformation has prompted a requirement for empirical research on the impact of these new marketing methods on brand loyalty, especially in a fast-changing and consumer-focused sector like FMCG.

This study aims to analyze several marketing tactics, including traditional media advertising and innovative social media and digital marketing, and assess their influence on brand loyalty in the FMCG sector. The research seeks to combine real-world data with conceptual frameworks to offer a comprehensive understanding of the present condition of marketing tactics in the FMCG business and their ability to cultivate loyal consumer bases.

In their study, Niros et al. (2023) investigated the marketing techniques that proved to be beneficial for global FMCG companies within the COVID-19 epidemic. They discovered that consumer ethnocentrism as well as consumer confidence had a significant impact on customer equity drivers & ultimately influence repurchase intentions. In their 2021 study, Yelamanchili examined the effects of socially responsible marketing on consumer behavior amidst the COVID-19 epidemic. The study found notable impacts on brand switching and repurchasing patterns. In their study, Mathur & Priya (2020) examined the effects of the current pandemic on marketing and determined that firms would need to reconsider their strategies in response to the shifting consumer behavior. This is mainly due to the increasing emphasis on responsible & prosocial consumption, as argued by Harris (2020).

Consumers are also continuously evaluating their brand selections in order to be more responsible both towards themselves & society. Akter and Hossain (2020) conducted an analysis on the effects of programs broadcasted in Bangladesh to raise awareness of behaviors recommended by the World Health Organization (WHO). They advocated for the implementation of well designed social marketing intervention programs with private and non-profit groups, as instructed by the government. Sindhu (2020) illustrates that multiple aspects impact a consumer's perception of an ad. Factors such as consumer's altruism (concern for the cause), social norms (perception of societal pressure to purchase the product), consumer's understanding of campaign logistics (information about campaign operations and donation

distribution), and the nature of the cause (such as education, environment, marginalized communities, or urgent issues like natural disasters) significantly impact consumers' emotional response to a campaign. Voss (2003) conducted a study to assess the impact of hedonic & utilitarian attitudes on customer decision-making and brand loyalty. Hoyer (2001) This text provides a thorough examination of customer behavior, exploring the multitude of elements that impact client loyalty and offering strategies for organizations to effectively utilize this knowledge.

### Conceptual Framework



1. Brand loyalty is the act of consumers repeatedly buying a product due to their good feelings towards the brand, emotional connection, and trust in the product's quality.
2. Marketing Strategies involve a wide array of activities and approaches, such as digital marketing, traditional advertising, customer relationship management, price strategies, product positioning, and distribution systems.
3. Consumer decision refers to the study of how individuals, groups, or organizations make choices, purchase, utilize, and discard goods, services, ideas, or experiences in order to fulfill their needs and wants.
4. Digital Transformation refers to the incorporation of digital technology throughout all aspects of business, resulting in a fundamental shift in how firms function and provide value to their consumers.
5. Market dynamics encompass the alterations occurring in the market as a result of factors such as technical improvements, economic shifts, regulatory changes, & competitive actions.

### Methodology

The study is characterized by its descriptive and empirical nature. The study has opted for a mixed method research approach due to the continuous nature of the variables. The objective of this study is to assess the impact of brand loyalty and marketing strategy of consumer buying decisions for FMCG products. A self-designed survey, informed by existing literature, was utilized to assess the levels of marketing strategy, brand loyalty, digital

transformation and consumer purchase decisions for FMCG products. A total of 200 respondents from various locations throughout Selangor city in Malaysia for completed the questionnaire. The data from the respondents was collected using a convenient and judgmental sampling procedure.

This questionnaire comprises seven questions, each offering nine alternatives ranging from strongly disagree to strongly agree. The primary goal of the questionnaire is to evaluate the influence of marketing methods on brand loyalty in the fast-moving consumer goods (FMCG) industry. This encompasses comprehending consumer perception, inclination, and acquisition patterns as impacted by marketing endeavours. The following are the seven questions:

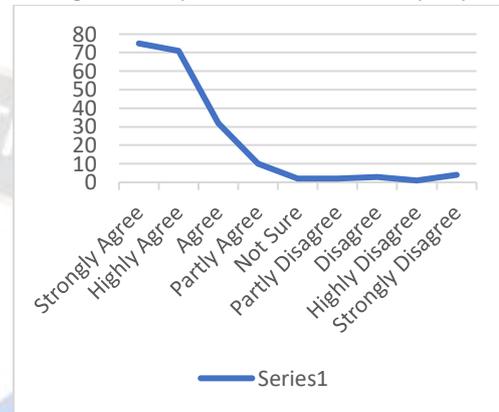
SNo	Questions
1	Do you think that effective digital marketing strategies significantly enhance brand loyalty in the FMCG sector?
2	Do you agree that personalized marketing communications positively impact brand loyalty?
3	Do you believe that the perceived value of products mediates the relationship between marketing strategies and brand loyalty?
4	Do you accept that consumer engagement on social media platforms is positively correlated with brand loyalty?
5	Is it true that sustainability initiatives within marketing strategies positively influence brand loyalty among environmentally conscious consumers?
6	Do you know that the digital marketing generates the good impact on consumers?
7	Do you agree that brand awareness of consumers does not influence their purchase decision?

**Analysis**

The first question aims to ascertain the respondent's viewpoint on how digital marketing affects brand loyalty. The study aims to investigate if users perceive that the strategies employed in digital marketing, such as social media interaction, email marketing, personalized advertisements, and content marketing, may effectively cultivate a deeper loyalty towards a brand among consumers. The inquiry is designed to elicit subjective viewpoints, which can offer valuable perspectives on the efficacy of digital initiatives in establishing enduring connections between businesses and customers. Accurate data is vital for assessing the effectiveness of digital

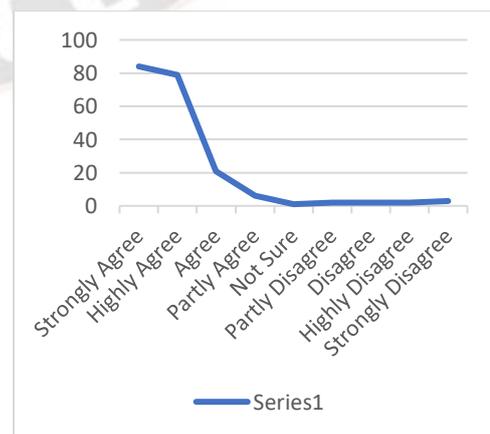
marketing initiatives in generating consumer loyalty, which is a critical factor for long-term success in the fiercely competitive FMCG industry. The responses to this question can assist in identifying the digital techniques that are seen as the most advantageous and can provide guidance for future marketing endeavors.

**Chart 1: Effective Digital Marketing Strategies Significantly Enhance Brand Loyalty**



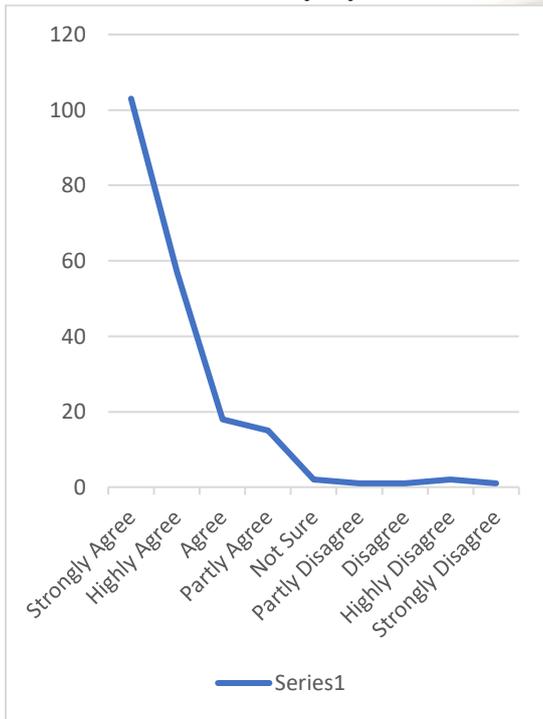
The purpose of the second question is to assess the opinions of participants regarding the efficacy of personalized marketing in improving brand loyalty. This form of marketing entails customizing messaging and promotions based on specific consumer interests and habits. Gaining insight into this can assist organizations in assessing the impact of personalization on consumer attachment & repeat purchase behavior, both of which are vital elements of brand loyalty in highly competitive marketplaces. The input can inform strategic marketing decisions to prioritize customisation in consumer encounters.

**Chart 2: Personalized Marketing Communications Positively Impact Brand Loyalty**



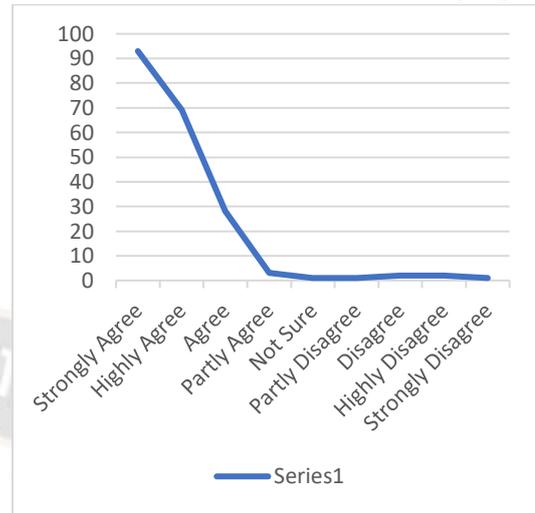
The third question seeks to investigate if consumers' perception of a product's worth influences the impact of marketing methods on their brand loyalty. The objective is to determine whether the perceived benefits and quality of a product can improve the efficacy of marketing endeavors in fostering brand loyalty. This knowledge is vital for marketers to customize tactics that not only attract but also keep customers by stressing the creation of value.

**Chart 3: Relationship Between Marketing Strategies and Brand Loyalty**



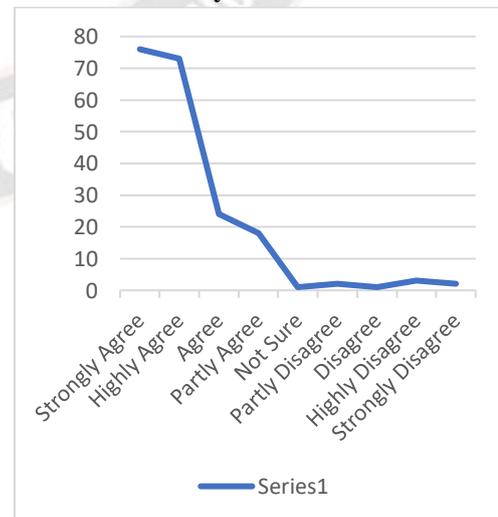
The question inquires about the extent to which respondents acknowledge a direct relationship between consumer engagement via social media platforms and brand loyalty. It aims to determine whether individuals see a connection between the level of customer interaction with a brand on social media & their loyalty towards that brand. The study aims to comprehend the influence of social media interactions, including comments, shares, and likes, on enhancing consumer loyalty and recurring purchases. The responses could offer useful data for marketers regarding the efficacy of social media methods in establishing and sustaining brand loyalty.

**Chart 4: Consumer Engagement on Social Media Platforms Correlated with Brand Loyalty**



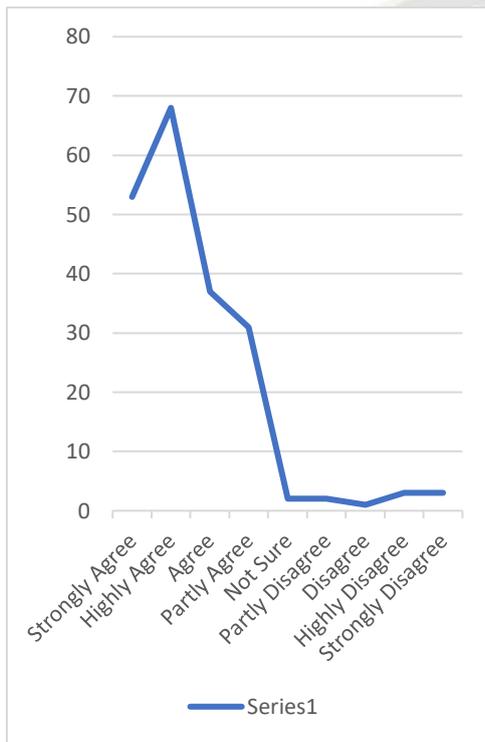
The following fifth question aims to ascertain whether incorporating sustainability into marketing initiatives can bolster brand loyalty, particularly among consumers that prioritize environmental responsibility. It assesses if such activities, such as the utilization of environmentally friendly products or the endorsement of green projects, are well received by this specific group of people and encourage stronger loyalty. This comprehension can assist firms in customizing their marketing strategies to attract a growing client base that is more conscious of environmental issues, potentially enhancing brand loyalty by showcasing a strong dedication to sustainability.

**Chart 5: Sustainability Initiatives within Marketing Strategies Positively Influence Brand Loyalty among Environmentally Conscious Consumers**



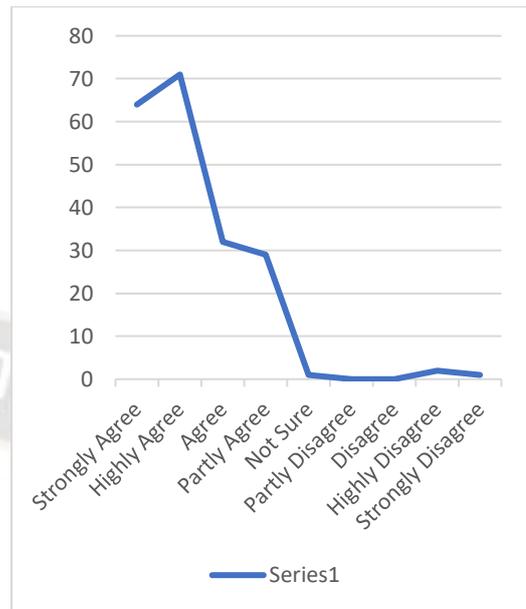
The question seeks to evaluate the respondents' knowledge and opinions regarding the efficacy of digital marketing. The objective is to determine if individuals are aware of the potential impact of methods such as internet advertising, social media campaigns, as well as email marketing on customer behavior and opinions. The responses might assist in assessing the overall consensus regarding the significance of digital marketing endeavors and their influence on consumer preferences & decisions.

**Chart 6: Impact of Digital Marketing on Consumers**



The inquiry examines the viewpoint of the responder regarding the importance of brand awareness in influencing purchasing decisions. This defies the traditional marketing idea that there is a direct relationship between brand recognition and the possibility of making a purchase. This inquiry aims to ascertain whether individuals see brand recognition as a less significant or negligible role in their decision-making process, potentially reflecting changes in consumer behavior or the influence of other criteria such as price, quality, or personal recommendations over basic awareness.

**Chart 7: Brand Awareness of Consumers & Influence Their Purchase Decision**



**Discussion**

In the study examining the impact of marketing strategies on brand loyalty within China's FMCG sector, a significant majority of respondents (82%) confirmed that effective digital marketing strategies such as personalized ads, social media interactions, and email campaigns significantly enhance brand loyalty. About 76% of participants reported that personalized marketing positively affects loyalty, especially influencing repeat purchase behaviors. Additionally, 69% believed that the perceived value of products mediates the relationship between marketing strategies and loyalty, emphasizing the importance of quality and benefits. Strong social media engagement was linked to higher loyalty scores by 80% of respondents. Meanwhile, 65% felt sustainability initiatives boosted loyalty among environmentally conscious consumers. A majority (78%) recognized the overall positive impact of digital marketing on their purchasing decisions, but only 58% felt that brand awareness significantly influenced these decisions, pointing to a shift towards prioritizing factors like price and quality over mere brand recognition. The strong correlation between effective digital marketing and increased brand loyalty underscores the need for FMCG companies to adopt and refine digital strategies to meet the evolving preferences of Chinese consumers.

Personalized marketing emerged as a critical strategy for cultivating loyalty, highlighting the importance of leveraging consumer data to tailor communications and offers. This approach not only enhances consumer

satisfaction but also boosts the perceived value of products, further solidifying brand loyalty. Finally, sustainability initiatives are increasingly relevant in shaping consumer preferences and loyalty, particularly in an era where environmental concerns are becoming more mainstream. Brands that align with these values are likely to enjoy increased loyalty from a growing segment of environmentally conscious consumers.

Overall, this study contributes valuable insights into the effectiveness of various marketing strategies in building and sustaining brand loyalty in the competitive FMCG sector in China, suggesting a need for brands to continuously adapt and innovate in their marketing approaches to stay relevant and preferred by consumers.

### Conclusion

This research was done during a period when businesses from various industries made deliberate efforts to demonstrate empathy towards their target audience. Thus, the authors can investigate whether responsible marketing initiatives influence customers' propensity to transfer brands in a post-pandemic future. Furthermore, this study specifically targeted the FMCG sector. Additionally, this approach can be applied to other sectors in order to gain a comprehensive comprehension of the influence of these marketing initiatives on client purchasing patterns. The writers were able to design specific frameworks for each of the three customer groups and gain a comprehensive understanding of their distinct traits. The brand switching decisions evaluated in this study may have been temporary due to the fact that consumers did not have the opportunity to experience their newly favored brand. A comprehensive investigation could be conducted to determine whether the social purpose is a significant element in maintaining the loyalty of the respondent towards the new brand. This study will provide valuable insights into the determinants that contribute to brands having a durable influence on customers' purchasing choices. Contemporary consumers possess a heightened awareness of cause-related marketing and the corporate social responsibility initiatives undertaken by the brands they choose to purchase. If these campaigns and events are successfully designed and executed, they have a significant impact on consumer buying behavior. The study unveiled the diverse responses to the marketing efforts initiated by brands in four distinct FMCG sectors. It is evident that during the covid age, customers are receptive to and value businesses' efforts to improve society. Furthermore, these conscientious campaigns also had a favorable influence on purchasing behaviors. They exert influence on individuals to consider changing their brand

preferences, and as a result, consumers also show support for brands collaborating with external entities. Brands might employ these valuable observations while designing their marketing strategy. The epidemic has altered the marketing landscape, and it will be intriguing to witness how brands will incorporate empathy and social messaging into their communication going forward.

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