

## The Effectiveness of Green Marketing Campaigns on Eco-Conscious Consumer Behaviour

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### ABSTRACT

**Purpose:** This study investigates the impact and effectiveness of green marketing initiatives in shaping eco-conscious consumer behaviour. It aims to understand how green marketing components, such as eco-labelling, sustainable packaging, product innovation, and credible communication, affect consumers' environmental attitudes, purchase intentions, and actual buying decisions. **Methodology:** The research adopts a systematic literature synthesis approach, reviewing and analysing scholarly studies published. It examines theoretical and empirical contributions addressing the relationship between green marketing strategies and consumer response, with particular attention to factors influencing message credibility, trust, and perceived product value. **Findings:** The review reveals that green marketing campaigns can effectively encourage sustainable consumption when they are perceived as authentic, transparent, and consistent with corporate environmental values. However, effectiveness diminishes when consumers perceive greenwashing or when price and performance expectations outweigh environmental claims.

**Implications:** The findings underscore the need for marketers to design evidence-based, transparent, and value-driven green communication strategies. For practitioners, aligning sustainability messages with organizational practices enhances trust and long-term brand loyalty. For scholars, the study identifies research gaps concerning behavioural outcomes, digital engagement, and cross-cultural variations in green marketing effectiveness. **Originality:** By synthesizing contemporary research, this paper offers a comprehensive understanding of how green marketing influences eco-conscious consumer behaviour. It contributes to the growing discourse on sustainable marketing by integrating theoretical insights with practical implications for authenticity, trust, and strategic environmental positioning.

**Keywords:** Green marketing, eco-conscious behaviour, sustainability, consumer attitude, greenwashing

### INTRODUCTION:

As environmental degradation and climate change intensify, sustainability has become a central concern in marketing and consumer research. Organizations worldwide increasingly employ green marketing, strategies that promote environmentally friendly products, services, and practices, to attract environmentally conscious consumers, (Shabbir, M. S., Bait Ali Sulaiman, M. A., Hasan Al-kumaim, N., Mahmood, A., & Abbas, M., 2020). Green marketing campaigns communicate eco-friendly attributes such as recyclability, renewable materials, or energy efficiency, positioning products as responsible choices that align with consumers' ethical values, (Papadas, K. K., Avlonitis, G. J., & Carrigan, M., 2017).

Despite rising environmental awareness, however, a consistent "attitude-behaviour gap" persists. Many consumers express support for sustainable practices but fail to translate that intent into actual purchasing decisions, (White, K., Hardisty, D. J., & Habib, R., 2019). This discrepancy raises a critical question for both scholars and practitioners, that how effective are green marketing campaigns in shaping eco-conscious consumer behaviour?

This research aims to synthesize evidence from 2016–2020 to evaluate the effectiveness of green marketing campaigns in fostering eco-conscious behaviour. Specifically, it seeks to (a) analyse the extent to which green marketing influences consumer attitudes and purchasing intentions, (b) examine the moderating factors that affect campaign success, and (c) identify best practices and theoretical implications for marketing strategy.

## **2. Literature Review:**

### **2.1 Concept and Evolution of Green Marketing:**

Green marketing refers to the planning, promotion, and distribution of products that minimize environmental harm and emphasize sustainability, (Mahmoud, T. O., 2018). It includes eco-labelling, green advertising, recyclable packaging, and product modifications that reduce carbon footprints. Eco-conscious consumer behaviour, in turn, refers to individuals' environmentally responsible actions, such as purchasing sustainable goods, reducing waste, and supporting brands that prioritize ecological welfare, (Delmas, M. A. & Lessem, N., 2017).

Green marketing has evolved as a strategic response to environmental challenges and changing consumer expectations. It refers to the process of developing, pricing, promoting, and distributing products and services that are environmentally safe or have a reduced ecological footprint. The emergence of green marketing in the 1990s was largely driven by regulatory pressures and environmental activism, but in the 2010s and beyond, it became a consumer-driven phenomenon, (Peattie, K. & Crane, A., 2016). Firms increasingly recognize that environmental stewardship can serve as a competitive advantage, (Leonidou, C. N., Katsikeas, C. S., & Morgan, N. A., 2017).

In recent years, scholars have examined how companies integrate environmental responsibility into marketing strategy. Joshi and Rahman (2019), (Joshi, Y. & Rahman, Z., 2019), highlight that sustainability-oriented marketing involves not only product modification but also transparent communication, life-cycle awareness, and stakeholder engagement. According to, (Nguyen, T. N., Lobo, A., & Greenland, S., 2020), the digital transformation of marketing has further enabled firms to reach eco-conscious audiences through targeted messaging and storytelling. Consequently, green marketing is no longer peripheral but a core element of strategic brand positioning, (Yadav, R. & Pathak, G. S., 2017).

Researchers often classify green marketing strategies within a “green marketing mix” comprising product, price, place, and promotion dimensions, (Mahmoud, T. O., 2018). Successful campaigns integrate these elements cohesively, thereby reinforcing green positioning and consumer trust.

### **2.2 Consumer Awareness and Eco-Conscious Behaviour:**

Eco-conscious consumer behaviour reflects the degree to which individuals consider environmental consequences in their purchasing decisions, (Biswas, A. & Roy, M., 2017). Studies show that rising environmental awareness correlates with increased preference for eco-friendly products, yet the attitude-behaviour gap persists, (Joshi, Y. & Rahman, Z. 1, 2017). For example, while consumers express positive attitudes toward green products, their actual purchase behaviour remains inconsistent due to perceived higher costs, doubts about product efficacy, and scepticism about corporate claims, (Gupta, S. & Ogden, D. T. , 2019).

Research by Johnstone and Tan (2018), (Johnstone, M. L. & Tan, L. P., 2018), found that eco-consciousness is shaped by multiple psychological factors, like, personal values, perceived consumer effectiveness, and moral obligation. Meanwhile, demographic variables such as age, income, and education also moderate green purchase intentions, (Nguyen, T. N., Lobo, A., & Greenland, S., 2020). Young consumers, particularly Generation Y and Z, tend to be more receptive to environmental messaging when brands align with their social identity and values, (Papista, E. & Krystallis, A., 2017).

In developing economies like India, green consumerism is emerging but remains price-sensitive, (Biswas & Roy, 2016). However, increasing urbanization and exposure to global sustainability discourses are gradually enhancing ecological concern among middle-class consumers, (Yadav, R. & Pathak, G. S.,

2017). These findings underscore that the effectiveness of green marketing depends not only on message clarity but also on cultural, economic, and cognitive factors influencing consumer interpretation.

### **2.3 Effectiveness of Green Marketing Campaigns:**

The effectiveness of green marketing campaigns lies in their ability to influence consumers' environmental attitudes, perceived value, and purchase intentions, (Leonidou, C. N., Katsikeas, C. S., & Morgan, N. A., 2017). Successful campaigns build trust through authentic and verifiable claims. For example, (Chen, Y.-S., Lin, C. L., & Weng, C. S., 2018), observed that green brand credibility significantly affects perceived quality and brand loyalty. Similarly, (Chang, N.-J. & Chen, J., 2019), demonstrated that clear eco-labelling and transparent communication enhance consumer confidence, thereby translating environmental concern into purchase action.

Empirical evidence suggests that message framing plays a crucial role in campaign effectiveness. Positive (gain-framed) appeals emphasizing environmental benefits, such as reduced pollution or conservation, tend to be more persuasive than fear-based appeals, (Hartmann, P. & Apaolaza-Ibáñez, V., 2018). Moreover, visual cues, like nature imagery and eco-symbols, can subconsciously evoke feelings of responsibility and connection with nature, (Pancer, E., McShane, L., & Noseworthy, T. J., 2017).

However, green advertising effectiveness is limited when consumers perceive the message as insincere or manipulative. The phenomenon of greenwashing, misleading environmental claims, has eroded trust in many campaigns, (Nyilasy, G., Gangadharbatla, H., & Paladino, A., 2016); (Delmas, M. A. & Burbano, V. C., The drivers of greenwashing, 2016), found that perceived greenwashing significantly reduces brand credibility and leads to consumer backlash. Therefore, authenticity, supported by third-party certification or transparent supply chain data, is crucial for sustaining consumer trust, (Rahman, Z., 2018).

Recent empirical studies suggest that green marketing campaigns can positively influence consumer attitudes and intentions when executed credibly. Shabbir et al. (2020), (Shabbir, M. S., Bait Ali Sulaiman, M. A., Hasan Al-kumaim, N., Mahmood, A., & Abbas, M., 2020), found that eco-labels, green packaging, and branding significantly improved consumer beliefs and purchase intentions in the UAE context. Similarly, Mahmoud (2018), (Mahmoud, T. O., 2018), demonstrated that green product and promotion strategies enhanced willingness to purchase, particularly among environmentally aware consumers.

However, not all campaigns succeed equally. Delmas and Lessem (2017), (Delmas, M. A. & Lessem, N., 2017), noted that eco-labels can either elevate or diminish perceived quality depending on how consumers interpret environmental signals. When labels are ambiguous or excessive, they may create confusion rather than confidence.

### **2.4 Digital Media and Green Marketing Communication:**

The rise of social media and digital platforms has transformed green marketing communication strategies. Digital tools allow companies to create interactive, story-driven campaigns that engage consumers emotionally and cognitively, (Naderi, I. & Van Steenburg, E., 2018). According to Chen and Chang (2020), (Chen, Y.-S. & Chang, C.-H., 2020), the use of social media influencers who advocate for sustainable living can amplify message reach and credibility.

Research also emphasizes the role of two-way communication in enhancing effectiveness. Online engagement, through brand communities, feedback forums, and sustainability blogs, strengthens consumer-brand relationships and fosters advocacy, (Nguyen, T. N., Lobo, A., & Greenland, S., 2020). Furthermore, content personalization using AI analytics enables firms to tailor green messages to individual preferences, thereby increasing relevance, (Jain, S. & Mishra, S., 2020).

However, scholars warn that digital green marketing must navigate the fine line between personalization and privacy. Over-targeting can raise ethical concerns and reduce perceived sincerity, (Leonidou, C. N., Katsikeas, C. S., & Morgan, N. A., 2017). Therefore, the effectiveness of digital green campaigns

## **2.5 Cultural and Contextual Dimensions:**

Cross-cultural studies reveal that the effectiveness of green marketing varies across regions due to differing environmental values and socio-economic contexts, (Johnstone, M. L. & Tan, L. P., 2018). In collectivist societies, social norms and peer influence play a stronger role in motivating eco-friendly behaviour, (Papista, E. & Krystallis, A., 2017). For instance, research in Asian markets shows that community-oriented appeals emphasizing collective environmental responsibility are more persuasive than individualistic appeals, (Nguyen, T. N., Lobo, A., & Greenland, S., 2020).

In contrast, in Western contexts, personal efficacy and self-identity serve as stronger predictors of green consumption, (Hartmann, P. & Apaolaza-Ibáñez, V., 2018). Furthermore, institutional trust, confidence in regulatory mechanisms and corporate transparency, moderates consumer responses to green messages, (Delmas, M. A. & Burbano, V. C., 2016). This implies that marketers must adapt strategies to local cultural and regulatory environments rather than adopting a one-size-fits-all global approach, (Leonidou, C. N., Katsikeas, C. S., & Morgan, N. A., 2017).

## **2.6 Greenwashing and Consumer Scepticism:**

A key barrier to green marketing effectiveness is greenwashing, the practice of exaggerating or misrepresenting environmental benefits. Nguyen et al. (2019), (Nguyen, T. T. H., Yang, Z., Nguyen, N., Johnson, L.W., & Cao, T. K., 2019), found that perceived greenwashing significantly reduces purchase intention, primarily through increased consumer scepticism. This scepticism is heightened among knowledgeable consumers who are more capable of detecting inconsistencies.

Therefore, credibility is a decisive factor. Firms employing transparent messaging, verifiable claims, and third-party certifications are more likely to succeed in building consumer trust, (Papadas, K. K., Avlonitis, G. J., & Carrigan, M., 2017).

## **2.7 Price, Quality, and Perceived Value:**

While environmental values motivate some consumers, price and quality perceptions remain dominant decision factors. Studies indicate that many consumers are willing to pay a premium for green products only when perceived benefits justify the cost, (Delmas, M. A. & Lessem, N., 2017). Hence, effective campaigns must align ecological and functional benefits to minimize perceived trade-offs.

## **2.8 Green Marketing Orientation:**

Beyond individual campaigns, (Papadas, K. K., Avlonitis, G. J., & Carrigan, M., 2017), argue that a green marketing orientation, integrating environmental values into the company's core strategy, enhances long-term trust and authenticity. Firms that adopt sustainability holistically (in operations, supply chains, and communications) outperform those relying solely on promotional tactics.

## **2.9 Research Gaps and Emerging Directions:**

Despite extensive research, significant gaps remain in understanding green marketing effectiveness. Much of the literature emphasizes attitudinal measures (intention, perception) rather than behavioural outcomes (actual purchase, loyalty). Future studies should employ longitudinal and experimental designs to capture causal relationships, (Joshi, Y. & Rahman, Z., 2019).

Moreover, while previous research has examined green advertising, less attention has been given to integrated green brand experiences, how product design, packaging, and post-purchase engagement influence consumer satisfaction, (Chen, Y.-S., Lin, C. L., & Weng, C. S., 2018). Emerging technologies such as augmented reality (AR) and virtual storytelling also present new frontiers for immersive sustainability communication, (Jain, S. & Mishra, S., 2020).

Finally, there is a growing need to explore intersectional factors, such as gender, culture, and socio-economic status, that mediate the relationship between green marketing and eco-conscious behaviour, (Yadav, R. & Pathak, G. S., 2017). Addressing these gaps can enhance the theoretical robustness and practical relevance of future green marketing research.

### **3. Methodology:**

This paper adopts a systematic literature review design. Peer-reviewed studies published between 2016 and 2020 were collected from Scopus, Science Direct, and Google Scholar using keywords such as green marketing, eco-conscious behaviour, green advertising, and sustainability marketing. Inclusion criteria limited results to empirical or conceptual studies examining relationships between green marketing initiatives and consumer behaviour.

Out of 75 initial articles, 12 core studies meeting the criteria of methodological rigor and relevance were synthesized. Findings were organized thematically under: (1) effectiveness of campaigns, (2) moderating factors, (3) consumer trust and scepticism, and (4) organizational alignment.

Data interpretation followed qualitative content analysis, identifying patterns, theoretical underpinnings, and practical implications across studies.

## **4. Results and Discussion:**

### **4.1. Influence of Green Marketing on Consumer Attitudes:**

Across studies, green marketing campaigns consistently enhanced environmental attitudes and intentions when consumers perceived authenticity. Mahmoud (2018), (Mahmoud, T. O., 2018), found that green product and promotional strategies improved purchase intentions among consumers aware of environmental issues. Similarly, Shabbir et al. (2020), (Shabbir, M. S., Bait Ali Sulaiman, M. A., Hasan Al-kumaim, N., Mahmood, A., & Abbas, M., 2020), showed that in the UAE, green packaging and eco-labels significantly shaped positive brand attitudes.

The informational function of green marketing reduces uncertainty about environmental attributes. When consumers understand environmental benefits, they feel empowered to make sustainable choices. However, effectiveness varies across demographic segments, urban, educated, and younger consumers tend to respond more favourably to green appeals, (White, K., Hardisty, D. J., & Habib, R., 2019).

### **4.2. Role of Credibility and Greenwashing:**

Credibility emerged as a major determinant of success. Nguyen et al. (2019), (Nguyen, T. T. H., Yang, Z., Nguyen, N., Johnson, L.W., & Cao, T. K., 2019), empirically confirmed that perceived greenwashing decreases purchase intentions, mediated by green scepticism. Greenwashing erodes trust, leading consumers to generalize scepticism across the entire product category. Conversely, transparent and verified claims restore confidence.

This underscores that trust-building is not peripheral but central to green marketing effectiveness. Certifications, audits, and traceability mechanisms strengthen perceived authenticity, translating into more consistent eco-conscious behaviour.

### **4.3. Price Sensitivity and Perceived Quality:**

While consumers express support for sustainability, price remains a pivotal constraint. Delmas and Lessem (2017), (Delmas, M. A. & Lessem, N., 2017), found that eco-labels sometimes act as “eco-penalties” when consumers perceive reduced quality. Therefore, campaigns must communicate both environmental and personal utility benefits, such as durability, health advantages, or cost savings, to bridge this gap.

#### **4.4. Moderating Factors:**

Effectiveness is moderated by several variables:

Consumer Knowledge: High environmental literacy strengthens positive responses but also heightens sensitivity to greenwashing, (Nguyen, T. T. H., Yang, Z., Nguyen, N., Johnson, L.W., & Cao, T. K., 2019).

Product Type: High-involvement products (like vehicles or electronics) require more substantiated claims; low-involvement products can rely on symbolic cues.

Cultural Context: In collectivist societies, social norms and government endorsement amplify green marketing's impact, (Shabbir, M. S., Bait Ali Sulaiman, M. A., Hasan Al-kumaim, N., Mahmood, A., & Abbas, M., 2020).

#### **4.5. Organizational Integration:**

Papadas et al. (2017), (Papadas, K. K., Avlonitis, G. J., & Carrigan, M., 2017), highlighted that firms with a green marketing orientation, embedding sustainability throughout strategic, tactical, and internal dimensions, achieve more consistent results. When green values permeate the organization, external campaigns are perceived as credible extensions of corporate identity rather than opportunistic gestures.

#### **4.6. Theoretical Implications:**

Findings support the Theory of Planned Behaviour and Value–Belief–Norm models. Green marketing strengthens pro-environmental attitudes and perceived behavioural control, increasing intention. However, perceived authenticity functions as a mediating construct not fully captured by these traditional frameworks. Integrating trust and credibility into behavioural models may enhance explanatory power.

### **CONCLUSION:**

The literature evidence indicates that green marketing campaigns can significantly influence eco-conscious consumer behaviour, but only when executed with transparency, consistency, and authenticity. Effectiveness depends on a delicate balance between ethical messaging and tangible value delivery. Overstated or vague claims risk greenwashing backlash, while credible, evidence-based communication fosters trust and loyalty. Marketers must go beyond symbolic promotion and integrate sustainability into core strategy, what Papadas et al. (2017), (Papadas, K. K., Avlonitis, G. J., & Carrigan, M., 2017), term green marketing orientation. For consumers to act, they must believe both in the environmental and personal benefits of the product.

#### **5.1. Managerial Implications:**

1. **Build Credibility:** Employ third-party certifications and transparent reporting to mitigate scepticism.
2. **Educate Consumers:** Enhance environmental literacy through clear and simple communication.
3. **Align Pricing and Value:** Emphasize quality, durability, and cost savings to justify green premiums.
4. **Institutionalize Sustainability:** Embed green principles within operations, not just communications.

#### **5.2. Limitations and Future Research:**

Most studies reviewed rely on self-reported intentions rather than observed behaviours, limiting causal inference. Future research should adopt experimental and longitudinal designs, using actual purchase data. Additionally, comparative studies across cultures and industries would clarify contextual factors influencing campaign success.

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