

GREEN MARKETING – AN OVERVIEW

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Abstract:

Every organization is concerned about sustenance in the long run. Succumbing to eco friendly products has emerged as a popular option for the companies as it is a respectable contribution towards the society in particular and eco-system in general. The Environment, Social and Governance (ESG) practices have proved that the cost of being eco-friendly is always passed on the buyer making it more pocket unfriendly. The research paper aims at unfurling various dimensions of Eco friendly or green marketing. There are certain specific requirements and areas have been explored in order to popularize the green products.

Keywords: Green marketing, ESG, Green washing, Eco friendly, Eco-brands

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Introduction

As the changes seen in the climate and other environmental aspects, people have started realizing the importance of ecofriendly products. Choosing environmentally friendly product is a descent individual contribution in order to rescue the world from environmental wraths like global warming, environmental degradation etc.

Green marketing is a drill whereby organizations look to go well beyond customary marketing by advancing natural center qualities with the expectation that buyers will connect these qualities with their organization or brand. Participating in these feasible exercises can prompt making another product offering that obliges another objective market. This is likewise here and there known as reasonable marketing, natural marketing or environmental marketing.

Ben and Jerry's, Whole Foods, Starbucks, Johnson and Johnson and Timberland are among the traded on a publicly traded organizations that have utilized green marketing systems, focusing on the manageability of their items or the green strategies utilized in their bundling or retail locations.

Green marketing and ESG practices accompany included costs that are frequently passed on to the buyer. This is on account of more costly materials, for example, reused items, are utilized; in light of the fact that waste must be lessened; and in light of the fact that regularly these items must contend with non-green choices, to give some examples. The 2014 Nielsen Global Survey on Corporate Social Responsibility asked 30,000 buyers from 60 nations to clarify their inclinations for green items. They found that a dominant part of buyers is for sure ready to pay for green marketing. About 55% of buyers were ready to pay additional for items and administrations from organizations focused on positive social and natural effect (up from 45% out of 2011), and 52% had made no less than one buy in the past a half year from no less than one socially mindful organization. The greater part of respondents revealed checking item bundling to ensure it was not inefficient or hurtful to nature. Purchasers in the Asia-Pacific district, Latin America and the Middle East/Africa demonstrated a higher inclination (64%, 63%, 63%) to pay additional for green, while in North America and Europe inclinations were a bit lower (42% and 40%).¹ (Investopedia, LLC, 2018)

Green marketing is normally exercised by organizations that are focused on economic advancement and corporate social obligation. More associations are trying to actualize maintainable business practices as they perceive that in doing as such they can make their items more appealing to buyers and furthermore decrease costs, including bundling, transportation, vitality/water utilization, and so forth.

Organizations are progressively finding that exhibiting an abnormal state of social duty can build mark faithfulness among socially cognizant customers. While green marketing is developing extraordinarily as expanding quantities of buyers will back their natural consciousnesses with their dollars, it tends to be risky. The general population tends to be distrustful of green professes in any case and organizations can truly harm their brands and their deals if a green claim is found to be false or repudiated by an organization's different items or practices. Displaying an item or administration as green when it's not is called greenwashing (Ward, 2018).²

Review of Literature

Green Marketing:

Consistent efforts have been made to improve the plight of the environment. Green Marketing came into limelight in late 1980s and early 1990s. Various agencies defined Green marketing based on need for such practices, Organization acceptance and implementation, acceptance and implementation by the consumers various factors affecting the green marketing initiatives. The first book titled Ecological Marketing was the outcome of first workshop on “Ecological Marketing”, held by American Marketing Association (AMA) in 1975. Green marketing acquired an eminent status since early 1990s. There has been occurring about green consumers and green consumerism in 1970s and 1980s.

³Michael Polonsky (1994) defined “green marketing as the marketing that consists of all activities designed to generate and facilitate any exchanges intended to satisfy human needs or wants, such that the satisfaction of these needs and wants occurs, with minimal detrimental impact on the natural environment.”

⁴AVS Group (2015) said that successful promoting is client driven, so if maintainability and eco-accommodating items are essential to clients, green advertising might be

compelling. Green is turning out to be increasingly standard—turning out to be more imperative to expanding quantities of individuals. An astounding case of an expansive organization grasping green advertising is Scott, a \$2 billion worldwide esteem mark that achieves one in three U.S. families—an extremely standard client base. Scott is propelling another line of bathroom tissue, paper towels, napkins, and wipes produced using 40%–50% reused content. The choice depended on research directed on Scott's esteem disapproved of clients: the exploration found that 86% are intrigued and 41% are exceptionally keen on items with reused content.

AVS Group (2015) said that organizations can figure out whether ecological concerns are vital to clients by essentially asking them. Set up meetings, post a study on the corporate Web website, or send messages asking for clients' criticism. At any rate, clients will value the enthusiasm for their sentiment, and an extraordinary new chance to address client issues might be revealed

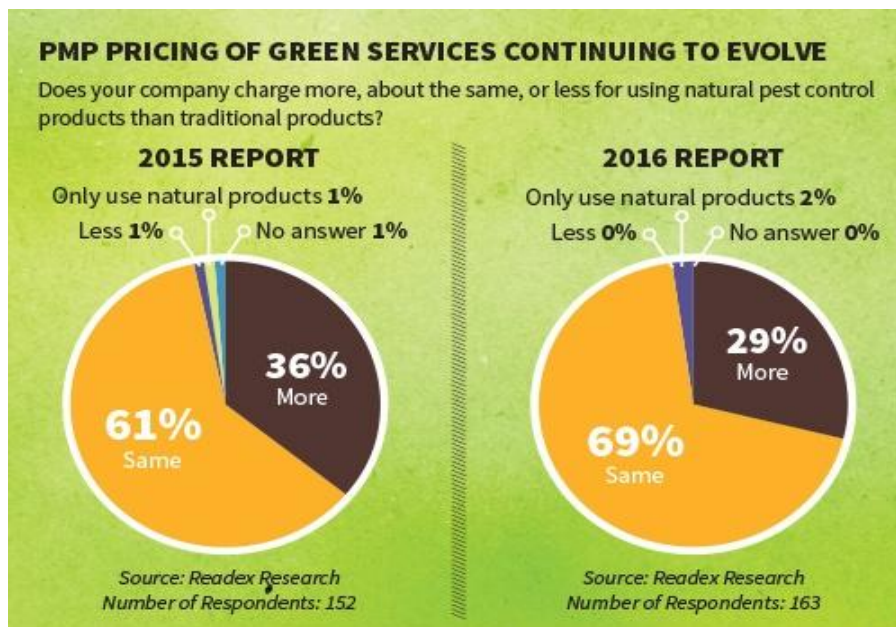
⁵Jaideep S. (2016) shared that idea of green promoting worries with security of natural environment. Present day promoting has made a ton of issues. Development in promoting exercises came about into fast financial development, large scale manufacturing with the utilization of cutting edge innovation, agreeable and extravagant life, style, serious rivalry, of unfortunate showcasing strategies and methods to pull in clients, embellishment in publicizing, advancement and globalization, making of multinational organizations, retailing and dispersion by monster MNCs, and so on., made numerous issues. Departmental stores, forte stores, and shopping centers are overwhelmed with helpful and in addition ineffective items. These all variables have undermined welfare of individuals and biological adjust also. Especially, goliath industrial facilities have turned into the wellspring of various contaminations. Generation, utilization and transfer of numerous items influence environment unfavorably.

⁶Ward Susan (2016) said that Green marketing is ordinarily practiced by organizations that are focused on reasonable advancement and corporate social obligation. More associations are trying to actualize feasible business hones as they perceive that in doing as such they can make their

items more appealing to customers furthermore lessen costs, including bundling, transportation, vitality/water use, and so forth.

⁷As per inputs by Inc (2016), environmentally dependable or "green" marketing is a business practice that considers shopper worries about advancing protection and preservation of the common habitat. Green promoting effort highlights the unrivaled ecological insurance qualities of an organization's items and administrations. The sorts of attributes for the most part highlighted incorporate such things as lessened waste in bundling, expanded vitality productivity of the item being used, diminished utilization of chemicals in cultivating, or diminished arrival of lethal discharges and different toxins underway.

⁸**Zoëcon (2017)** quoted that when the green movement first started, various companies like Pest Control Technologies found it necessary to charge higher prices for services involving natural products and methodology due to both product pricing and time spent (green services often required more service calls per account). As products have evolved and increased in efficacy, however, the companies are beginning to flatten their service pricing so that customers can choose the program that best suits their needs. ¹⁰



Source: <http://magazine.pctonline.com/article/february-2016/state-of-the-naturals-market.aspx>

Consumer Behavior towards Green Marketing

⁹(Rettie Ruth, 2012) found consumer conceptions of what is green are for the most part reliable and compare with winning perspectives on supportability. This indicates that consumers already know what is green or not green, so that their failure to receive green practices can't simply be attributed to learning deficit and adjusted by enlightening efforts. It additionally underpins that buyers by and large don't endeavor to evaluate whether practices are green on a case-by-case premise, however rather depend on socially shared hints. Three exercises were evaluated exceptionally on both the green and typical scales. These are on the whole regions in which there have been extensive scale government and business activities. They are additionally exercising where what other individuals do (or what is typical) is confirm by material articles (reusing receptacles on neighbors' doorsteps, taking shopping packs to stores, the curious plan of vitality sparing globules). Notwithstanding, notwithstanding for movement territories where there has been moderately little attention, for example, showering on interchange days or utilizing filtered water, purchasers by and large comprehend whether exercises are green or not green. The exemption was eating meat or fish, where enraptured suppositions and a high 'neither one of the responses' recommends that shoppers don't see eating meat or fish as a green issue. This is one movement which could warrant an enlightening effort. Rather than the agreement on green issues, for a large portion of the exercises tried, shoppers were spellbound about whether they were ordinary or not. This can be clarified as far as various reference gatherings. Research on the social norm approach shows that individuals will probably be influenced by the conduct of close reference gatherings.

¹⁰**Morel & Kwakye (2012)** demonstrated the importance of satisfaction, advertising and WOM by the introduction of the espoused attitude variable which measures the believe and attention that people pay around them (as well opinion of friend as green claims) so we can conclude as factors controlled by companies as factor here the WOM (as well the receiver as the sender of information) controlled by consumers have importance in development of purchase intention of eco-friendly products. The most important factors among the marketing-mix elements are the price and promotion (even here it was reduced to advertising), and we saw that product and place have a low impact but it is a good reason for companies to fix that. Finally, satisfaction and

WOM were also the most important factors to explain the contribution to the variance of purchase intention.

¹¹ Maheshwari, (2014) says that Consumer buying behavior (beliefs in green product performance) is not significantly affected by environmental beliefs. There is gap between environmental beliefs and environmental behavior in green consumption. Consumer response to marketing being pro-environmental respondents said that they were more likely to choose brands which they knew were manufactured by companies whose products and processes were more environmentally friendly. The utmost environmentally related sector reported that they were unaware of green marketing and did not find it engaging enough. This paper has featured different parts of shopper conduct and demonstrated that buyer inclination for greener products could be affected by marketing. Items given more prominent introduction will probably offer in more noteworthy numbers. Expert natural qualities will probably result in more genius ecological conduct when esteems and convictions are sufficiently particular, the green activity lines up with customers' emotional advantages, and item properties are decidedly seen. A noteworthy hindrance in the obtaining of green items whether it will be worth the cost. Be that as it may, customers for the most part trust the execution of surely understood brands, so green items that function admirably and don't make over expanded green cases could offer effectively under surely understood brands.

The present low levels of customer mindfulness about a worldwide temperature alteration, India's brands need to help raise purchaser cognizance. Indian makers presently can't seem to discover a business opportunity for green items, even as purchasers have a low attention to them as a result of the deficient endeavors made by the advertisers. Be that as it may, by grasping the green goal, and putting resources into green activities and shopper instruction, Indian brands can break this endless loop.

¹² Dr. Meghna Sharma (2016) suggested that costs of the green items ought to be kept at a prudent levels so that even a normal wage worker can likewise manage the cost of them. The greatest obstruction in the buy of green items is high costs. There is additionally a need to spread mindfulness about the names and brands of ecofriendly items. It is required to make them

mindful of the eco-marks and eco-brands as they think that it's hard to distinguish the eco-names and eco-brands among other non-green items. Natural promoting ought to be done in such a route as not to mask the shoppers about the idea of green. The organizations associated with "green washing" ought to be rebuffed to give a message to the customers that they can depend on the cases of the green organizations as the "phony green organizations" are grasped close by. The advertisers additionally need to center around the statistic profile of their buyers. The greater part of the advertisers doesn't think of it as crucial while making green marketing systems. Be that as it may, the variety in age, wage, sex and education makes a major distinction for the unsurpassable execution of the green marketing methodology. Along these lines, it is of most extreme significance to complete an intensive examination of the effect each factor has on consumers' mind before proceeding with the arranging of the marketing system.

¹³(Narges Delafrooz, 2013) is of the opinion that the audience should be continually informed and educated about the environmental matters to draw attention towards green products. It was found that environmental advertising has a larger impact on consumer purchase behavior than introduction of eco-brands. Government should endeavor to inform citizens about the meaning and availability of the new eco-labels and eco-brands, and the benefits of using eco-labeled and eco-branded products on environment. Not all consumers are strongly influenced by green marketing. Thus, there is a need to identify and concentrate promotion of goods on those market targets that are environmentally concerned. These segments tend to be younger and more affluent members of the population.

¹⁴**Henk, Campher (2014)** gave insights on paradigm shift in the consumer behavior towards Green Products. Consumer today want more green products, their purchasing doesnot follow the suit. But consumer behavior is less revolution and more evolution. Like everything else in evolution, it moves slowly but surely.

¹⁵ Wong FuiYeng (2015) expressed that fundamental goal of this research was to decide the investigation of green marketing and its manageability on nature and organizations and in addition the devices and marketing blend of green marketing. In addition, this paper additionally

centers around the conduct of buyers and marketing to pull in more purchasers. This finding is vital in light of the fact that the world's assets are step by step draining and earth is getting increasingly contaminated. Green marketing is a procedure which benefits the earth and the organizations; it is a win-win methodology. The organization can lessen expenses and inspire a positive picture on the purchasers. An organization's notoriety assumes an essential part in light of the fact that having a decent notoriety has been defended being useful to the organization. Green marketing benefits the organization as well as goes about as an imperative procedure in protecting our condition. In this manner, each organization, paying little heed to its industry, ought to think about incorporating manageability into their marketing procedure. Those that do will look for acknowledgment of their endeavors. These organizations ought to think about green marketing, remembering that green marketing isn't a fix just for expanding deals. Organizations should remember that there is no general green marketing technique. Organizations occupied with green marketing should structure their push to limit green washing dangers. For example, there are couple of techniques that can be utilized to hone green marketing. The organizations embrace marketing blend idea in green marketing, this empowers the organizations to deal with the 4Ps suitably. Right off the bat, the organizations need to comprehend the clients' needs and needs, so the organizations can create a reasonable item for the clients. Also, the cost of the items is a critical component. The cost must be moderate to most of the purchasers. Finally, the spots that convey green items must be helpful to the buyers. All things considered, organization that receiving green marketing as one of their procedure will benefits the firm.

¹⁶(Dubey & Gupta, 2016) said that Indian market Customers too are prepared to pay premium cost for green items. One thing that is being repeated is that the present utilization levels are too high and are unsustainable. In this way there is a requirement for green marketing and a requirement for a move in the buyer's conduct and disposition towards greater condition inviting ways of life. At last green marketing necessitates that customers need a cleaner domain and will pay for it, perhaps through higher estimated products, changed individual ways of life, or even administrative mediation. (a)Green marketing ought not be considered as only one more way to deal with marketing, however must be sought after with substantially more noteworthy power, as it has an ecological and social measurement in it. (b)Marketers likewise have the obligation to influence the buyers to comprehend the requirement for and advantages of green items when

contrasted with non-green ones (c)In green marketing, customers will pay more to keep up a cleaner and greener condition. (d)Green marketing expect significantly more significance and pertinence in creating nations like India (e)The ponder drew out the way that the general population are impressively very much aware of green items, yet not steadfast altogether towards it because of host of components like costly, very little distinction when contrasted with conventional items as far as execution and quality.

¹⁷(Jaju, 2016) said that fascinating outcomes were found however were not measurably huge. In light of the outcomes, it was assembled that adequacy of eco-naming positively affected the customers' ecological conduct. It was additionally seen that natural promoting negatively affected ecological conduct, comparable outcome was found as far as natural concerns and convictions of shoppers and its relationship to the natural conduct. This demonstrates buyers are worried about the earth, yet they are hesitant to buy green items.

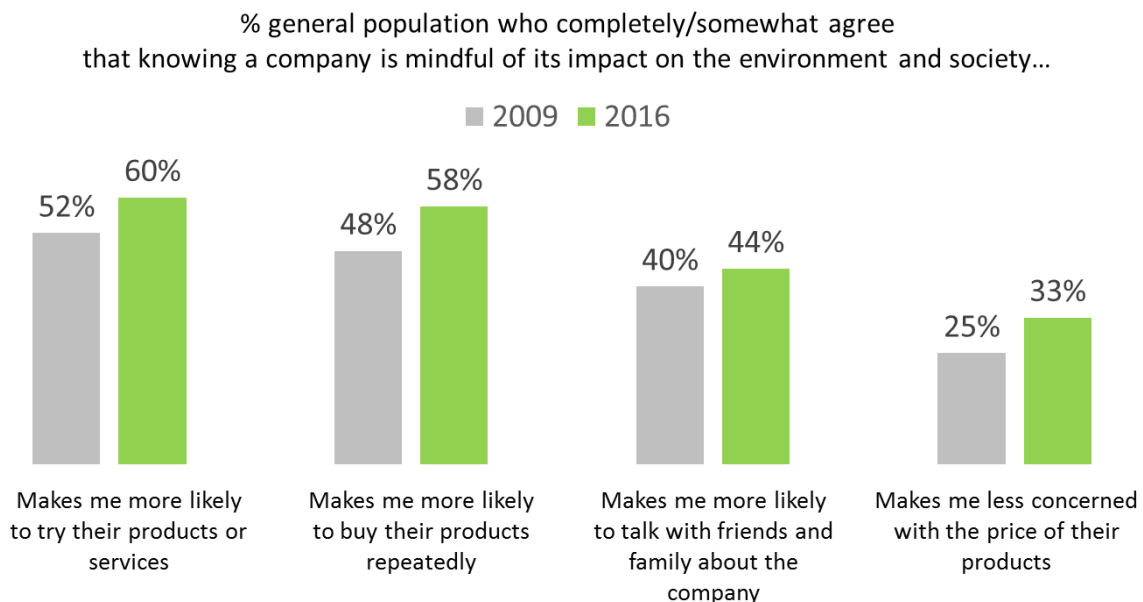
Regarding correlations likewise, no noteworthy correlation was found between the ecological worries of shoppers, natural promoting and eco-picture and the natural conduct of buyers.

¹⁸Karolos-Konstantinos Papadas, 2017 said that as green marketing turns into a basic apparatus for economical business system, organizations are receiving greenmarketingpracticestoachievebetterbusinessperformance.However,noresearchhasyetoperationalizedallthe authoritative aspects that are important to end up a green marketing focused organization. To address this oversight, following the writing in estimation hypothesis, this examination reports a progression of 4 contemplates and creates ascaletocapturetheholistic approachofgreenmarketing.Thisstudyintroduces theconstructofgreen marketing introduction, which involves three measurements: vital green marketing introduction, strategic greenmarketingorientationandinternalgreenmarketingorientation.Thescaleshowsinternalconsistency, unwavering quality, develop legitimacy and nomological legitimacy. Headings for future research and administrative ramifications of the new build are examined.

¹⁹ P. Asha, 2017 said that educated consumers understand the environmental issues and are completely involved and concerned about the environmental quality and more motivated to

participate in events involving environmental concern. As income of the individual grows, it has positive impact on purchasing of Green products as the premium price for n ecofriendly product can be paid. She is of the opinion that the awareness drives regarding availability of green products are required to popularize the product. The apt segment to promote the green product segment is senior and middle aged citizens.

²⁰ **French, Steve (2017)** said that “In the coming years, companies that embrace sustainability as a holistic means of doing business are poised to win.” The customers have become very knowledgeable and are concerned about environmental issues like usage of plastic, deforestation, sustainable agriculture and alike. NMI trended research showed that consumers who know a company is mindful of its environmental impact are more likely to try, purchase and spread the word about that company’s products or services. And while purchase decision is ultimately determined by price, many consumers indicate a willingness to pay a premium for products that align with their values.



Source:<http://www.newhope.com/market-data-and-analysis/opportunities-and-challenges-winning-over-green-consumers>

Discussion and Conclusions :

Green marketing has been spotted as a prime concern. However the Environment, Social and Governance practices have been costlier passing the burden on the customer. Green marketing has been seen as a tool for economic advancement as seems to be a tool for sustainable development. The focus has been on reducing cost of the green products. Green marketing comes across as a tool for ensuring customer loyalty and fulfilling social obligations. The minimum detrimental impact on the environment would be an attraction for the customers. The Retail outlets are flooded with many Green ecofriendly products and other ineffective products. The consumer would decide and choose the product based on various factors. The sorts of attributes for the most part highlighted incorporate such things as lessened waste in bundling, expanded vitality productivity of the item being used, diminished utilization of chemicals in cultivating, or diminished arrival of lethal discharges and different toxins proceeding. Various factors like age, income, gender, geographical segmentation seems to play a vital role in making a customer choice of the product. The choice of consumers depends on numerous factors which are demographic and psychographic in nature.

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