



International Journal of Multidisciplinary Research and Growth Evaluation



International Journal of Multidisciplinary Research and Growth Evaluation

ISSN: 2582-7138

Received: 05-01-2021; Accepted: 29-01-2021

www.allmultidisciplinaryjournal.com

Volume 2; Issue 1; January-February 2021; Page No. 835-847

The Role of Strategic Brand Positioning in Driving Business Growth and Competitive Advantage

Abiola Ebunoluwa Onalaja ¹, Bisayo Oluwatosin Otokiti ^{2*}

¹ Multichoice Nigeria Limited, Nigeria

² Department of Business and Entrepreneurship, Kwara State University, Nigeria

Corresponding Author: Bisayo Oluwatosin Otokiti

DOI: <https://doi.org/10.54660/IJMRGE.2021.2.1.835-847>

Abstract

Strategic brand positioning is a critical driver of business growth and competitive advantage in today's dynamic market landscape. It involves crafting a unique and compelling brand identity that differentiates a company from competitors while aligning with customer preferences and industry trends. Effective brand positioning enhances brand recognition, fosters customer loyalty, and strengthens market presence, ultimately leading to sustainable business success. This study explores the role of strategic brand positioning in shaping consumer perceptions and influencing purchasing behavior. It examines key elements such as brand identity, value proposition, competitive differentiation, and emotional appeal. By leveraging these components, businesses can create strong brand equity, allowing them to charge premium prices, reduce marketing costs, and improve customer retention. The study further analyzes how digital transformation and data-driven insights have redefined branding strategies, enabling businesses to tailor their messaging and optimize customer engagement. Additionally, the research highlights the importance of consistency in brand messaging across various touchpoints, including social media, advertising, customer service, and product packaging. It discusses the impact of storytelling in brand

communication, illustrating how businesses can build emotional connections with their target audience. Moreover, the study evaluates successful case studies of companies that have effectively utilized brand positioning to achieve significant market dominance and long-term profitability. A well-defined brand positioning strategy not only fosters customer trust but also serves as a key differentiator in highly competitive industries. The study underscores the role of innovation in maintaining brand relevance and adapting to evolving consumer expectations. Businesses that invest in continuous brand evolution and align their strategies with market demands are better positioned to navigate industry disruptions and economic uncertainties. The findings suggest that companies that prioritize strategic brand positioning experience improved financial performance, enhanced market share, and stronger customer engagement. By integrating branding efforts with overall business objectives, organizations can create a sustainable competitive edge. This research contributes to the growing body of knowledge on brand management and provides actionable insights for businesses seeking to optimize their brand positioning strategies for long-term growth and profitability.

Keywords: Strategic Brand Positioning, Business Growth, Competitive Advantage, Brand Equity, Customer Loyalty, Market Differentiation, Digital Branding, Storytelling, Brand Communication, Consumer Perception

1. Introduction

Strategic brand positioning is a critical process that involves creating a distinct and meaningful identity for a brand in the minds of consumers. This identity not only sets the brand apart from its competitors but also aligns with market expectations. The essence of effective brand positioning lies in the deliberate design and communication of a brand's unique value proposition, which must resonate with the target audience and reinforce a compelling brand perception. Research indicates that consumers develop deep relationships with brands, which significantly influence their brand-related behaviors, including loyalty and advocacy (Becerra & Badrinarayanan, 2013). Furthermore, the alignment of brand identity with consumer identity is crucial, as it enhances the effectiveness of marketing strategies and can lead to increased purchase intentions (Bhattacharjee *et al.*, 2014). In today's competitive business landscape, brand positioning plays a pivotal role in shaping consumer behavior, driving customer loyalty, and enhancing brand equity. Brands that successfully position themselves can achieve higher levels of customer engagement and justify premium pricing, thereby maintaining a competitive advantage (Fritz *et al.*, 2017).

The integration of brand authenticity into positioning strategies is particularly important, as it fosters trust and emotional connections with consumers. Studies have shown that brand experiences significantly influence perceptions of brand authenticity, which in turn affects brand love and loyalty (Safeer *et al.*, 2020; Morhart *et al.*, 2014). This suggests that businesses must continuously refine their brand positioning strategies to remain relevant, especially in the context of rapid digital transformation and evolving consumer preferences (Nguyen *et al.*, 2021). Moreover, the strategic use of data-driven insights, digital branding, and storytelling has become essential in shaping brand perception. These elements not only enhance the effectiveness of brand positioning but also serve as key drivers of sustainable growth and profitability (Hollebeek *et al.*, 2014). For instance, transparent brand communication has been linked to increased perceptions of authenticity and trust among consumers, which are critical for fostering long-term relationships (Yang & Battocchio, 2020). By leveraging these insights, companies can optimize their brand positioning efforts to maximize long-term success in an increasingly dynamic market landscape. The interplay between brand identity, consumer identity, and brand experiences underscores the importance of strategic brand positioning in achieving competitive advantage and driving business growth (Roy & Banerjee, 2014; Huang, 2017). This study aims to explore the significance of strategic brand positioning in driving business growth and competitive advantage. It will examine the core elements of effective brand positioning, its impact on consumer perception, and how companies can leverage branding strategies to create a sustainable market edge. By analyzing real-world case studies, this study will provide insights into how businesses can optimize their brand positioning efforts to maximize long-term success in an increasingly dynamic market landscape.

2. Methodology

This study employs the PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) methodology to

systematically review existing literature on strategic brand positioning, business growth, and competitive advantage. The PRISMA framework ensures transparency and rigor in identifying, selecting, and analyzing relevant research articles. The initial phase involved defining the research question, focusing on how strategic brand positioning influences business growth and competitive advantage. A comprehensive search was conducted across multiple academic databases, including Scopus, Web of Science, and Google Scholar, using keywords such as "brand positioning," "competitive advantage," "brand loyalty," "brand trust," and "business growth." Inclusion criteria were established to ensure relevance and quality. Studies were selected if they (1) were published in peer-reviewed journals, (2) examined brand positioning in the context of business growth and competitive advantage, and (3) included empirical data or theoretical frameworks relevant to the study. Exclusion criteria included non-English papers, duplicate studies, and articles with limited methodological rigor. The database search yielded 385 articles. After removing duplicates, 320 articles remained. Titles and abstracts were screened, eliminating 180 papers that did not align with the study focus. A full-text review of the remaining 140 articles led to the selection of 50 articles for qualitative synthesis. Data extraction focused on study objectives, research methodologies, key findings, and implications for strategic brand positioning. Studies were categorized based on their thematic contributions to brand awareness, customer loyalty, competitive differentiation, and market positioning. A qualitative synthesis was conducted to identify recurring themes, gaps in research, and potential directions for future studies. The PRISMA flowchart below illustrates the systematic process of identifying, screening, and selecting articles for review. The PRISMA flowchart shown in figure 1 visually represents the systematic selection process of relevant literature, ensuring a rigorous approach to identifying high-quality studies for this research.

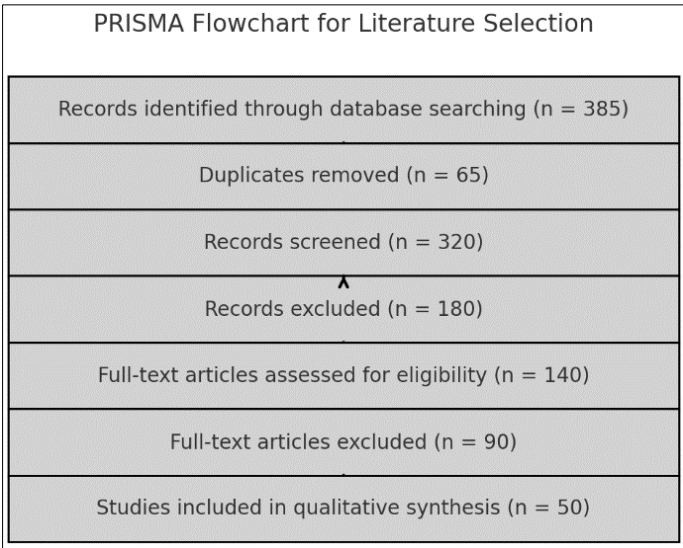


Fig 1: PRISMA Flow chart of the study methodology

2.1 Understanding strategic brand positioning

Strategic brand positioning is a critical process that involves establishing a brand's unique image, values, and identity in

the minds of consumers. This differentiation is essential in a competitive marketplace, where brands must not only compete on product features and pricing but also on

emotional and psychological connections with their customers. A well-defined brand positioning strategy enhances market competitiveness, fosters customer loyalty, and drives long-term business success. Research indicates that effective brand positioning is fundamentally linked to consumer perceptions and the unique value proposition (UVP) that a brand offers (Lu *et al.*, 2015; Xie *et al.*, 2015). The UVP articulates what makes a brand distinct and why consumers should prefer it over competitors, thus playing a pivotal role in shaping brand perception.

The effectiveness of brand positioning is significantly influenced by a structured strategy that incorporates several key elements. Target audience segmentation is one such element, which involves identifying specific consumer groups that a brand aims to serve. Brands that neglect this aspect risk ineffective positioning, leading to weak customer engagement and low brand recognition (Bhattacharjee *et al.*, 2014). Segmentation strategies often consider demographics, psychographics, and behavioral patterns, ensuring that brand messaging aligns with consumer preferences. Furthermore, competitive differentiation is crucial in saturated markets, where brands must highlight their unique attributes, such as superior quality, exceptional service, or innovative practices, to stand out (Nguyen *et al.*, 2021).

Brand consistency across various touchpoints is another essential component of a robust positioning strategy. Consumers interact with brands through multiple channels, and maintaining a coherent brand message and visual identity across these platforms reinforces brand trust and credibility (Roy & Banerjee, 2014). Inconsistent messaging can lead to consumer confusion and diminish brand equity, making it challenging to establish a solid market presence. Additionally, emotional connections play a vital role in brand positioning, as consumers often make purchasing decisions based on both rational and emotional factors. Brands that successfully evoke strong emotional responses tend to foster deeper relationships with their customers, enhancing loyalty and encouraging repeat business (Faraoni *et al.*, 2015).

Brand storytelling is an effective tool for communicating a brand's mission, values, and unique offerings. A compelling narrative can create an emotional bond between consumers

and the brand, making it more relatable and memorable (A *et al.*, 2020). Successful brands like Apple and Nike have leveraged storytelling to position themselves as industry leaders, thereby inspiring consumer engagement and loyalty (Shen, 2019). The foundation of any brand positioning strategy lies in its identity, mission, and values. A well-defined brand identity encompasses visual and verbal elements that represent the brand, while a clear mission statement guides strategic decisions and shapes consumer perceptions (Becerra & Badrinarayanan, 2013).

Moreover, brand values establish the ethical principles guiding a brand's interactions with stakeholders. In an era where consumers are increasingly conscious of corporate social responsibility, brands that align with meaningful values can build trust and credibility (Graham & Wilder, 2020). For instance, brands like Patagonia and TOMS have successfully positioned themselves as purpose-driven entities, appealing to consumers who prioritize sustainability and social impact (Fajariah *et al.*, 2016).

Adaptability is also crucial in strategic brand positioning. As market trends and consumer behaviors evolve, brands must periodically reassess and reposition themselves to remain relevant. Companies like Netflix have successfully adapted their brand positioning in response to changing consumer demands, transitioning from a DVD rental service to a global streaming platform (Choi & Winterich, 2013). Similarly, McDonald's has incorporated healthier menu options and sustainability initiatives to align with modern consumer preferences (Singh, 2015).

The digital age has transformed brand positioning strategies, providing businesses with new tools for engagement and personalization. Social media and data analytics enable brands to connect directly with their audiences, gather real-time feedback, and refine their positioning strategies (Bernritter *et al.*, 2016). Brands that utilize data-driven insights can create targeted strategies that resonate with specific consumer segments, enhancing their chances of success (Mhlango & Mason, 2020). Figure 2 shows a picture depicting from brand purpose to brand personality and positioning presented by Mirzaei, Webster & Siuki, 2021.

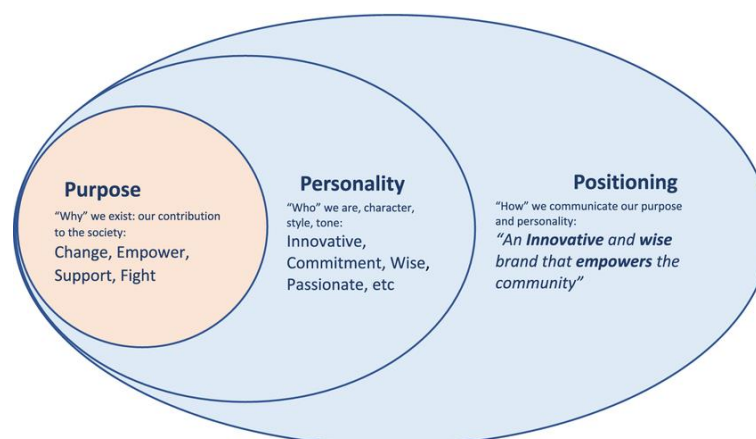


Fig 2: From brand purpose to brand personality and

positioning (Mirzaei, Webster & Siuki, 2021).

Finally, measuring the effectiveness of brand positioning is essential for ongoing success. Businesses must track key performance indicators such as brand awareness, customer perception, and loyalty to assess the impact of their

positioning strategies (Bernritter *et al.*, 2016). By actively monitoring these metrics, brands can make informed decisions to optimize their efforts and maintain a strong market presence (Silveira *et al.*, 2013). In conclusion, strategic brand positioning is not merely about differentiation

but about forging meaningful connections with consumers. By focusing on segmentation, differentiation, emotional branding, and storytelling, businesses can create a compelling brand presence that resonates with their target audience, ultimately driving long-term profitability and success.

2.2 The link between brand positioning and business growth

Brand positioning is a critical factor in driving business growth, as it significantly influences consumer perceptions, interactions with products or services, and purchasing decisions. A well-defined brand positioning strategy enables businesses to establish a robust market presence, fostering recognition, awareness, and customer loyalty, which are essential for long-term revenue growth and profitability. Research indicates that effective brand positioning creates a distinct and compelling brand image, allowing businesses to differentiate themselves from competitors and build sustainable brand equity that contributes to financial success (Başer *et al.*, 2016; Ikramuddin & Mariyudi, 2021; Atulkar, 2020).

One of the primary ways brand positioning enhances business growth is through increased brand recognition and awareness. In a saturated market, where consumers are inundated with marketing messages, brands must find ways to stand out. Effective brand positioning ensures that a business is easily recognizable, which increases the likelihood of consumer consideration during purchasing decisions. A strong brand identity, characterized by a distinctive logo, consistent messaging, and a clear value proposition, reinforces recognition and builds familiarity among consumers ("Influence of Website Quality, Innovation, and Brand Trust on Customer Satisfaction of Embedded Website in Game Application", 2021; Hamouda, 2019). For instance, companies like Apple and Coca-Cola have successfully leveraged brand positioning to achieve high levels of global recognition, making their brands synonymous with quality and reliability (Kamboj *et al.*, 2018; Doe, 2020). Ateke & Akani, 2018, presented Conceptual Framework of Brand Positioning and Marketing Wellness as shown in figure 3.

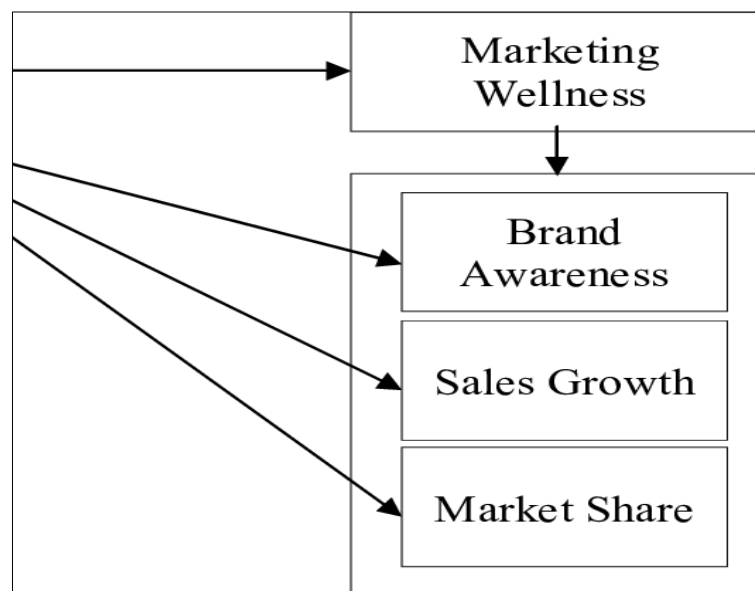


Fig 3: Conceptual Framework of Brand Positioning and Marketing Wellness (Ateke & Akani, 2018).

Moreover, brand awareness extends beyond mere recognition; it plays a pivotal role in establishing consumer trust and credibility. When a brand is consistently positioned as a leader in its industry, consumers are more inclined to trust its products or services. Trust is a crucial element in the decision-making process, as customers prefer brands they perceive as reliable and reputable. Strategies such as thought leadership and content marketing reinforce a brand's credibility, facilitating customer attraction and retention (Putri *et al.*, 2021; Natalia *et al.*, 2021; Kurnianingsih & Riorini, 2021). Research has shown that brand trust positively influences brand loyalty, suggesting that a strong brand positioning strategy can lead to a loyal customer base that remains engaged over time (Altangerel & Munkhnasan, 2019).

Customer loyalty and retention are also significantly linked to effective brand positioning. While acquiring new customers is vital, retaining existing ones is often more profitable and sustainable. A well-positioned brand fosters emotional connection with customers, encouraging repeat

purchases and long-term advocacy. Brands that align their positioning with customer values and aspirations create a sense of belonging, making it challenging for competitors to attract these customers (Heydari & Lotfizadeh, 2014; So *et al.*, 2013). Customer loyalty programs and personalized marketing strategies further reinforce brand positioning and enhance retention rates, as satisfied customers are more likely to recommend the brand to others, amplifying its reach (Azizan & Yusr, 2019; Kataria & Saini, 2019).

Additionally, strong brand positioning can lead to reduced customer acquisition costs. When a brand has established a loyal customer base and strong brand equity, it requires less investment in marketing to attract new customers. Instead of constantly trying to convince new consumers of its value, a well-positioned brand naturally attracts new buyers through its reputation and customer testimonials (Prasad *et al.*, 2017; Chinomona, 2016). Consistency in brand messaging and engagement minimizes customer churn and maximizes lifetime value, contributing to greater financial sustainability (Huang, 2017; Sharma & Paudel, 2018).

The ability to establish and maintain strong brand equity directly influences revenue growth and profitability. Brand equity reflects the value a brand holds in the market based on customer perceptions and associations. Strong brand equity allows businesses to command premium pricing, reduce price sensitivity, and drive higher profit margins. Consumers are often willing to pay more for brands they trust and perceive as superior, making brand positioning a critical factor in pricing strategies (Raza *et al.*, 2019; Silalahi *et al.*, 2016). Companies like Tesla and Louis Vuitton exemplify how effective brand positioning can create high brand equity, enabling them to maintain premium pricing without losing customer demand (Windarti *et al.*, 2020).

Furthermore, a well-positioned brand exhibits greater resilience during economic downturns. When consumers face financial constraints, they are more likely to prioritize purchases from brands they trust and recognize. Strong brand equity serves as a safeguard, ensuring steady sales even in challenging economic conditions, while brands with weak positioning struggle to retain customers (Yu, *et al.*, 2017; Zachariadis, Hileman & Scott, 2019). Effective brand positioning also opens up opportunities for business expansion. Brands with strong market positioning can successfully enter new markets and launch new products with reduced resistance. Customers who already trust and recognize a brand are more likely to embrace its new offerings, mitigating risks associated with expansion.

In the digital age, the significance of brand positioning has intensified, as consumers have access to vast information and choices. Brands must actively manage their positioning across various channels, including social media and online reviews. Digital branding enables businesses to engage directly with consumers, gather real-time feedback, and adapt their strategies based on data-driven insights. Brands that effectively leverage digital tools can strengthen their positioning, enhance loyalty, and drive higher engagement, all contributing to sustained business growth.

In conclusion, brand positioning is not merely a marketing tactic; it is a strategic approach that shapes consumer perceptions, influences purchasing decisions, and determines long-term business success. By investing in brand positioning

strategies that resonate with consumer needs and market trends, businesses can establish themselves as industry leaders, achieve sustainable growth, and maintain a competitive edge (Yu, *et al.*, 2017; Zachariadis, Hileman & Scott, 2019). Companies that prioritize strategic brand positioning are better equipped to navigate the complexities of the marketplace, ensuring their survival and success in an increasingly competitive environment.

2.3 Competitive advantage through brand positioning

Brand positioning is a fundamental strategy that enables businesses to secure a competitive advantage by differentiating themselves from competitors, shaping consumer perceptions, and reinforcing brand loyalty. In today's competitive market landscape, companies cannot solely depend on product quality or pricing; they must carve out a unique position that resonates with their target audience, thereby becoming the preferred choice among consumers. Effective brand positioning not only attracts customers but also fosters long-term relationships that contribute to sustainable growth (Fortes *et al.*, 2019; Hegner *et al.*, 2017). Differentiation is a key benefit of strategic brand positioning, particularly in industries where products and services are saturated. Brands must distinguish themselves beyond basic features, employing strategies such as superior product quality, exceptional customer service, and innovative technology. A well-positioned brand communicates its unique value proposition clearly, ensuring that consumers can recognize and remember it amidst numerous alternatives (Agusthera *et al.*, 2021; So *et al.*, 2014). For instance, brands like Apple have successfully positioned themselves as providers of premium products that emphasize innovation and design, allowing them to command higher prices while maintaining strong customer loyalty (Kihan *et al.*, 2015). Similarly, Tesla has differentiated itself in the automotive sector by positioning itself as a leader in sustainable electric vehicles, appealing to environmentally conscious consumers (Pappu & Quester, 2016). Combinations of business strategies that can yield a competitive advantage presented by Kraus, *et al.*, 2021, is shown in figure 4.

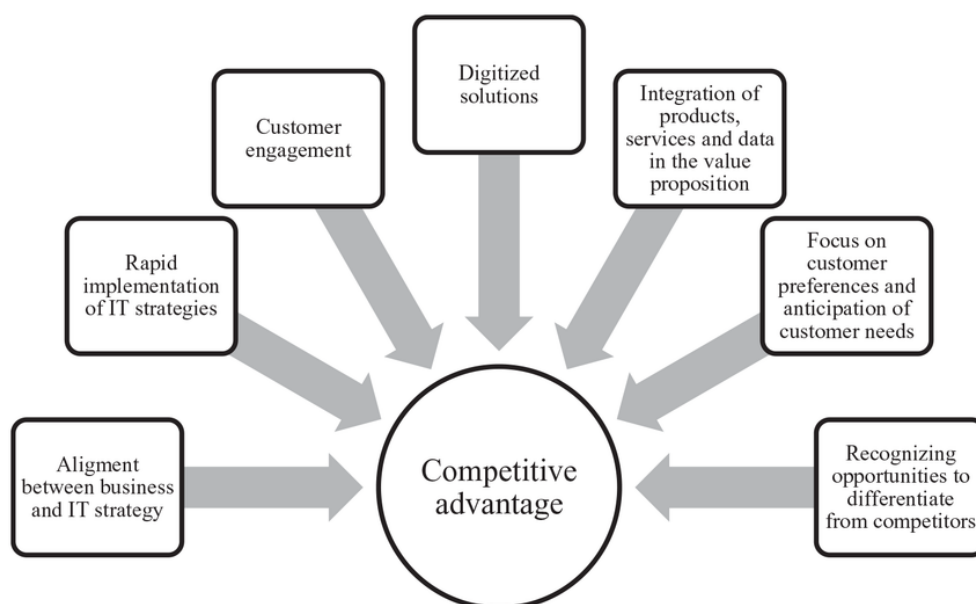


Fig 4: Combinations of business strategies that can yield a competitive advantage (Kraus, *et al.*, 2021).

Exceptional customer experience is another effective differentiation strategy. Brands that prioritize outstanding service and personalized engagement often gain a competitive edge. Amazon exemplifies this by leveraging customer-centric brand positioning to build trust and loyalty through convenience and personalized recommendations (Iglesias *et al.*, 2019). Starbucks has also differentiated itself by creating an experience around its coffee offerings, providing comfortable spaces and fostering a sense of community, which enhances customer loyalty (So *et al.*, 2013).

The influence of brand perception on consumer decision-making is crucial in establishing a competitive advantage through brand positioning. Consumers frequently make purchasing decisions based on the perceptions and emotions associated with a brand rather than solely on logical comparisons of product features and pricing. A strong brand positioning strategy shapes these perceptions, associating the brand with desirable attributes such as trust, quality, and reliability (Kaufmann *et al.*, 2016). In luxury fashion, for example, brands like Louis Vuitton and Gucci are perceived as symbols of status and exclusivity, influencing consumer behavior significantly. This emotional connection allows luxury brands to maintain high price points while ensuring continued demand.

Moreover, brands that emphasize values such as sustainability and social responsibility resonate with a growing segment of consumers who prioritize these attributes in their purchasing decisions. Patagonia has effectively positioned itself as an environmentally conscious brand, earning loyalty from consumers who align with its values (Nasirabadi & Bokaei, 2013). Similarly, Google has established itself as a reliable and innovative brand in the technology sector, with its reputation for quality contributing to its dominance in various markets (Suryono *et al.*, 2021).

Case studies of successful brand positioning strategies further illustrate how businesses can leverage strategic positioning for competitive advantage. Coca-Cola, for instance, has built an iconic global brand by associating itself with happiness and togetherness, utilizing emotional storytelling and strong visual identity to maintain its market leadership (Fujita *et al.*, 2020). Nike has positioned itself as a brand synonymous with performance and inspiration, aligning with top athletes and leveraging motivational messaging to create a strong emotional connection with consumers. Airbnb's strategic positioning as a provider of unique travel experiences has allowed it to disrupt the hospitality industry and achieve rapid global expansion.

In conclusion, competitive advantage through brand positioning is achieved by effectively differentiating from competitors, influencing consumer perceptions, and implementing successful branding strategies. A well-positioned brand stands out in a crowded market, establishes emotional connections with customers, and fosters long-term loyalty. Businesses that invest in strategic brand positioning benefit from increased market share, premium pricing power, and sustained profitability. By studying successful case studies, companies can glean valuable insights into refining their positioning strategies to drive growth and maintain a strong competitive edge.

2.4 Digital transformation and its impact on brand positioning

Digital transformation has fundamentally altered the landscape of brand positioning, compelling businesses to adapt their strategies to thrive in an increasingly digital environment. As technology evolves, companies are leveraging digital tools to craft compelling brand narratives and engage consumers more effectively. This shift towards digital branding encompasses various strategies, including data-driven marketing and influencer collaborations, which have become essential for refining brand positioning and enhancing market competitiveness (Yu, *et al.*, 2017, Zachariadis, Hileman & Scott, 2019).

The role of digital branding and online presence is paramount in shaping consumer perceptions. Traditional advertising methods, such as television commercials and print media, have been increasingly supplemented by digital techniques that facilitate real-time consumer engagement. Websites, mobile applications, and social media platforms have emerged as critical touchpoints for consumer interaction with brands. A robust online presence not only ensures visibility but also reinforces brand relevance in a competitive marketplace (Yazdanparast *et al.*, 2016; Tsimonis & Dimitriadis, 2014). Brands that effectively utilize social media can create positive brand attitudes and enhance consumer experiences, which are vital for building brand equity.

Consumers now expect seamless digital experiences, which necessitates that companies invest in digital branding tools such as search engine optimization (SEO) and content marketing. These tools enhance visibility and strengthen brand positioning, allowing even smaller businesses to compete effectively with larger corporations by establishing a strong online identity without the prohibitive costs associated with traditional advertising (Yazdanparast *et al.*, 2016). The accessibility of digital platforms has democratized branding, enabling diverse businesses to engage with consumers on a more personal level (Putra *et al.*, 2021).

Data-driven marketing has revolutionized brand positioning by allowing businesses to tailor their messaging to specific consumer segments. The analysis of online interactions provides insights into customer behaviors and preferences, enabling personalized marketing strategies that foster deeper connections with consumers. This personalization enhances brand loyalty and improves conversion rates, as evidenced by successful companies like Amazon and Netflix, which utilize AI-driven insights to maintain relevance and value in their offerings (Batra & Keller, 2016; Chakraborty & Bhat, 2018). By segmenting audiences based on demographics and interests, brands can craft unique messages that resonate with various market segments, thereby refining their positioning strategies (Yazdanparast *et al.*, 2016; Batra & Keller, 2016). The rise of real-time consumer feedback through social media has also transformed brand positioning. Brands can now monitor consumer sentiment and adjust their strategies accordingly, fostering trust and credibility through active engagement (Yazdanparast *et al.*, 2016; Tsimonis & Dimitriadis, 2014; Dehghani & Tümer, 2015).

Social listening tools enable brands to understand consumer conversations, allowing them to address concerns and reinforce their brand identity effectively (Yu, *et al.*, 2017; Zachariadis, Hileman & Scott, 2019). Furthermore, influencer marketing has become a powerful tool for brand positioning, as consumers tend to trust recommendations from influencers over traditional advertisements. Collaborations with influencers help brands increase visibility and create authentic connections with their target audience, enhancing their market position (Hidayati *et al.*, 2019).

User-generated content (UGC) plays a significant role in shaping brand perception in the digital age. Consumers sharing their experiences and testimonials contribute to a brand's authenticity and credibility, reinforcing its positioning through social proof (Yazdanparast *et al.*, 2016; Batra & Keller, 2016). Brands like GoPro have successfully utilized UGC to create dynamic narratives that resonate with consumers, showcasing the real-world impact of their products (Yazdanparast *et al.*, 2016; Batra & Keller, 2016). Additionally, the integration of immersive technologies such as augmented reality (AR) and virtual reality (VR) into branding strategies has allowed companies to create memorable experiences that differentiate them from competitors (Batra & Keller, 2016; Dehghani & Tümer, 2015).

As digital transformation continues to evolve, businesses face new challenges in maintaining consistent messaging across various platforms. A cohesive brand identity is essential to prevent consumer confusion and ensure effective positioning (Yazdanparast *et al.*, 2016; Batra & Keller, 2016). The growing importance of e-commerce further emphasizes the need for brands to reflect their identity and values in their digital storefronts, as every aspect of the online shopping experience contributes to brand positioning (Volberda, *et al.*, 2021; Yi, *et al.*, 2017). Companies that provide engaging and personalized online experiences are more likely to foster consumer loyalty, gaining a competitive edge in the digital marketplace (Yazdanparast *et al.*, 2016; Batra & Keller, 2016).

In conclusion, digital transformation has redefined brand positioning, making online presence, data-driven marketing, and influencer engagement critical components of successful branding strategies. Businesses that invest in digital branding not only enhance consumer connections but also drive long-term growth and brand recognition. By embracing digital tools and strategies, companies can navigate the complexities of the modern marketplace and shape the future of consumer-brand relationships (Yazdanparast *et al.*, 2016; Batra & Keller, 2016).

2.5 Challenges and risks in brand positioning

Brand positioning is indeed a critical strategy for businesses seeking to carve out a unique identity in the marketplace, differentiate themselves from competitors, and foster long-term customer loyalty. The importance of brand positioning is underscored by its role in establishing a brand's unique value proposition (UVP), which is essential for standing out in a crowded market. As noted by Jalkala and Keränen, effective brand positioning strategies are vital for firms, particularly in industrial contexts, to provide customer solutions that resonate with their target audiences (Jalkala & Keränen, 2014). However, the challenges associated with brand positioning are multifaceted and complex, particularly

in an environment characterized by rapid change and increased competition.

One of the foremost challenges in brand positioning is market saturation. In virtually every industry, businesses encounter fierce competition, with numerous brands offering similar products or services. This saturation can overwhelm consumers, making it difficult for brands to distinguish themselves. Heinberg *et al.* highlight that consumers in emerging markets are particularly influenced by iconic brand positioning, which can help brands create distinct promises that resonate with consumers (Heinberg *et al.*, 2017). Yet, without a compelling and well-defined brand position, businesses risk becoming indistinguishable from their competitors, leading to a struggle for customer retention. The difficulty of achieving differentiation is compounded by the tendency of brands to replicate successful strategies, resulting in homogenized marketing messages that fail to capture consumer attention.

The challenge of differentiation is particularly pronounced in industries such as technology and consumer goods, where brands frequently launch products with minimal variations. For instance, in the smartphone market, brands like Apple and Samsung compete by emphasizing advanced features and design aesthetics. However, as noted by Safeer *et al.*, the perception of brand authenticity and emotional connection plays a crucial role in consumer loyalty, which can be difficult to achieve in a saturated market (Safeer *et al.*, 2020). Brands that lack a strong differentiation strategy risk being viewed as interchangeable, leading to a focus on price competition rather than fostering brand loyalty.

Another significant challenge in brand positioning is maintaining consistency across multiple channels. In the digital age, brands engage with consumers through various platforms, including social media, websites, and physical stores. Ensuring that messaging and customer experience are consistent across these channels is essential for building trust and reinforcing brand positioning (Barns, 2018; Zutshi, Grilo & Nodehi, 2021). As highlighted by Vries and Fennis, local and global brand positioning strategies must be carefully managed to ensure that they resonate with consumers across different cultural contexts (Vries & Fennis, 2019). Inconsistencies in brand messaging can confuse consumers and undermine brand credibility. For example, a brand that promotes sustainability but fails to implement eco-friendly practices risks damaging its reputation.

Furthermore, adapting to changing consumer behaviors and industry trends presents another layer of complexity in brand positioning. Consumer preferences are continually evolving, influenced by technological advancements and social movements. Brands that do not adapt risk becoming obsolete. The shift towards e-commerce, for instance, has forced traditional retailers to rethink their strategies to remain competitive against online giants like Amazon. Additionally, modern consumers expect personalized experiences, which necessitates a data-driven approach to marketing. However, brands must navigate the delicate balance between personalization and privacy concerns, as misuse of consumer data can lead to a loss of trust.

Social and cultural trends also significantly impact brand positioning. The growing demand for sustainability and corporate social responsibility requires brands to authentically align with these values. Brands that engage in "greenwashing" without genuine commitment face backlash from increasingly skeptical consumers (Asch, *et al.*, 2018,

Benlian, *et al.* 2018). Moreover, technological advancements, such as artificial intelligence and augmented reality, have transformed consumer interactions, necessitating that brands integrate these innovations into their positioning strategies to maintain relevance.

Managing brand reputation in the digital age is another critical challenge. With the rise of social media, a brand's reputation can be quickly affected by public perception. Negative experiences or controversies can spread rapidly, necessitating proactive reputation management strategies to mitigate risks. Additionally, global brands must navigate the complexities of adapting their positioning across diverse cultural and regional markets, ensuring that their core identity resonates while respecting local nuances (Li *et al.*, 2019).

Economic fluctuations also pose risks to brand positioning. During recessions, consumers often prioritize affordability, which can challenge premium brands that rely on exclusivity. Brands must adapt their positioning strategies to align with changing economic conditions without compromising their core values. For example, some luxury brands have introduced more accessible product lines during downturns to appeal to budget-conscious consumers while maintaining their premium image.

In conclusion, while brand positioning is a powerful tool for driving business growth and competitive advantage, it is fraught with challenges and risks. Businesses must navigate market saturation, ensure consistency across channels, and remain agile in response to evolving consumer behaviors and industry trends (Ansell & Gash, 2018; Turban, Pollard & Wood, 2018). By proactively addressing these challenges, brands can strengthen their positioning, foster lasting customer relationships, and achieve long-term success in an increasingly dynamic market.

2.6 Strategies for effective brand positioning

Brand positioning is a fundamental aspect of business strategy that significantly influences growth and competitive advantage by establishing a clear and differentiated brand identity in the minds of consumers. Effective brand positioning enables businesses to create strong brand equity, foster customer loyalty, and maintain market leadership. Research indicates that companies that implement robust brand positioning strategies can effectively communicate their unique value propositions, which are essential for distinguishing themselves from competitors (Mustaqiem *et al.*, 2021; Guzmán *et al.*, 2018; Saqib, 2020). A well-defined value proposition articulates what a brand stands for, the benefits it offers, and the problems it solves for consumers, which is critical in a crowded marketplace where differentiation is key (Bonab & Akbari, 2018; Huang & Tsai, 2013).

Moreover, emotional branding and storytelling techniques play a crucial role in enhancing brand positioning by forging meaningful connections with consumers. Emotional branding taps into consumers' aspirations and values, leading to stronger loyalty (Gong *et al.*, 2019; Gao & Lan, 2020). For instance, brands like Nike and Coca-Cola effectively utilize emotional narratives to resonate with their audiences, thereby reinforcing their market positions (Handayani & Herwany, 2020; Lee *et al.*, 2017). These strategies not only humanize brands but also make them more relatable and memorable, which is vital for maintaining consumer engagement in an increasingly competitive environment (Yang & Bai, 2017; Gisip & Harun, 2013).

Aligning branding efforts with overarching business goals is essential for ensuring consistency and long-term success. A brand's positioning strategy should reflect its broader objectives, such as market expansion or social impact. For example, Patagonia's commitment to sustainability is integrated into its branding efforts, which not only promotes eco-friendly products but also engages in activism, thereby solidifying its credibility and appeal. When branding strategies align with business goals, they create a cohesive identity that resonates with various stakeholders, including customers and investors (Elrod & Fortenberry, 2018; Tamin & Adis, 2020).

To measure the effectiveness of brand positioning, businesses must utilize key performance indicators (KPIs) and conduct customer perception analysis. Metrics such as brand awareness, customer loyalty, and Net Promoter Score (NPS) provide insights into how well a brand is perceived in the marketplace (Nehzat, 2015). Social media engagement and sentiment analysis further enhance understanding of consumer perceptions, allowing brands to adapt and respond to market demands effectively (Bačevac *et al.*, 2020; Hsiao & Chen, 2013). For instance, McDonald's has successfully evolved its brand positioning by addressing consumer demands for healthier options, demonstrating the importance of responsiveness to consumer feedback (Zebal *et al.*, 2019). Looking ahead, emerging technologies and shifting consumer expectations will continue to shape brand positioning strategies. The integration of artificial intelligence (AI) and augmented reality (AR) into branding efforts allows for personalized customer experiences and innovative engagement methods (Sirrianni *et al.*, 2013; Karvandi, 2016). As consumers increasingly prioritize sustainability and ethical practices, brands that align with these values will have a competitive edge (Mustaqiem *et al.*, 2021; Huang & Tsai, 2013). Companies like Lush and The Body Shop exemplify how ethical branding can resonate with consumers, reinforcing brand loyalty and market relevance (Saqib, 2020).

In conclusion, effective brand positioning requires a strategic approach that encompasses a unique value proposition, emotional branding, and alignment with business goals. Continuous measurement and adaptation based on consumer feedback and market trends are essential for maintaining relevance and competitive advantage (Ali & Hussain, 2017; Bhaskaran, 2019). As businesses navigate the future landscape shaped by technology and evolving consumer values, those that master these strategies will enhance their brand equity and secure a sustainable competitive advantage.

3. Conclusion

Strategic brand positioning is a fundamental driver of business growth and competitive advantage, shaping how consumers perceive and interact with a brand. Throughout this discussion, it has been evident that effective brand positioning enables businesses to differentiate themselves in saturated markets, foster customer loyalty, and establish a strong brand identity that resonates with target audiences. By crafting a unique value proposition, leveraging emotional branding and storytelling, and aligning branding efforts with business goals, companies can create a lasting and influential presence in their industries. Digital transformation has further amplified the importance of brand positioning, with data-driven marketing, social media engagement, and personalized customer experiences becoming critical tools

for maintaining relevance in a rapidly evolving marketplace. One of the key takeaways from this analysis is that businesses must continuously refine their positioning strategies to stay ahead of competition. Market saturation presents a significant challenge, making differentiation essential for long-term success. Brands that fail to establish a distinctive identity risk being overshadowed by competitors, leading to reduced customer engagement and weaker brand equity. Additionally, maintaining consistency across multiple channels is critical for reinforcing brand recognition and trust. Inconsistencies in messaging, visual identity, or customer experience can dilute brand perception, making it difficult for consumers to form strong associations with the brand. Companies that successfully navigate these challenges by ensuring coherence across all platforms create stronger brand recall and loyalty. Measuring the success of brand positioning through key performance indicators, customer sentiment tracking, and market analysis provides valuable insights for businesses looking to optimize their strategies. Understanding consumer perceptions allows companies to adapt their branding efforts to better align with audience expectations and industry trends. Businesses that remain agile in response to evolving consumer behaviors, technological advancements, and market disruptions will have a competitive edge in sustaining brand relevance. Successful case studies of brand repositioning, such as Domino's transformation and Burberry's digital reinvention, demonstrate that businesses willing to adapt can revitalize their image and achieve renewed market dominance.

The future of brand positioning will be heavily influenced by emerging technologies such as artificial intelligence, augmented reality, and blockchain, providing new opportunities for brands to engage with consumers in innovative ways. Ethical branding and sustainability will also play a crucial role, as modern consumers increasingly seek brands that align with their values. Companies that integrate sustainability into their core positioning, demonstrating genuine commitment to environmental and social responsibility, will enhance trust and customer loyalty. Moreover, evolving consumer expectations demand greater personalization, transparency, and inclusivity in branding efforts. Brands that embrace these shifts and tailor their strategies accordingly will thrive in an increasingly competitive landscape.

For businesses looking to strengthen their brand positioning, it is essential to invest in comprehensive market research, understand the needs and preferences of their target audience, and ensure alignment between brand messaging and customer expectations. Differentiation should go beyond product features to include emotional engagement, brand storytelling, and personalized customer experiences. Leveraging digital tools such as AI-driven marketing, social media analytics, and influencer collaborations can help brands refine their positioning and improve customer interactions. Maintaining consistency across all brand touchpoints and actively monitoring customer sentiment will further reinforce a strong and recognizable brand identity.

Ultimately, strategic brand positioning is not a one-time effort but an ongoing process that requires adaptability, creativity, and a deep understanding of market dynamics. Businesses that prioritize brand positioning as a core element of their strategy will not only enhance their competitive advantage but also drive long-term profitability and customer loyalty. By staying proactive, embracing digital

transformation, and aligning with shifting consumer trends, companies can secure a strong market position and achieve sustainable business growth in an ever-evolving global economy.

4. Reference

1. A G, Pangestu F, Surapati U, Mahsyar S. How does brand awareness affect purchase intention in mediation by perceived quality and brand loyalty? *J Crit Rev.* 2020;7(2). Available from: <https://doi.org/10.31838/jcr.07.02.20>
2. Agusthera D, Militina T, ZA S. The effect of brand identification and self-concept connection on brand love and its implications for brand loyalty. *Primanomics J Ekon Bisnis.* 2021;19(1):20. Available from: <https://doi.org/10.31253/pe.v19i1.502>
3. Altangerel U, Munkhnasan T. Relationships of brand image, customer satisfaction and brand loyalty: In case of telecommunication sector. *Int J Bus Manag Econ Rev.* 2019;2(3):39–48. Available from: <https://doi.org/10.35409/ijbmer.2019.3948>
4. Ateke BW, Akani GH. Brand positioning and marketing wellness of deposit money banks. *Int J Innov Soc Sci Arts Manag.* 2018;8(1):140–51.
5. Atulkar S. Brand trust and brand loyalty in mall shoppers. *Mark Intell Plan.* 2020;38(5):559–72. Available from: <https://doi.org/10.1108/mip-02-2019-0095>
6. Azizan N, Yusr M. The influence of customer satisfaction, brand trust, and brand image towards customer loyalty. *Int J Entrep Manag Pract.* 2019;2(7):93–108. Available from: <https://doi.org/10.35631/ijemp.270010>
7. Bačevac S, Veselinović J, Životić D. Branding and brand as factor of the competitive advantage in sports. *Facta Univ Ser Phys Educ Sport.* 2020;569. Available from: <https://doi.org/10.22190/fupes190315051b>
8. Başer İ, Cıntamür İ, Arslan F. Examining the effect of brand experience on consumer satisfaction, brand trust and brand loyalty. *İktisadi İdari Bilimler Derg.* 2016;37(2):101. Available from: <https://doi.org/10.14780/iibd.51125>
9. Batra R, Keller K. Integrating marketing communications: New findings, new lessons, and new ideas. *J Mark.* 2016;80(6):122–45. Available from: <https://doi.org/10.1509/jm.15.0419>
10. Becerra E, Badrinarayanan V. The influence of brand trust and brand identification on brand evangelism. *J Prod Brand Manag.* 2013;22(5/6):371–83. Available from: <https://doi.org/10.1108/jpbm-09-2013-0394>
11. Bernritter S, Loermans A, Verlegh P, Smit E. 'We' are more likely to endorse than 'I': The effects of self-construal and brand symbolism on consumers' online brand endorsements. *Int J Advert.* 2016;36(1):107–20. Available from: <https://doi.org/10.1080/02650487.2016.1186950>
12. Bernritter S, Verlegh P, Smit E. Why nonprofits are easier to endorse on social media: The roles of warmth and brand symbolism. *J Interact Mark.* 2016;33(1):27–42. Available from: <https://doi.org/10.1016/j.intmar.2015.10.002>
13. Bhattacharjee A, Berger J, Menon G. When identity marketing backfires: Consumer agency in identity expression. *J Consum Res.* 2014;41(2):294–309.

- Available from: <https://doi.org/10.1086/676125>
14. Bonab A, Akbari S. The development of competitive advantages of brand in the automotive industry. *J Manag Account Econ*. 2018;1(3):91–104. Available from: <https://doi.org/10.21859/account-01039>
 15. Chakraborty U, Bhat S. Credibility of online reviews and its impact on brand image. *Manag Res Rev*. 2018;41(1):148–64. Available from: <https://doi.org/10.1108/mrr-06-2017-0173>
 16. Chinomona R. Brand communication, brand image and brand trust as antecedents of brand loyalty in Gauteng Province of South Africa. *Afr J Econ Manag Stud*. 2016;7(1):124–39. Available from: <https://doi.org/10.1108/ajems-03-2013-0031>
 17. Choi W, Winterich K. Can brands move in from the outside? How moral identity enhances out-group brand attitudes. *J Mark*. 2013;77(2):96–111. Available from: <https://doi.org/10.1509/jm.11.0544>
 18. Dehghani M, Tümer M. A research on effectiveness of Facebook advertising on enhancing purchase intention of consumers. *Comput Hum Behav*. 2015;49:597–600. Available from: <https://doi.org/10.1016/j.chb.2015.03.051>
 19. Doe J. Virtual brand community influence on brand loyalty: Customer relationships and trust mediators. 2020. Available from: https://doi.org/10.33965/ict_csc_wbc_2020_2020081018
 20. Elrod J, Fortenberry J. Driving brand equity in health services organizations: The need for an expanded view of branding. *BMC Health Serv Res*. 2018;18(S3). Available from: <https://doi.org/10.1186/s12913-018-3679-4>
 21. Fajariah N, Thoyib A, Rahman F. Pengaruh brand awareness, perceived quality, dan brand image terhadap brand loyalty pada generasi Y di Indonesia. *J Apl Manaj*. 2016;14(3):471–80. Available from: <https://doi.org/10.18202/jam23026332.14.3.08>
 22. Faraoni M, Camiciottoli B, Ranfagni S. Brand personality alignment and consumer engagement to define competitive positioning in online fashion communities: an interdisciplinary methodology. *Glob Fash Manag Conf*. 2015;3(3):348–53. Available from: <https://doi.org/10.15444/gfmc2015.03.03.05>
 23. Fortes V, Milan G, Eberle L, Toni D. Brand loyalty determinants in the context of a soft drink brand. *Ram Rev Adm Mackenzie*. 2019;20(5). Available from: <https://doi.org/10.1590/1678-6971/eramr190015>
 24. Fritz K, Schoenmueller V, Bruhn M. Authenticity in branding – exploring antecedents and consequences of brand authenticity. *Eur J Mark*. 2017;51(2):324–48. Available from: <https://doi.org/10.1108/ejm-10-2014-0633>
 25. Fujita M, Harrigan P, Soutar G, Roy S, Roy R. Enhancing member-institution relationships through social media: the role of other-user engagement behavior and similarity perceptions. *J Bus Res*. 2020;121:642–54. Available from: <https://doi.org/10.1016/j.jbusres.2020.07.050>
 26. Gao F, Lan X. Sensory brand experience: development and validation in the Chinese context. *Front Psychol*. 2020;11. Available from: <https://doi.org/10.3389/fpsyg.2020.01436>
 27. Gisip I, Harun A. Antecedents and outcomes of brand management from the perspective of resource-based view (RBV) theory. *Mediterr J Soc Sci*. 2013. Available from: <https://doi.org/10.5901/mjss.2013.v4n10p432>
 28. Gong X, Zhu Y, Ali R, Guo R. Capturing associations and sustainable competitiveness of brands from social tags. *Sustainability*. 2019;11(6):1529. Available from: <https://doi.org/10.3390/su11061529>
 29. Graham K, Wilder K. Consumer-brand identity and online advertising message elaboration. *J Res Interact Mark*. 2020;14(1):111–32. Available from: <https://doi.org/10.1108/jrim-01-2019-0011>
 30. Guzmán G, Mellado-Siller J, Reyes-Ruiz E. Brand management and business performance in Mexican small businesses. *J Manag Sustain*. 2018;8(3):16. Available from: <https://doi.org/10.5539/jms.v8n3p16>
 31. Hamouda M. Omni-channel banking integration quality and perceived value as drivers of consumers' satisfaction and loyalty. *J Enterp Inf Manag*. 2019;32(4):608–25. Available from: <https://doi.org/10.1108/jeim-12-2018-0279>
 32. Handayani N, Herwany A. Examining the relationship among brand commitment, brand trust, and brand citizenship behavior in the service industry. *Rev CEA*. 2020;6(11):13–23. Available from: <https://doi.org/10.22430/24223182.1459>
 33. Hegner S, Fenko A, Teravest A. Using the theory of planned behavior to understand brand love. *J Prod Brand Manag*. 2017;26(1):26–41. Available from: <https://doi.org/10.1108/jpbm-06-2016-1215>
 34. Heinberg M, Ozkaya H, Taube M. The influence of global and local iconic brand positioning on advertising persuasion in an emerging market setting. *J Int Bus Stud*. 2017;48(8):1009–22. Available from: <https://doi.org/10.1057/s41267-017-0071-2>
 35. Heydari L, Lotfizadeh F. Investigating the service brand: a customer value perspective. *Manag Sci Lett*. 2014;4(4):613–6. Available from: <https://doi.org/10.5267/j.msl.2014.3.001>
 36. Hidayati A, Winarni R, Pratama D, Nurfarkhana A. Social media influencer in wayang performance: the Punakawan. 2019. Available from: <https://doi.org/10.4108/eai.8-12-2018.2283899>
 37. Hollebeek L, Glynn M, Brodie R. Consumer brand engagement in social media: conceptualization, scale development, and validation. *J Interact Mark*. 2014;28(2):149–65. Available from: <https://doi.org/10.1016/j.intmar.2013.12.002>
 38. Hsiao Y, Chen C. Branding vs contract manufacturing: capability, strategy, and performance. *J Bus Ind Mark*. 2013;28(4):317–34. Available from: <https://doi.org/10.1108/08858621311313910>
 39. Huang C. The impacts of brand experiences on brand loyalty: mediators of brand love and trust. *Manag Decis*. 2017;55(5):915–34. Available from: <https://doi.org/10.1108/md-10-2015-0465>
 40. Huang Y, Tsai Y. Antecedents and consequences of brand-oriented companies. *Eur J Mark*. 2013;47(11/12):2020–41. Available from: <https://doi.org/10.1108/ejm-07-2011-0371>
 41. Iglesias O, Marković S, Criado J. How does sensory brand experience influence brand equity? Considering the roles of customer satisfaction, customer affective commitment, and employee empathy. *J Bus Res*. 2019;96:343–54. Available from:

- <https://doi.org/10.1016/j.jbusres.2018.05.043>
42. Ikramuddin I, Mariyudi M. The mediating role of customer satisfaction and brand trust between the relationship of perceived value and brand loyalty. *Asian J Econ Bus Account*. 2021;21–33. Available from: <https://doi.org/10.9734/ajeba/2021/v21i1930503>
 43. Jalkala A, Keränen J. Brand positioning strategies for industrial firms providing customer solutions. *J Bus Ind Mark*. 2014;29(3):253–64. Available from: <https://doi.org/10.1108/jbim-10-2011-0138>
 44. Kamboj S, Sarmah B, Gupta S, Dwivedi Y. Examining branding co-creation in brand communities on social media: applying the paradigm of stimulus-organism-response. *Int J Inf Manag*. 2018;39:169–85. Available from: <https://doi.org/10.1016/j.ijinfomgt.2017.12.001>
 45. Karvandi A. The role of strategic position in brand promise: evidence from LG company. *Manag Sci Lett*. 2016;557–60. Available from: <https://doi.org/10.5267/j.msl.2016.7.001>
 46. Kataria S, Saini V. The mediating impact of customer satisfaction in relation to brand equity and brand loyalty. *South Asian J Bus Stud*. 2019;9(1):62–87. Available from: <https://doi.org/10.1108/sajbs-03-2019-0046>
 47. Kaufmann H, Loureiro S, Manarioti A. Exploring behavioural branding, brand love and brand co-creation. *J Prod Brand Manag*. 2016;25(6):516–26. Available from: <https://doi.org/10.1108/jpbm-06-2015-0919>
 48. Kihan C, Yu J, Kim W, Shin J. The effect of perceived value on customer loyalty in a low-priced cosmetic brand of South Korea: the moderating effect of gender. *Adv Sci Technol Lett*. 2015;114:8. Available from: <https://doi.org/10.14257/astl.2015.114.08>
 49. Kraus S, Jones P, Kailer N, Weinmann A, Chaparro-Banegas N, Roig-Tierno N. Digital transformation: an overview of the current state of the art of research. *SAGE Open*. 2021;11(3):21582440211047576.
 50. Kurnianingsih S, Riorini S. Influence of consumer-based brand equity on brand loyalty through customer satisfaction. *Indones J Bus Anal*. 2021;1(2):141–60. Available from: <https://doi.org/10.54259/ijba.v1i2.67>
 51. Lee W, O'Cass A, Sok P. Unpacking brand management superiority. *Eur J Mark*. 2017;51(1):177–99. Available from: <https://doi.org/10.1108/ejm-09-2015-0698>
 52. Li D, Kreuzbauer R, Chiu C, Keh H. Culturally polite communication: enhancing the effectiveness of the localization strategy. *J Cross-Cult Psychol*. 2019;51(1):49–69. Available from: <https://doi.org/10.1177/0022022119893464>
 53. Lu A, Gürsoy D, Lu C. Authenticity perceptions, brand equity and brand choice intention: the case of ethnic restaurants. *Int J Hosp Manag*. 2015;50:36–45. Available from: <https://doi.org/10.1016/j.ijhm.2015.07.008>
 54. Mhlongo B, Mason R. Passenger vehicle brand meaning among generations X and Y in South Africa. *Innov Mark*. 2020;16(3):1–13. Available from: [https://doi.org/10.21511/im.16\(3\).2020.01](https://doi.org/10.21511/im.16(3).2020.01)
 55. Mirzaei A, Webster CM, Siuki H. Exploring brand purpose dimensions for non-profit organizations. *J Brand Manag*. 2021;28:186–98.
 56. Morhart F, Malär L, Guèvremont A, Girardin F, Grohmann B. Brand authenticity: an integrative framework and measurement scale. *J Consum Psychol*. 2014;25(2):200–18. Available from: <https://doi.org/10.1016/j.jcps.2014.11.006>
 57. Mustaqiem Y, Bastaman A, Boss N. What drives the growth of competitive advantage? A study of one of the largest e-commerce in Indonesia. *J Econ Bus*. 2021;4(2). Available from: <https://doi.org/10.31014/aior.1992.04.02.348>
 58. Nasirabadi E, Bokaei M. A study on relationship of brand characteristics and customer satisfaction with brand loyalty. *Manag Sci Lett*. 2013;3(7):1907–14. Available from: <https://doi.org/10.5267/j.msl.2013.06.038>
 59. Natalia D, Elgeka H, Tjahjoanggoro A. Consumer-brand identification and brand loyalty: analysis on customer satisfaction and brand trust as mediators. *Psikostudia J Psikol*. 2021;10(3):283. Available from: <https://doi.org/10.30872/psikostudia.v10i3.5529>
 60. Nehzat F. The impact of supply chain relationship quality on brand promise. *Uncertain Supply Chain Manag*. 2015;3(2):141–6. Available from: <https://doi.org/10.5267/j.uscm.2014.12.007>
 61. Nguyen H, Martin B, Kerr G. Effects of materialism on brand-related user-generated content and positive WOM on social media. *Australas Mark J (Amj)*. 2021;31(2):135–41. Available from: <https://doi.org/10.1177/18393349211054230>
 62. Pappu R, Quester P. How does brand innovativeness affect brand loyalty? *Eur J Mark*. 2016;50(1/2):2–28. Available from: <https://doi.org/10.1108/ejm-01-2014-0020>
 63. Prasad S, Gupta I, Totala N. Social media usage, electronic word of mouth and purchase-decision involvement. *Asia Pac J Bus Adm*. 2017;9(2):134–45. Available from: <https://doi.org/10.1108/apjba-06-2016-0063>
 64. Putra A, Nurani N, Ilyas G, Samiha Y, Lestari S. Configure the symmetrical and asymmetrical paths of brand equity and relationship of firm-created content and user-generated content as antecedents. *J Manaj Bisnis*. 2021;8(1):90–103. Available from: <https://doi.org/10.33096/jmb.v1i1.704>
 65. Putri R, Suarly T, Alaric W, Manaf P. Purchase intention on low-cost smartphones in terms of well-established smartphone brand users. *Emerg Mark Bus Manag Stud J*. 2021;8(2):109–23. Available from: <https://doi.org/10.33555/embm.v8i2.187>
 66. Raza M, Frooghi R, Shah S. Determinants of brand loyalty in the cola industry of Pakistan: A case study of Pepsi Cola. *Sukkur IBA J Manag Bus*. 2019;6(1):12–33. Available from: <https://doi.org/10.30537/sijmb.v6i1.320>
 67. Ren J, Guo Y, Zhang D, Liu Q, Zhang Y. Distributed and efficient object detection in edge computing: Challenges and solutions. *IEEE Netw*. 2018;32(6):137–43.
 68. Roden S, Nucciarelli A, Li F, Graham G. Big data and the transformation of operations models: A framework and a new research agenda. *Prod Plan Control*. 2017;28(11-12):929–44.
 69. Rogers K. Creating a culture of data-driven decision-making [dissertation]. Liberty University; 2020.
 70. Roth S, Valentinov V, Kaivo-Oja J, Dana LP. Multifunctional organization models: A systems-theoretical framework for new venture discovery and creation. *J Organ Change Manag*. 2018;31(7):1383–400.
 71. Roy D, Banerjee S. Identification and measurement of brand identity and image gap: A quantitative approach. *J*

- Prod Brand Manag. 2014;23(3):207–19. Available from: <https://doi.org/10.1108/jpbm-01-2014-0478>
72. Safeer A, He Y, Abrar M. The influence of brand experience on brand authenticity and brand love: An empirical study from Asian consumers' perspective. *Asia Pac J Mark Logist.* 2020;33(5):1123–38. Available from: <https://doi.org/10.1108/apjml-02-2020-0123>
 73. Santoni G. Standardized cross-functional communication as a robust design tool—Mitigating variation, saving costs, and reducing the new product development process' lead time by optimizing the information flow [dissertation]. Politecnico di Torino; 2019.
 74. Saqib N. Positioning—A literature review. *PSU Res Rev.* 2020;5(2):141–69. Available from: <https://doi.org/10.1108/prr-06-2019-0016>
 75. Sebastian IM, Ross JW, Beath C, Mocker M, Moloney KG, Fonstad NO. How big old companies navigate digital transformation. In: *Strategic information management.* Routledge; 2020. p. 133–50.
 76. Sharma A, Paudel P. Determinants of green brand trust and the mediating role of green brand satisfaction. *Int Res J Manag Sci.* 2018;3:1–24. Available from: <https://doi.org/10.3126/irjms.v3i0.28033>
 77. Shaw T, McGregor D, Brunner M, Keep M, Janssen A, Barnett S. What is eHealth (6)? Development of a conceptual model for eHealth: Qualitative study with key informants. *J Med Internet Res.* 2017;19(10):e324.
 78. Shen Z. The influence of perceptual matching of brand public welfare sponsorship and perception reputation of nonprofit organizations on consumer brand identity. *Proc CESS.* 2019. Available from: <https://doi.org/10.2991/cesses-19.2019.208>
 79. Silalahi J, Alfansi L, Wiardi A. The role of brand trust in determining the relationship between brand affection and loyalty programs on customer loyalty. *Afebi Manag Bus Rev.* 2016;1(1):12. Available from: <https://doi.org/10.47312/ambr.v1i1.27>
 80. Silveira C, Lages C, Simões C. Reconceptualizing brand identity in a dynamic environment. *J Bus Res.* 2013;66(1):28–36. Available from: <https://doi.org/10.1016/j.jbusres.2011.07.020>
 81. Singh A, Chatterjee K. Cloud security issues and challenges: A survey. *J Netw Comput Appl.* 2017;79:88–115.
 82. Singh J. The influence of CSR and ethical self-identity in consumer evaluation of cobrands. *J Bus Ethics.* 2015;138(2):311–26. Available from: <https://doi.org/10.1007/s10551-015-2594-4>
 83. Singh SP, Nayyar A, Kumar R, Sharma A. Fog computing: From architecture to edge computing and big data processing. *J Supercomput.* 2019;75:2070–105.
 84. Sirianni N, Bitner M, Brown S, Mandel N. Branded service encounters: Strategically aligning employee behavior with the brand positioning. *J Mark.* 2013;77(6):108–23. Available from: <https://doi.org/10.1509/jm.11.0485>
 85. Skelton M, Pais M. Team topologies: Organizing business and technology teams for fast flow. *IT Revolution;* 2019.
 86. So K, King C, Sparks B, Ying W. The influence of customer brand identification on hotel brand evaluation and loyalty development. *Int J Hosp Manag.* 2013;34:31–41. Available from: <https://doi.org/10.1016/j.ijhm.2013.02.002>
 87. So K, King C, Sparks B, Ying W. The role of customer engagement in building consumer loyalty to tourism brands. *J Travel Res.* 2014;55(1):64–78. Available from: <https://doi.org/10.1177/0047287514541008>
 88. Stone M, Aravopoulou E, Gerardi G, Todeva E, Weinzierl L, Laughlin P, Stott R. How platforms are transforming customer information management. *Bottom Line.* 2017;30(3):216–35.
 89. Sun Y, Zhang J, Xiong Y, Zhu G. Data security and privacy in cloud computing. *Int J Distrib Sens Netw.* 2014;10(7):190903.
 90. Suryono I, Yacobus A, Brigitta M. Amidst COVID-19 pandemic: How to gain customer advocacy for Indonesian online marketplaces selling luxury products? *RSF Conf Ser Bus Manag Soc Sci.* 2021;1(3):199–210. Available from: <https://doi.org/10.31098/bmss.v1i3.320>
 91. Tamin M, Adis A. The impact of firm's capabilities on digital brand performance of SME's online business. *Malays J Bus Econ (MJBEE).* 2020;(2). Available from: <https://doi.org/10.51200/mjbe.v0i0.2133>
 92. Tariq N, Asim M, Al-Obeidat F, Zubair Farooqi M, Baker T, Hammoudeh M, Ghafir I. The security of big data in fog-enabled IoT applications including blockchain: A survey. *Sensors.* 2019;19(8):1788.
 93. Tsimonis G, Dimitriadis S. Brand strategies in social media. *Mark Intell Plan.* 2014;32(3):328–44. Available from: <https://doi.org/10.1108/mip-04-2013-0056>
 94. Tuli FA, Varghese A, Ande JRP. Data-driven decision making: A framework for integrating workforce analytics and predictive HR metrics in digitalized environments. *Glob Discl Econ Bus.* 2018;7(2):109–22.
 95. Vries E, Fennis B. Go local or go global: How local brands promote buying impulsivity. *Int Mark Rev.* 2019;37(1):1–28. Available from: <https://doi.org/10.1108/imr-10-2018-0292>
 96. Wahyu H, Nilo L. Influence of website quality, innovation, and brand trust on customer satisfaction of embedded website in game application. *Ilkogretim Online.* 2021;20(3).
 97. Windarti G, Alhadi E, Zahara E, Andriani T. Impact of customer orientation and quality of service on trust and customer loyalty. *Proc ASSEHR.* 2020. Available from: <https://doi.org/10.2991/assehr.k.200407.007>
 98. Xie Y, Batra R, Peng S. An extended model of preference formation between global and local brands: The roles of identity expressiveness, trust, and affect. *J Int Mark.* 2015;23(1):50–71. Available from: <https://doi.org/10.1509/jim.14.0009>
 99. Yang J, Battocchio A. Effects of transparent brand communication on perceived brand authenticity and consumer responses. *J Prod Brand Manag.* 2020;30(8):1176–93. Available from: <https://doi.org/10.1108/jpbm-03-2020-2803>
 100. Yang X, Bai Y. A study on the evaluation and promotion of brand value. *Proc ICSS.* 2017. Available from: <https://doi.org/10.2991/icss-17.2017.9>
 101. Yazdanparast A, Joseph M, Muniz F. Consumer-based brand equity in the 21st century: An examination of the role of social media marketing. *Young Consum Insight Ideas Respons Mark.* 2016;17(3):243–55. Available from: <https://doi.org/10.1108/yc-03-2016-00590>
 102. Zebal M, Ferdous A, Chambers C. An integrated model of marketing knowledge – A tacit knowledge

perspective. J Res Mark Entrep. 2019;21(1):2–18.
Available from: <https://doi.org/10.1108/jrme-03-2018-0018>