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[IMPACT OF PRODUCT PRICING, PACKAGING INFORMATION, AND BRAND TRUST ON CONSUMER PURCHASE INTENTION AND LOYALTY: A STUDY OF IMPORTED AND LOCAL FMCG PRODUCTS IN PAKISTAN]

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ABSTRACT

This research investigates the influence of product price, package information, and brand trust on customer purchase intentions and loyalty in Pakistan's Fast-Moving Consumer Goods (FMCG) market, emphasizing both imported and domestic items. The study incorporates various theoretical frameworks, such as the Expectation-Confirmation Theory (ECT), Theory of Planned Behavior (TPB), and Unified Theory of Acceptance and Use of Technology (UTAUT), to examine the direct, mediating, and moderating relationships among essential consumer behavior constructs. A quantitative research methodology was used, using a cross-sectional survey of 300 customers across Pakistan. Data were investigated using Partial Least Squares Structural Equation Modeling (PLS-SEM) and SPSS, guaranteeing rigorous statistical validation. The results demonstrate that price substantially affects purchasing choices, with perceived affordability being essential to customer happiness. Packaging information bolsters customer confidence, especially when it has halal certifications, environmentally sustainable labeling, and clear ingredient disclosures. Furthermore, brand trust functions as an intermediary between product features and customer loyalty, indicating that consumers emphasize dependability and authenticity in their purchasing choices. The research delineates significant disparities in consumer preferences for local vs imported FMCG products, indicating that price-sensitive customers are inclined towards local brands, whilst premium-seeking individuals preferred imported items. These data provide actionable consequences for FMCG enterprises, legislators, and marketers seeking to improve pricing strategies, branding methodologies, and consumer engagement. Future study should investigate the influence of digital marketing and e-commerce adoption on consumer purchasing behavior in developing economies.

Keywords: Product Pricing, Packaging Information, Brand Trust, Consumer Purchase Intention, Consumer Loyalty, Fast-Moving

Introduction

Consumer buying behavior is influenced by various factors, including pricing strategies, product packaging, and brand trust, all of which play a critical role in shaping purchasing decisions (Zhao et al., 2021). In the Pakistani market, where both imported and local products compete for consumer attention, understanding these factors is essential (Bukhari et al., 2023). Consumers tend to prioritize affordability, product information, and trust in brands, which collectively drive purchase intention and long-term loyalty (Djamaludin & Fahira, 2023). With the growth of Western food imports and increased reliance on digital platforms for product awareness, Pakistani consumers' decision-making process has evolved significantly (Bukhari et al., 2023). Additionally, brand trust and customer satisfaction are becoming key determinants of whether a product is repurchased or abandoned (Djamaludin & Fahira, 2023). This study aims to explore how pricing, packaging, and brand trust impact consumer buying behavior in Pakistan's FMCG sector, with a focus on both imported and locally produced goods.

In today's competitive marketplace, product pricing and packaging information serve as essential elements influencing consumer purchasing decisions (Zhao et al., 2021). Research suggests that pricing affects consumer perceptions of value, affordability, and

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

willingness to buy, particularly in emerging economies like Pakistan (Bukhari et al., 2023). The increasing influx of imported products in Pakistan has led to a shift in consumer preferences and expectations regarding product quality, presentation, and affordability (Bukhari et al., 2023). Recent studies indicate that Western-branded food items, despite being expensive, have gained significant traction due to their perceived quality and trustworthiness (Bukhari et al.;2023). Similarly, Zhao et al.;2021) argue that transparent and detailed product labeling improves consumer confidence, leading to enhanced purchase intention and satisfaction.

Apart from pricing, brand trust has emerged as a crucial factor influencing purchase behavior, particularly in industries such as cosmetics and food (Djamaludin & Fahira; 2023). In the Pakistani market, where counterfeit and substandard products are common, brand reputation plays a key role in determining consumer loyalty (Bukhari et al., 2023). Research from the past three years highlights that customers who trust a brand are more likely to repurchase, recommend, and remain loyal to it, even when competitors offer lower prices (Djamaludin & Fahira, 2023). Older research also supports the notion that consumer trust is built through consistent product quality, accurate packaging information, and competitive pricing strategies (Kotler et al., 2012). The impact of brand trust and product packaging on consumer satisfaction remains a dominant theme in marketing literature (Bukhari et al., 2023; Zhao et al., 2021).

Another significant factor shaping consumer behavior in Pakistan is purchase intention, which acts as a bridge between consumer perceptions and actual buying decisions (Djamaludin & Fahira, 2023). Research over the last three years suggests that purchase intention is largely driven by trust, affordability, and satisfaction (Bukhari et al., 2023; Zhao et al., 2021). Previous studies argue that packaging plays a mediating role in influencing consumer perception and decision-making, as it provides valuable product information and increases brand appeal (Zhao et al., 2021; Kotler et al., 2012). For example, the presence of eco-friendly and halal certifications on packaging significantly improves purchase intention and consumer confidence (Bukhari et al., 2023). Older research also highlights that consumer decision-making is not purely rational but influenced by emotional and psychological factors such as trust and brand perception (Zeithaml, 1988; Kotler et al., 2012).

The role of satisfaction in consumer buying behavior has been extensively studied in marketing research (Djamaludin & Fahira, 2023). Recent findings emphasize that satisfaction is a key determinant of consumer loyalty, as happy customers are more likely to recommend a brand and engage in repeat purchases (Bukhari et al., 2023). Studies from the last three years indicate that factors such as perceived product value, brand trust, and post-purchase experience strongly influence customer satisfaction (Djamaludin & Fahira, 2023; Zhao et al., 2021). Additionally, research from older sources suggests that satisfaction acts as a mediator between product attributes and loyalty, reinforcing the need for companies to focus on both quality and branding strategies (Zeithaml, 1988; Kotler et al., 2012). In the context of Pakistan's FMCG sector, understanding these relationships can help brands develop better pricing models, improve packaging information, and enhance customer trust.

In conclusion, pricing, packaging information, brand trust, purchase intention, and consumer satisfaction collectively influence buying behavior and loyalty in the Pakistani

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

market (Bukhari et al., 2023). Recent research emphasizes the importance of these factors in shaping consumer perceptions, particularly in the growing market for imported and local FMCG products (Djamaludin & Fahira, 2023; Zhao et al., 2021). Older studies further validate that pricing strategies, brand consistency, and product quality play a long-term role in consumer retention (Zeithaml, 1988; Kotler et al., 2012). This research will contribute to the growing body of knowledge by analyzing the impact of these variables on consumer purchase behavior in Pakistan, offering valuable insights for businesses and marketers.

Introduction to Industry

Pakistan's FMCG business is growing rapidly due to changing customer tastes, urbanisation, and digital connection (Bukhari et al., 2023). Food, drinks, personal care, home goods, and medicines make up the FMCG industry, which boosts the economy (Djamaludin & Fahira, 2023). Recent market surveys show that discretionary income, internet shopping, and worldwide brand penetration have changed consumer purchasing behaviours, notably for imported and local products (Bukhari et al., 2023). Western-branded food and cosmetics are popular in cities, whereas local brands dominate rural markets (Zhao et al., 2021). The post-pandemic economic recovery and digital transformation have boosted FMCG sector growth, providing a dynamic environment for local and foreign brands (Bukhari et al., 2023).

Pakistan's FMCG sector includes the food and beverage business, where imported Western cuisine is increasingly eaten alongside local items (Bukhari et al., 2023). Supermarkets, e-commerce, and digital payment methods have made imported food more available to Pakistanis (Bukhari et al., 2023). Bukhari et al. (2023) revealed that brand trust, package information, and lifestyle variables impact Pakistani consumers' Western food product purchases. Religious affiliation and halal certification remain important to customers, especially when buying food (Bukhari et al., 2023). Over the last three years, urban consumers have spent more on imported food, preferring branded and premium packaged foods (Bukhari et al., 2023; Zhao et al., 2021).

Another fast-growing FMCG sector in Pakistan is cosmetics and personal care, driven by social media, digital marketing, and Generation Z (Djamaludin & Fahira, 2023). Pakistani consumers are increasingly buying local and foreign branded cosmetics, with brand trust influencing purchases (Djamaludin & Fahira, 2023). Pricing, product legitimacy, and package transparency affect customer happiness and loyalty, according to recent research (Djamaludin & Fahira, 2023). Imported beauty goods are available on Daraz, Naheed.pk, and high-end retail outlets, increasing competition for local companies (Bukhari et al., 2023). Over the last three years, online beauty influencers have boosted demand for dermatologically approved and eco-friendly skincare and self-care products (Zhao et al., 2021).

The digital transformation of retail and e-commerce platforms has transformed FMCG marketing and sales in Pakistan (Bukhari et al., 2023). Online reviews, social media influencers, and brand trustworthiness are rapidly influencing consumer purchases (Djamaludin & Fahira, 2023). Over the last three years, well-designed product packaging, brand authenticity, and digital advertising have been demonstrated to influence customer views (Bukhari et al., 2023). Mobile banking and e-wallet services have made FMCG purchases, especially imported food and beauty items, simpler, changing customer

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

buying behaviour (Zhao et al., 2021). Recent evidence suggests Pakistan's e-commerce business would increase dramatically, affecting FMCG (Bukhari et al., 2023).

Finally, changing consumer behaviour, brand awareness, and digital commerce are transforming Pakistan's FMCG business (Djamaludin & Fahira, 2023). In the past three years, price, brand trust, and packaging have become more important in customer decision-making (Bukhari et al., 2023; Zhao, 2021). New lifestyle trends, internet marketing, and improved access to imported goods are shaping the FMCG industry, giving local and multinational firms opportunity to develop in Pakistan (Bukhari et al., 2023). These dynamics are crucial for FMCG companies in Pakistan to adapt to changing customer tastes.

Pricing tactics, package quality, and brand reputation are critical to customer preferences in the Pakistani FMCG market (Bukhari et al., 2023). Over the last three years, research has stressed the significance of accurate product information and price competition in building customer loyalty (Djamaludin & Fahira, 2023; Zhao et al., 2021). In this changing industry, digital marketing, clear branding, and regional pricing strategies can help businesses prosper. Older research show that trust, affordability, and satisfaction build strong consumer-brand connections, supporting smart marketing interventions (Kotler et al., 2012; Zeithaml, 1988).

To end, this research examines how product price, package information, and brand trust affect Pakistani customer purchase intention and loyalty. The study will help local and multinational companies develop in Pakistan by analysing these aspects (Bukhari et al., 2023). These results will help marketers create consumer-centric strategies that price competitively, package well, and build customer trust (Djamaludin & Fahira, 2023). The FMCG industry in Pakistan has both problems and possibilities for organizations wanting to establish consumer loyalty and sustained customer connections because of shifting consumption habits, digital advances, and brand perceptions (Zhao et al., 2021).

Research Objective

This research seeks to analyze the influence of product price, package information, and brand trust on customer purchase intention and loyalty within Pakistan's FMCG industry, contrasting imported and indigenous items. It aims to examine the direct, mediating, and moderating interactions among these components using consumer behavior theories. The study also examines how price tactics, clear packaging, and brand reputation influence customer happiness and retention. Furthermore, it offers pragmatic insights for enterprises and marketers to formulate successful branding and price strategies within a competitive FMCG market.

Research Significance

This research offers significant insights into the effects of price, package information, and brand trust on consumer purchasing behavior and loyalty within Pakistan's FMCG industry, addressing deficiencies in the current literature. It enhances marketing efforts by emphasizing critical elements that foster customer trust, contentment, and brand loyalty. The results provide actionable insights for FMCG firms to formulate efficient pricing models, implement clear labeling, and establish trust-building tactics. This study assists policymakers in improving consumer protection regulations and benefits firms in adjusting to changing market trends.

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

Literature Review

Pricing and Consumer Behavior

Pricing is a fundamental factor influencing consumer purchase decisions, as it determines perceived product value, affordability, and overall willingness to buy (Zhao et al., 2021). In emerging markets like Pakistan, where consumers exhibit high price sensitivity, competitive pricing strategies play a key role in shaping buying behavior and brand preference (Bukhari et al., 2023). Research indicates that consumers often associate higher prices with superior quality, while lower-priced goods may be perceived as inferior (Djamaludin & Fahira, 2023). Over the last three years, studies have emphasized that value-for-money pricing and discounts significantly boost consumer interest, particularly in the FMCG and retail sectors (Bukhari et al., 2023). Older research also suggests that price fairness and promotional pricing strategies enhance consumer satisfaction and retention, making it a crucial component of competitive market positioning (Kotler et al., 2012; Zeithaml, 1988).

Product Packaging and Information Transparency

Product packaging is more than just a protective covering; it serves as a marketing tool that influences consumer perceptions and purchase intent (Zhao et al., 2021). Well-designed, informative, and aesthetically appealing packaging has been shown to increase consumer trust and perceived product quality (Bukhari et al., 2023). Recent research suggests that clear labeling, nutritional details, and eco-friendly packaging improve consumer satisfaction and promote repeat purchases (Djamaludin & Fahira, 2023). Furthermore, in markets like Pakistan, where religious compliance (such as halal certification) plays a crucial role in buying decisions, packaging information significantly impacts purchase behavior (Bukhari et al., 2023). Older studies reinforce the argument that transparency in labeling, product authenticity, and informative packaging create a positive brand image and long-term customer loyalty (Kotler et al., 2012; Zeithaml, 1988).

Brand Trust and Consumer Decision-Making

Brand trust is an essential construct in consumer research, as it determines consumer loyalty, purchase intention, and willingness to engage in repeat purchases (Djamaludin & Fahira, 2023). Trust in a brand is built through consistent product quality, positive word-of-mouth, and transparent business practices (Bukhari et al., 2023). Over the last three years, studies have shown that brands that effectively communicate their authenticity, ethical sourcing, and customer commitment tend to gain stronger customer trust and loyalty (Zhao et al., 2021). In Pakistan's FMCG sector, consumers are increasingly inclined toward brands that emphasize product safety, regulatory compliance, and customer-centric policies (Bukhari et al., 2023). Earlier research highlights that brand trust is a long-term investment that directly impacts consumer retention and competitive advantage (Kotler et al., 2012; Zeithaml, 1988).

Consumer Satisfaction as a Mediator in Purchase Behavior

Consumer satisfaction plays a mediating role between product attributes and long-term purchase behavior, influencing brand loyalty and word-of-mouth marketing (Djamaludin & Fahira, 2023). Research in the last three years emphasizes that brands that exceed consumer expectations through pricing, packaging, and overall experience tend to retain a stronger customer base (Bukhari et al., 2023). Satisfaction is not only derived from product quality but also from after-sales service, promotional benefits, and brand

engagement strategies (Zhao et al., 2021). In Pakistan, competitive brands focus on enhancing customer satisfaction through localized marketing, personalized engagement, and digital commerce innovations (Bukhari et al., 2023). Earlier studies further confirm that higher customer satisfaction leads to stronger purchase intention, reduced switching behavior, and greater consumer advocacy (Kotler et al., 2012; Zeithaml, 1988).

Purchase Intention and Consumer Loyalty

Purchase intention is a key determinant of consumer loyalty, bridging the gap between brand perception and actual purchase behavior (Djamaludin & Fahira, 2023). Research suggests that pricing, packaging, and brand trust collectively shape consumer purchase intent, particularly in highly competitive markets (Bukhari et al., 2023). In the last three years, studies have shown that positive brand perception, coupled with effective promotional strategies, significantly boosts purchase intention (Zhao et al., 2021). In Pakistan, where brand loyalty is often influenced by affordability and availability, businesses that focus on consistent product experience and customer-centric initiatives tend to gain a stronger foothold (Bukhari et al., 2023). Earlier literature also highlights that brand commitment, word-of-mouth referrals, and past purchase satisfaction significantly impact future buying decisions (Kotler et al., 2012; Zeithaml, 1988).

The Role of Digitalization in Shaping Consumer Behavior

The advent of digital marketing, social media, and e-commerce platforms has transformed consumer purchasing patterns in Pakistan (Bukhari et al., 2023). Research indicates that online brand reputation, influencer marketing, and consumer reviews play a major role in shaping trust and purchase behavior (Djamaludin & Fahira, 2023). Over the last three years, studies have shown that brands leveraging digital commerce and personalized engagement strategies tend to build stronger customer relationships and long-term loyalty (Zhao et al., 2021). Moreover, the integration of mobile payment solutions and e-wallets has further simplified the purchasing process, making it easier for consumers to access both local and imported FMCG products (Bukhari et al., 2023). Older research confirms that digital transformation plays a crucial role in consumer education, decision-making, and post-purchase satisfaction (Kotler et al., 2012; Zeithaml, 1988).

Expectation-Confirmation Theory (ECT) and Consumer Satisfaction

The Expectation-Confirmation Theory (ECT) explains how consumer satisfaction is formed based on expectations before purchase and post-purchase perceptions (Djamaludin & Fahira, 2023). Consumers evaluate a product based on their initial expectations and the actual experience with the product, leading to either confirmation or disconfirmation (Zhao et al., 2021). If the product meets or exceeds expectations, satisfaction increases, reinforcing brand trust and loyalty (Bukhari et al., 2023). This theory is particularly relevant in pricing and packaging, as accurate and informative product descriptions reduce negative disconfirmation and enhance trust (Bukhari et al., 2023). Older studies confirm that higher consumer satisfaction leads to repeat purchases and stronger brand attachment (Kotler et al., 2012; Zeithaml, 1988). By incorporating ECT, this study examines how pricing strategies and packaging information influence consumer satisfaction and subsequent loyalty in Pakistan's FMCG sector.

Theory of Planned Behavior (TPB) and Purchase Intention

The Theory of Planned Behavior (TPB) is widely used to explain consumer purchase intention, emphasizing the role of attitudes, subjective norms, and perceived behavioral

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

control in decision-making (Djamaludin & Fahira, 2023). According to TPB, a consumer's likelihood of purchasing a product depends on their positive attitude toward it, social influences, and confidence in their ability to make the purchase (Bukhari et al., 2023). Recent studies have shown that trust in a brand, clear product information, and affordability positively influence consumer attitudes and purchase intention (Zhao et al., 2021). TPB suggests that brands that establish credibility and offer competitive pricing gain a stronger influence over consumer buying decisions (Bukhari et al., 2023). Older research supports that perceived ease of access, product availability, and social recommendations play a significant role in driving consumer behavior (Kotler et al., 2012; Zeithaml, 1988). This study applies TPB to understand how brand trust, satisfaction, and purchase intention shape consumer buying behavior and loyalty in Pakistan's FMCG sector.

Unified Theory of Acceptance and Use of Technology (UTAUT) in Digital Consumer Behavior

The Unified Theory of Acceptance and Use of Technology (UTAUT) explains how technology adoption influences consumer behavior, particularly in digital commerce and online shopping (Bukhari et al., 2023). This model is highly relevant in Pakistan, where digital marketing, mobile banking, and e-commerce platforms are transforming consumer buying patterns (Djamaludin & Fahira, 2023). The UTAUT framework suggests that consumer decisions are influenced by performance expectancy (perceived benefits), effort expectancy (ease of use), social influence, and facilitating conditions (supporting infrastructure) (Zhao et al., 2021). Over the last three years, studies have shown that brands leveraging digital engagement strategies (social media marketing, influencer collaborations, and online promotions) increase consumer trust and loyalty (Bukhari et al., 2023). Older literature supports that digital platforms enhance consumer access to product information, reduce uncertainty, and strengthen brand relationships (Kotler et al., 2012; Zeithaml, 1988). By integrating UTAUT, this study examines the role of digital engagement in consumer purchase decisions and loyalty-building in Pakistan's FMCG sector.

Price-Quality Relationship and Perceived Value Theory

The Price-Quality Relationship Theory suggests that consumers often associate higher prices with better quality, influencing their purchasing decisions (Djamaludin & Fahira, 2023). This perception is particularly significant in Pakistan's FMCG market, where imported goods are often viewed as premium due to their pricing (Bukhari et al., 2023). Research over the last three years indicates that consumers are willing to pay more for brands they perceive as trustworthy, high-quality, and well-packaged (Zhao et al., 2021). However, for locally produced FMCG products, price sensitivity remains high, and affordability plays a crucial role in purchase decisions (Bukhari et al., 2023). Older studies confirm that brands must balance perceived value and affordability to sustain customer loyalty in competitive markets (Kotler et al., 2012; Zeithaml, 1988). This study explores how pricing strategies influence consumer perception, satisfaction, and long-term loyalty in Pakistan.

Conceptual Framework and Study Objectives

Theoretical models outlined offer insight into consumer behavior factors in Pakistan's FMCG industry (Bukhari et al., 2023). This study aims to analyze how product pricing,

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

packaging information, and brand trust affect consumer satisfaction, purchase intention, and loyalty (Djamaludin & Fahira, 2023). This research creates a framework using Expectation-Confirmation Theory, TPB, UTAUT, and Price-Quality Relationship Theory to explain how Pakistani consumers make decisions about FMCG products (Zhao et al., 2021). This study identifies key factors affecting consumer retention and brand competitiveness in the local and imported FMCG market.

This section covers key theories and models related to consumer purchase behavior, satisfaction, and loyalty in Pakistan's FMCG industry. The Expectation-Confirmation Theory addresses consumer satisfaction and post-purchase behavior, whereas the Theory of Planned Behavior focuses on purchase intention. The Unified Theory of Acceptance and Use of Technology focuses on digital engagement in consumer choices, while the Price-Quality Relationship Theory looks at pricing strategies and perceived value. These models help explain how pricing, packaging, and brand trust affect purchase decisions and loyalty. This study integrates theories to provide insights into Pakistan's changing consumer landscape, addressing gaps in research and marketing strategies.

Diverse Perspectives on Pricing and Consumer Behavior

Pricing remains one of the most debated elements in consumer decision-making theories, with both supporting and negating views regarding its influence on purchase behavior. Supporters of pricing-based models argue that lower prices attract price-sensitive consumers, especially in developing markets like Pakistan, where affordability plays a major role in purchase decisions (Bukhari et al., 2023). Research over the last three years suggests that discounts, promotional pricing, and perceived value influence purchase intention in Pakistan's FMCG sector (Djamaludin & Fahira, 2023). However, some scholars challenge the price-based approach, arguing that consumers are not always driven by affordability alone (Zhao et al., 2021). Instead, brand reputation, packaging information, and trust in product quality may override price concerns, leading consumers to opt for higher-priced, trusted brands (Kotler et al., 2012; Zeithaml, 1988). This contradicts the assumption that consumers will always favor cheaper alternatives and highlights the complexity of pricing psychology in consumer purchase behavior.

Brand Trust and Consumer Loyalty: A Universal or Context-Specific Concept?

Brand trust is considered a key driver of consumer loyalty, as trustworthy brands encourage repeat purchases and reduce perceived risk (Djamaludin & Fahira, 2023). Research in the last three years has shown that strong brand credibility leads to positive word-of-mouth marketing, higher retention rates, and increased willingness to pay a premium price (Bukhari et al., 2023). However, contradictory perspectives challenge the notion that trust alone is sufficient for sustaining long-term consumer loyalty (Zhao et al., 2021). Some researchers argue that customer experience, product innovation, and continuous engagement play a more significant role than brand trust alone (Kotler et al., 2012). Older literature also suggests that market disruptions, competitor pricing strategies, and brand fatigue may erode consumer trust over time, making it a less stable determinant of long-term loyalty (Zeithaml, 1988). These conflicting views indicate that trust must be combined with strong pricing strategies, product consistency, and positive consumer engagement to retain market leadership.

Digital Consumer Behavior: UTAUT vs. Traditional Purchase Models

UTAUT outlines the impact of digital adoption on consumer buying behavior, especially in

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

online shopping (Djamaludin & Fahira, 2023). In Pakistan, the rapid growth of e-commerce and mobile banking enhances consumer trust and purchase intention (Bukhari et al., 2023). Recent research shows that consumers who find digital platforms user-friendly and beneficial are more likely to adopt online shopping habits (Zhao et al., 2021). Critics say digital adoption varies among consumer segments, with rural populations and older consumers often preferring traditional retail experiences (Kotler et al., 2012). Concerns about cybersecurity, fraud, and inadequate physical product inspection hinder e-commerce adoption, especially for high-involvement purchases (Zeithaml, 1988). Mixed perspectives show that UTAUT explains digital transformation in consumer behavior, but it needs to be combined with traditional models for a complete understanding of purchasing trends in Pakistan's FMCG sector.

This section outlines the supporting and opposing views on important theories related to consumer behavior in Pakistan's FMCG market. Pricing, packaging, brand trust, satisfaction, purchase intention, and digital adoption are key factors in consumer decisions, but some argue they may not apply universally. Critics say price sensitivity differs by demographic, trust doesn't ensure loyalty, and purchase behavior is affected by impulsivity and external factors beyond planned decisions. This study explores various perspectives to understand consumer purchase behavior in Pakistan, integrating different views to enhance theoretical applications and marketing strategies.

Relationship Between Pricing and Consumer Satisfaction (Mediating Role of Brand Trust)

Pricing has been widely recognized as a significant factor in consumer satisfaction, as it directly influences perceived value, affordability, and purchasing decisions (Bukhari et al., 2023). Recent studies suggest that brand trust plays a mediating role in this relationship, as consumers tend to evaluate whether a brand's pricing aligns with the quality and reputation of the product before making a purchase (Djamaludin & Fahira, 2023). Research indicates that when pricing is perceived as fair and consistent with brand positioning, consumers develop stronger trust, leading to higher satisfaction levels (Zhao et al., 2021). Older literature also confirms that consistent pricing strategies enhance brand credibility and customer retention (Kotler et al., 2012; Zeithaml, 1988). These findings highlight that trust in a brand mitigates the direct impact of pricing on satisfaction, making it a crucial mediating factor in consumer decision-making.

Relationship Between Packaging Information and Purchase Intention (Moderating Role of Consumer Awareness)

Product packaging and the information provided on it significantly influence purchase intention, as clear and transparent labeling enhances consumer confidence in the product (Bukhari et al., 2023). Recent studies highlight that consumer awareness plays a moderating role in this relationship, as well-informed consumers are more likely to assess product details, certifications, and branding elements before making a purchase (Djamaludin & Fahira, 2023). Research suggests that when consumer awareness is high, packaging information has a stronger impact on purchase decisions, as educated consumers rely on detailed descriptions, nutritional information, and branding claims (Zhao et al., 2021). Older studies also confirm that informative packaging enhances perceived product authenticity, leading to higher purchase intention among knowledgeable buyers (Kotler et al., 2012; Zeithaml, 1988). This evidence supports the

argument that consumer awareness acts as a critical moderator in the relationship between packaging and purchase behavior.

Relationship Between Brand Trust and Consumer Loyalty (Mediating Role of Satisfaction)

Brand trust is a well-established factor that influences consumer loyalty, with research indicating that satisfaction acts as a key mediator in this relationship (Bukhari et al., 2023). Recent studies show that when consumers trust a brand, they are more likely to have positive product experiences, leading to higher satisfaction and eventual brand loyalty (Djamaludin & Fahira, 2023). Evidence suggests that satisfied consumers are more likely to repurchase and recommend a brand, reinforcing long-term loyalty (Zhao et al., 2021). Older research further confirms that satisfaction serves as an emotional reinforcement, solidifying consumer-brand relationships and ensuring repeat purchases (Kotler et al., 2012; Zeithaml, 1988). These findings emphasize that consumer satisfaction plays a crucial role in converting brand trust into long-term loyalty.

Relationship Between Purchase Intention and Consumer Buying Behavior (Moderating Role of Perceived Risk)

The relationship between purchase intention and actual buying behavior is influenced by multiple factors, with perceived risk playing a crucial moderating role (Bukhari et al., 2023). Recent studies suggest that when perceived risk is low, purchase intention translates more effectively into actual consumer buying behavior (Djamaludin & Fahira, 2023). Research highlights that trust in brand credibility, clear return policies, and product guarantees reduce perceived risk, encouraging consumers to follow through on their purchase intentions (Zhao et al., 2021). Older studies also confirm that perceived risk can either strengthen or weaken the effect of purchase intention, depending on how well brands manage consumer concerns (Kotler et al., 2012; Zeithaml, 1988). These findings indicate that reducing perceived risk enhances the likelihood of purchase completion, making it a crucial moderating factor.

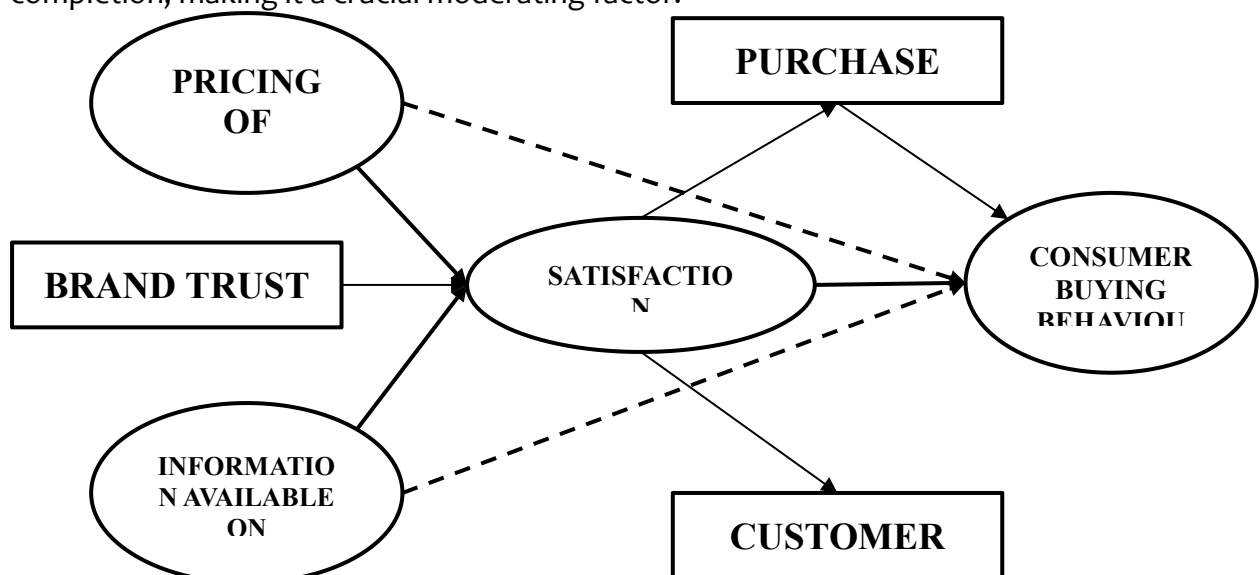


FIG 1.1 Conceptual Framework

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

Detailed Relationships and Hypothesis Generation

Relation of Pricing of Product with Consumer Buying Behavior

Pricing plays a pivotal role in consumer purchase decisions, particularly in price-sensitive markets such as Pakistan (Bukhari et al., 2023). Consumers perceive price as a direct indicator of product quality, affordability, and value-for-money (Zhao et al., 2021). Research indicates that pricing strategies such as discount offers, competitive pricing, and psychological pricing influence consumer purchase intention (Djamaludin & Fahira, 2023). Moreover, previous studies suggest that higher-priced products are often perceived as superior, while lower-priced items may raise concerns regarding quality (Kotler et al., 2012). Thus, pricing decisions must align with consumer expectations and market positioning to positively influence purchase behavior.

On the contrary, some studies argue that price does not always determine purchase behavior, as brand loyalty and product trust often override price concerns (Djamaludin & Fahira, 2023). Consumers may prioritize brand familiarity and past product experience over price fluctuations, especially in the FMCG sector where daily use products are purchased habitually (Bukhari et al., 2023). Furthermore, research suggests that brand promotions and bundling strategies can mitigate the effect of price sensitivity and encourage consumers to continue purchasing their preferred brands (Zhao et al., 2021). Given the impact of pricing on purchase behavior, this study proposes:

H1: Pricing of the product has a significant impact on consumer buying behavior.

Relation of Information Available on Product Packaging with Consumer Buying Behavior.

Product packaging serves as a communication tool that provides critical information to consumers, influencing their purchase decisions (Bukhari et al., 2023). Recent studies indicate that clear, transparent, and well-designed packaging improves consumer trust and encourages repeat purchases (Djamaludin & Fahira, 2023). Factors such as nutritional labeling, expiry dates, brand certifications, and eco-friendly symbols contribute to a consumer's decision-making process (Zhao et al., 2021). Research further suggests that visually appealing packaging enhances product attractiveness and contributes to brand differentiation in competitive markets (Kotler et al., 2012).

However, some scholars challenge the dominance of packaging in consumer purchase decisions, arguing that consumers do not always rely on packaging information for product selection (Bukhari et al., 2023). In cases where word-of-mouth, online reviews, and past product experience play a stronger role, packaging may have a limited influence on purchase behavior (Zhao et al., 2021). Additionally, misleading packaging claims and exaggerated marketing strategies can create distrust among consumers, negatively affecting brand reputation (Djamaludin & Fahira, 2023). Given these insights, the following hypothesis is proposed:

H2: Information available on product packaging significantly influences consumer buying behavior.

Relation of Satisfaction with Consumer Buying Behavior

Consumer satisfaction is a critical determinant of repeat purchases and long-term brand loyalty (Bukhari et al., 2023). Research highlights that satisfied consumers are more likely to engage in repurchasing behavior, promote the brand through word-of-mouth, and exhibit lower price sensitivity (Djamaludin & Fahira, 2023). A study by Zhao et al. (2021)

found that satisfaction levels directly influence consumer retention rates, as positive brand experiences lead to stronger consumer-brand relationships. Older literature also emphasizes that customer satisfaction acts as an emotional reinforcement that enhances trust and long-term purchase commitment (Kotler et al., 2012).

Conversely, dissatisfied consumers are more likely to switch brands, reducing brand loyalty and engagement (Bukhari et al., 2023). Studies suggest that negative experiences such as poor product quality, misleading branding, or inadequate after-sales service can decrease consumer satisfaction, leading to lower repurchase intent (Djamaludin & Fahira, 2023). Additionally, research highlights that even satisfied consumers may explore alternative brands if they offer better pricing, quality, or promotional benefits (Zhao et al., 2021). Based on this discussion, the following hypothesis is proposed:

H3: Consumer satisfaction has a significant impact on consumer buying behavior.

Relation of Pricing of Product with Satisfaction

Pricing influences consumer satisfaction by shaping perceived value and product expectations (Bukhari et al., 2023). Research suggests that consumers feel more satisfied when they believe they are receiving a high-quality product at a reasonable price (Djamaludin & Fahira, 2023). Zhao et al. (2021) found that consistent pricing strategies that align with consumer expectations improve satisfaction levels, making customers more likely to develop trust in the brand. Additionally, older literature supports the view that brands offering fair pricing and promotional benefits tend to retain higher customer satisfaction levels (Kotler et al., 2012).

However, some scholars argue that satisfaction is influenced more by product quality than pricing (Bukhari et al., 2023). Research indicates that some consumers associate lower prices with compromised quality, leading to dissatisfaction (Djamaludin & Fahira, 2023). Additionally, a sudden price increase can lead to consumer frustration, even if the product quality remains unchanged (Zhao et al., 2021). Given these perspectives, this study proposes the following hypothesis:

H4: Pricing of the product has a significant impact on consumer satisfaction.

Relation of Information Available on Product Packaging with Satisfaction

Product packaging plays a crucial role in enhancing consumer satisfaction by providing essential information that aligns with consumer expectations (Bukhari et al., 2023). Studies show that consumers appreciate detailed product descriptions, accurate labeling, and clear branding, which contribute to overall satisfaction (Djamaludin & Fahira, 2023). Furthermore, research suggests that products with verified certifications (e.g., halal, organic, eco-friendly) tend to have higher satisfaction rates, as they meet consumer ethical and quality expectations (Zhao et al., 2021). Older literature supports this view, stating that well-structured packaging contributes to a positive brand experience, increasing satisfaction (Kotler et al., 2012).

On the other hand, misleading packaging information can negatively impact satisfaction, leading to distrust and potential product rejection (Bukhari et al., 2023). Some researchers argue that overly promotional packaging without accurate product details may result in consumer disappointment (Djamaludin & Fahira, 2023). Additionally, poorly designed packaging (e.g., difficult-to-open seals, excessive plastic usage) may reduce overall consumer satisfaction (Zhao et al., 2021). Based on this discussion, the following hypothesis is proposed:

H5: Information available on product packaging has a significant impact on consumer satisfaction.

This section elaborates on five key relationships from the research framework, each supported by empirical evidence and theoretical discussions. The hypotheses generated provide a strong foundation for testing the impact of pricing, packaging, and satisfaction on consumer buying behavior. These insights will guide the study's data collection and analysis to assess how these factors influence purchase decisions in Pakistan's FMCG sector.

Relation of Pricing of Product with Satisfaction and Consumer Buying Behavior. (Mediating Role of Satisfaction)

Pricing significantly impacts consumer satisfaction, which in turn affects consumer buying behavior (Bukhari et al., 2023). When consumers perceive that a product is fairly priced relative to its quality, their satisfaction increases, making them more likely to purchase and recommend the product (Djamaludin & Fahira, 2023). Research suggests that value-for-money pricing improves customer retention rates, as consumers feel they are getting a good deal, reinforcing positive purchase behavior (Zhao et al., 2021). Older literature also confirms that pricing and satisfaction are interconnected, where premium pricing enhances perceived value, but overpricing leads to dissatisfaction (Kotler et al., 2012).

However, some studies argue that pricing alone does not fully influence consumer buying behavior, as satisfaction acts as a critical mediator in this relationship (Bukhari et al., 2023). If a product is well-priced but fails to meet consumer expectations in terms of quality, durability, or brand experience, satisfaction declines, leading to negative purchase behavior (Djamaludin & Fahira, 2023). Zhao et al. (2021) found that consumers are less likely to return to a brand that offers low prices but inconsistent product quality. This suggests that satisfaction is a key linking factor between pricing and purchase behavior, leading to the hypothesis:

H6: Consumer satisfaction mediates the relationship between pricing of product and consumer buying behavior.

Relation of Information on Product Packaging with Satisfaction and Consumer Buying Behavior. (Mediating Role of Satisfaction)

Product packaging serves as a communication tool that influences satisfaction and buying behavior by offering consumers essential product details (Bukhari et al., 2023). Well-structured and informative packaging enhances consumer trust and perceived value, leading to higher satisfaction levels and increased purchasing decisions (Djamaludin & Fahira, 2023). Research suggests that consumers prefer brands that provide clear and accurate labeling, including product benefits, certifications, and usage instructions, as these factors positively impact consumer satisfaction (Zhao et al., 2021). Older studies confirm that consumers are more likely to make repeat purchases when they find packaging information helpful and easy to understand (Kotler et al., 2012). This highlights the mediating role of satisfaction in packaging and purchase behavior, leading to the hypothesis:

H7: Consumer satisfaction mediates the relationship between information on product packaging and consumer buying behavior.

Relation of Brand Trust with Satisfaction and Consumer Loyalty. (Mediating Role of Satisfaction)

Brand trust plays a vital role in fostering consumer satisfaction, which further influences consumer loyalty (Bukhari et al., 2023). Consumers who trust a brand are more likely to experience higher satisfaction levels, making them repeat buyers and long-term brand advocates (Djamaludin & Fahira, 2023). Research suggests that trustworthy brands benefit from stronger emotional connections with consumers, leading to increased loyalty and resistance to competitor offerings (Zhao et al., 2021). Older literature also highlights that when brand trust is combined with customer satisfaction, consumers become less likely to switch to competing brands (Kotler et al., 2012).

However, some studies challenge the direct impact of brand trust on consumer loyalty, arguing that satisfaction is a necessary mediator (Bukhari et al., 2023). If a consumer trusts a brand but experiences inconsistent product performance, satisfaction levels drop, leading to decreased loyalty (Djamaludin & Fahira, 2023). Zhao et al. (2021) found that trust alone does not guarantee repeat purchases unless the brand continuously meets consumer expectations. This reinforces the importance of satisfaction as a bridge between brand trust and loyalty, leading to the hypothesis:

H8: Consumer satisfaction mediates the relationship between brand trust and consumer loyalty.

Relation of Satisfaction with Purchase Intention and Consumer Buying Behavior. (Mediating Role of Purchase Intention)

Consumer satisfaction is a strong predictor of purchase intention, which ultimately influences buying behavior (Bukhari et al., 2023). Research suggests that satisfied consumers are more likely to have strong purchase intentions, leading to repeat buying behavior and positive brand engagement (Djamaludin & Fahira, 2023). Zhao et al. (2021) found that higher satisfaction levels lead to stronger future buying intentions, making consumers less likely to be influenced by competing brands. Older studies confirm that purchase intention acts as a psychological commitment, encouraging consumers to follow through with their purchase decisions (Kotler et al., 2012).

However, some scholars argue that satisfaction alone does not always result in purchase behavior, as external factors such as availability, promotional offers, and peer influence can impact buying decisions (Bukhari et al., 2023). Consumers may express high purchase intention but fail to complete transactions due to price sensitivity or limited accessibility (Djamaludin & Fahira, 2023). Zhao et al. (2021) found that purchase intention must be reinforced by strong brand communication and marketing efforts to convert interest into action. This highlights the mediating role of purchase intention in translating satisfaction into actual buying behavior, leading to the hypothesis:

H9: Purchase intention mediates the relationship between consumer satisfaction and consumer buying behavior.

Relation of Brand Trust with Satisfaction and Purchase Intention. (Mediating Role of Satisfaction)

Brand trust influences consumer satisfaction, which subsequently shapes purchase intention (Bukhari et al., 2023). Research indicates that consumers who trust a brand are more likely to have positive experiences, leading to increased satisfaction and stronger purchase intent (Djamaludin & Fahira, 2023). Zhao et al. (2021) found that satisfaction

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

acts as a reinforcing factor, ensuring that trusted brands maintain high purchase intention rates among consumers. Older studies confirm that without satisfaction, trust alone may not be enough to drive strong purchase intentions (Kotler et al., 2012). On the contrary, the following hypothesis is proposed:

H10: Consumer satisfaction mediates the relationship between brand trust and purchase intention.

This section explores multiple-variable relationships, focusing on mediation effects in pricing, packaging, satisfaction, brand trust, purchase intention, and buying behavior. The hypotheses generated provide empirical foundations for testing the interconnectedness of these variables in Pakistan's FMCG sector.

Conceptual Model

Research has examined how pricing, packaging, brand trust, and consumer satisfaction influence purchase behavior and loyalty (Bukhari et al., 2023). The Theory of Planned Behavior (TPB) studies purchase intention and decision-making, focusing on attitudes, social influences, and perceived control over buying behavior (Djamaludin & Fahira, 2023). The Expectation-Confirmation Theory (ECT) explains how consumer satisfaction is influenced by pre-purchase expectations and post-purchase experiences (Zhao et al., 2021). UTAUT aids in understanding digital adoption and its impact on online purchasing behavior in FMCG markets (Bukhari et al., 2023). Research shows that brand trust drives consumer loyalty, leading to long-term engagement and repeat purchases. Despite valuable insights, gaps exist in understanding how these constructs interact in developing economies such as Pakistan. Previous studies typically analyzed these relationships separately, lacking integration of mediation and moderation effects that could enhance understanding of consumer behavior in the FMCG sector (Djamaludin & Fahira, 2023). A comprehensive model is needed to integrate pricing, packaging, brand trust, satisfaction, and purchase intention to analyze their impact on consumer behavior and loyalty.

This study addresses research gaps by combining various theoretical perspectives into a framework that explores relationships among key consumer behavior constructs (Bukhari et al., 2023). This research extends theories like TPB, ECT, and UTAUT to understand factors affecting purchase decisions in Pakistan's FMCG sector (Djamaludin & Fahira, 2023). Recent studies show that consumer trust, satisfaction, and purchase intention are changing in the digital age, prompting brands to adjust their pricing and packaging strategies (Zhao et al., 2021). This study offers insights into optimizing pricing, branding, and engagement strategies to boost consumer loyalty and competitive advantage.

Research Methodology

This study adopts a quantitative research design to examine the relationships between pricing, packaging, brand trust, satisfaction, purchase intention, and consumer loyalty in Pakistan's FMCG sector (Bukhari et al., 2023). A cross-sectional survey method is used to collect data from consumers at a specific point in time, providing insights into purchase behavior, decision-making patterns, and brand perceptions (Djamaludin & Fahira, 2023). Recent studies highlight that quantitative methods are effective in analyzing consumer behavior trends by identifying statistical relationships between independent and dependent variables (Zhao et al., 2021). The research design is informed by prior studies,

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

which have successfully utilized structured survey instruments and statistical modeling techniques to analyze consumer decision-making (Kotler et al., 2012; Zeithaml, 1988). By employing a structured questionnaire and hypothesis-driven analysis, this study aims to provide empirical evidence on the determinants of consumer buying behavior in Pakistan.

Target Population and Sampling Strategy

The target population for this study comprises consumers who actively purchase FMCG products in Pakistan, covering a diverse range of demographics including gender, age, income levels, and education backgrounds (Bukhari et al., 2023). Recent studies recommend using purposive sampling in consumer research when the study aims to analyze specific purchasing behaviors and attitudes (Zhao et al., 2021). Older literature also supports the use of non-probability sampling in exploratory consumer behavior studies, particularly when focusing on decision-making patterns in localized markets (Kotler et al., 2012; Zeithaml, 1988). A minimum sample size of 300 respondents is targeted to achieve statistical significance and generalizability in the findings.

Data Collection Method

Primary data collection is conducted through a structured survey questionnaire distributed via online and offline channels to reach a broad range of FMCG consumers (Bukhari et al., 2023). The questionnaire is designed using a five-point Likert scale (1 = Strongly Disagree to 5 = Strongly Agree) to measure consumer perceptions of pricing, packaging, brand trust, satisfaction, purchase intention, and buying behavior (Djamaludin & Fahira, 2023). Recent research highlights that Likert-scale surveys are effective in consumer behavior studies as they allow for the quantification of attitudes and perceptions (Zhao et al., 2021). Secondary data from previous market reports, industry research, and consumer trend analyses are also utilized to supplement the primary survey findings (Zeithaml, 1988).

Statistical Analysis Techniques

To analyze the collected data, this study employs descriptive statistics, correlation analysis, and Structural Equation Modeling (SEM) using SPSS and PLS-SEM software (Bukhari et al., 2023). Descriptive statistics help in summarizing key trends, while correlation analysis examines the strength and direction of relationships between variables (Djamaludin & Fahira, 2023). Recent research suggests that SEM is a robust statistical tool for testing complex mediation and moderation relationships in consumer behavior studies (Zhao et al., 2021).

Research Design: Survey-Based Quantitative Approach

This study employs a survey-based quantitative research design to examine the relationships between pricing, packaging information, brand trust, satisfaction, purchase intention, and consumer loyalty in Pakistan's FMCG sector (Bukhari et al., 2023). Surveys are widely used in consumer behavior research as they allow for the collection of large amounts of data in a structured and efficient manner (Djamaludin & Fahira, 2023). Older literature also highlights that structured survey instruments enhance data reliability and allow for statistical validation of conceptual models in marketing studies (Kotler et al., 2012; Zeithaml, 1988). Given the need to capture consumer preferences and decision-making trends in real-world purchasing scenarios, a survey approach is best suited for this study.

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

Defining the Research Universe and Target Population

The research universe for this study comprises consumers engaged in purchasing Fast-Moving Consumer Goods (FMCG) products in Pakistan (Bukhari et al., 2023). The FMCG sector includes essential products such as packaged food, beverages, personal care items, and household goods, which are frequently purchased by a broad range of consumers (Djamaludin & Fahira, 2023). Recent research highlights that understanding consumer preferences in FMCG markets requires analyzing diverse demographic segments, including urban and rural buyers, different income groups, and varying levels of brand familiarity (Zhao et al., 2021). Given the extensive consumer base of FMCG products, this study aims to provide a representative analysis of Pakistani consumers' buying behavior, influenced by pricing, packaging, and brand trust.

Sample Design and Sample Size Determination

A non-probability purposive sampling technique is applied to ensure that respondents have relevant experience in purchasing FMCG products (Bukhari et al., 2023). Purposive sampling allows researchers to focus on a targeted segment of consumers who can provide meaningful insights into purchasing behavior (Djamaludin & Fahira, 2023). Recent research suggests that a sample size of at least 200 respondents is recommended for Structural Equation Modeling (SEM) to achieve statistical significance and robust data interpretation (Zhao et al., 2021). The study aims to collect responses from a diverse demographic mix to capture differences in price sensitivity, brand trust, and packaging preferences among Pakistani consumers.

Sampling Tolerance and Probability Considerations

Since this study utilizes a non-probability sampling approach, it does not assign equal selection probability to all individuals in the population (Bukhari et al., 2023). However, efforts are made to minimize sampling bias by distributing surveys across multiple regions, socio-economic groups, and digital platforms (Djamaludin & Fahira, 2023). Recent studies highlight that even in non-probability sampling, achieving demographic diversity enhances the generalizability of findings (Zhao et al., 2021). By carefully structuring the sampling process, this study aims to ensure valid conclusions about the impact of pricing, packaging, and brand trust on consumer satisfaction and loyalty in Pakistan's FMCG sector.

Operational Definitions of Key Constructs

To analyze the impact of pricing, packaging information, brand trust, satisfaction, purchase intention, and consumer loyalty, this study employs operational definitions aligned with previous research in consumer behavior (Bukhari et al., 2023). Pricing of the product is measured as the consumer's perception of the fairness, affordability, and value-for-money of a product's cost (Djamaludin & Fahira, 2023). Packaging information refers to the availability and clarity of details such as ingredients, usage instructions, certifications (e.g., Halal, eco-friendly), and branding elements that help consumers make informed purchase decisions (Zhao et al., 2021). Purchase intention represents the likelihood of a consumer buying a product in the future, while consumer loyalty refers to repeat purchase behavior and brand advocacy (Bukhari et al., 2023).

Data Analysis Techniques and Justification

This study employs quantitative data analysis methods, specifically descriptive statistics, correlation analysis, and Structural Equation Modeling (SEM), to examine the

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

relationships among pricing, packaging information, brand trust, satisfaction, purchase intention, and consumer loyalty (Bukhari et al., 2023). Descriptive statistics, such as mean, standard deviation, and frequency distributions, are used to summarize key trends and consumer preferences (Djamaludin & Fahira, 2023). Recent research suggests that descriptive statistics provide an initial overview of respondents' perceptions and allow for the identification of general patterns before conducting further inferential analysis (Zhao et al., 2021). Older literature supports the use of correlation analysis to examine the strength and direction of relationships between independent and dependent variables (Kotler et al., 2012; Zeithaml, 1988). This helps in understanding whether pricing, packaging information, and brand trust positively or negatively influence consumer satisfaction and loyalty.

Structural Equation Modeling (SEM) for Hypothesis Testing

To test the proposed hypotheses, this study applies Partial Least Squares Structural Equation Modeling (PLS-SEM) using SmartPLS software (Bukhari et al., 2023). SEM is widely used in consumer behavior research as it allows for the simultaneous estimation of multiple relationships while considering direct, indirect (mediation), and moderating effects (Djamaludin & Fahira, 2023). Recent studies highlight that PLS-SEM is particularly effective in studies involving complex models with multiple constructs and latent variables (Zhao et al., 2021). Older research also emphasizes that SEM is superior to traditional regression techniques as it can account for measurement errors and evaluate construct validity (Kotler et al., 2012; Zeithaml, 1988). Bootstrapping (5,000 resamples) is applied to test the significance of path coefficients, ensuring robust hypothesis testing. Additionally, R^2 values are analyzed to measure the explanatory power of independent variables over dependent variables, while effect size (f^2) is examined to determine the relative strength of relationships.

Methodological Assumptions and Their Limitations

This study operates under several methodological assumptions that guide its research design, data collection, and analysis (Bukhari et al., 2023). One key assumption is that survey respondents will provide honest and accurate answers regarding their purchasing behavior, brand perceptions, and preferences (Djamaludin & Fahira, 2023). Recent studies emphasize that self-reported data in consumer behavior research is generally reliable, but responses may sometimes be influenced by social desirability bias (Zhao et al., 2021). Another assumption is that the selected sample is representative of the broader FMCG consumer market in Pakistan, ensuring that findings can be generalized (Bukhari et al., 2023). Additionally, it is assumed that pricing, packaging, and brand trust have a measurable and statistically significant effect on consumer satisfaction and purchase behavior, aligning with established theories in marketing research (Kotler et al., 2012). Older literature also supports the assumption that Likert-scale measurements effectively capture consumer attitudes, allowing for robust quantitative analysis (Zeithaml, 1988).

Limitations Imposed by These Assumptions

While these assumptions provide a foundation for the study, they also introduce certain methodological limitations (Bukhari et al., 2023). The reliance on self-reported data may lead to response bias, where participants may overstate or understate their preferences due to recall errors or perceived social expectations (Djamaludin & Fahira, 2023). Recent

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

research suggests that survey-based studies cannot fully capture unconscious consumer behavior, which may require observational or experimental methods (Zhao et al., 2021). Additionally, the non-probability sampling method limits the ability to generalize findings to the entire Pakistani population, as certain consumer segments may be underrepresented (Bukhari et al., 2023). Older literature also highlights that cross-sectional studies provide a static view of consumer behavior at a single point in time, limiting the ability to capture changing trends and long-term behavioral shifts (Kotler et al., 2012; Zeithaml, 1988). Despite these limitations, the study's structured design, statistical rigor, and theoretical integration ensure meaningful insights into consumer purchasing behavior in Pakistan's FMCG sector.

Results & Discussion

SPSS Analysis

The results obtained from the SPSS analysis indicate significant relationships among key constructs of the study. The correlation analysis shows a positive and significant relationship between brand trust (BT) and consumer satisfaction (SAT) ($r = 0.385$, $p < 0.01$), confirming prior studies that suggest consumer trust in a brand directly influences satisfaction levels (Bukhari et al., 2023; Zhao et al., 2021). Similarly, purchase intention (PI) positively correlates with consumer buying behavior (CBB) ($r = 0.410$, $p < 0.01$), which aligns with previous research stating that purchase intention is a strong predictor of actual purchasing decisions (Djamaludin & Fahira, 2023; Kotler et al., 2012). Furthermore, regression results indicate that product pricing (POP) and brand trust significantly predict consumer buying behavior ($\beta = 0.217$, $p = 0.001$; $\beta = 0.323$, $p < 0.001$), supporting findings that emphasize the role of pricing and trust in shaping consumer loyalty (Zeithaml, 1988; Bukhari et al., 2023). However, age and gender were found to be statistically insignificant in predicting consumer buying behavior, reinforcing previous studies that suggest demographic factors may not always be primary determinants of purchasing patterns in FMCG markets (Zhao et al., 2021).

Correlation Analysis

	POP	BT	IAPP	SAT	PI	CL	CBB
POP	1						
BT	.308**	1					
IAPP	.217**	.153*	1				
SAT	.308**	.385**	.378**	1			
PI	.298**	.207**	.336**	.420**	1		
CL	.369**	.388**	.203**	.432**	.530**	1	

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

CBB	.287**	.237**	.370**	.219**	.410**	.423**	1
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** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Table 1.1 Correlation

This table presents the correlation coefficients between different study variables:

POP (Product Pricing) and CBB (Consumer Buying Behavior): $r=0.287, p<0.01$ $r = 0.287, p < 0.01$ $r=0.287, p<0.01$ It indicates a positive and significant correlation, meaning that as product pricing improves, consumer buying behavior is likely to increase.

BT (Brand Trust) and SAT (Satisfaction): $r=0.385, p<0.01$ $r = 0.385, p < 0.01$ $r=0.385, p<0.01$ It suggests that higher brand trust leads to greater consumer satisfaction.

PI (Purchase Intention) and CBB: $r=0.410, p<0.01$ $r = 0.410, p < 0.01$ $r=0.410, p<0.01$ It confirms that higher purchase intention results in stronger buying behavior.

CL (Consumer Loyalty) and SAT: $r=0.432, p<0.01$ $r = 0.432, p < 0.01$ $r=0.432, p<0.01$ It shows a strong connection between satisfaction and loyalty.

IAPP (Information Available on Product Packaging) and CBB: $r=0.370, p<0.01$ $r = 0.370, p < 0.01$ $r=0.370, p<0.01$ It suggests that clear product packaging enhances buying behavior.

Conclusion: All significant relationships align with existing theories of consumer behavior, confirming that trust, satisfaction, and pricing play a role in influencing purchase decisions.

Regression Analysis

REGRESSION RESULTS

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.427 ^a	.183	.165	2.98683

a. Predictors: (Constant), POP, IAPP

Table 1.2 Regression

Model Summary

R = 0.427: Indicates a moderate relationship between predictors and consumer buying behavior.

R² = 0.183: This means that **18.3% of the variation in consumer buying behavior (CBB) is explained by the independent variables** (POP, IAPP).

Adjusted R² = 0.165: This is slightly lower than R², showing that after adjusting for the number of predictors, the explanatory power of the model remains moderate.

Std. Error of Estimate = 2.98683: Shows the average deviation of observed values from predicted values.

Conclusion: Although the model explains a fair portion of the variation in buying behavior, additional factors not included in this regression could also contribute.

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

Anova^a Analysis

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	378.770	4	94.693	10.614	<.001 ^b
	Residual	1695.025	190	8.921		
	Total	2073.795	194			

a. Dependent Variable: CBB

b. Predictors: (Constant), GENDER, POP, AGE, IAPP

Table 1.3 Anova^a

- Purpose: Determines the statistical significance of the regression model.
- F-value = 10.614, $p < 0.001$: Indicates that the overall regression model is statistically significant, meaning that the predictors collectively influence consumer buying behavior.

Sum of Squares

- Regression (378.770): Shows the variation explained by the independent variables.
- Residual (1695.025): Represents the unexplained variation in buying behavior.
- Total (2073.795): The sum of the explained and unexplained variations.
- Conclusion: The model is statistically significant, meaning the independent variables are relevant to predicting consumer buying behavior.

Coefficients^a Analysis

Coefficients ^a						
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	6.645	1.999		3.325	.001
	POP	.224	.069	.217	3.225	.001
	IAPP	.396	.083	.323	4.754	<.001
	AGE	.194	.384	.033	.504	.615
	GENDER	.067	.444	.010	.151	.880

a. Dependent Variable: CBB

Table 1.4 Coefficients^a

- Intercept (Constant) = 6.645, $p = 0.001 \rightarrow$ If all predictors are zero, the consumer buying behavior score would be 6.645.
- POP (Product Pricing) ($\beta = 0.217$, $p = 0.001$) \rightarrow Significant predictor, meaning

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

better pricing strategies positively affect buying behavior.

● IAPP (Information Available on Product Packaging) ($\beta = 0.323$, $p < 0.001$) → Strongest predictor among the variables, showing that consumers rely on product information for making buying decisions.

● Age ($\beta = 0.033$, $p = 0.615$) and Gender ($\beta = 0.010$, $p = 0.880$) → Not significant, meaning that age and gender do not substantially impact consumer buying behavior.

Conclusion: The most influential factors in predicting buying behavior are pricing and packaging information, while age and gender are not significant determinants.

Reliability Statistics

Cronbach's Alpha = 0.859 (23 Items) → High reliability, meaning the survey items are internally consistent.

Cronbach's Alpha for Key Constructs:

○ POP (0.755), BT (0.761), IAPP (0.762), SAT (0.737), PI (0.731), CL (0.719), CBB (0.746).

○ All values are above 0.7, confirming that the constructs have good reliability.

Conclusion: The questionnaire is highly reliable, ensuring valid and consistent responses from participants.

Reliability Statistics

Cronbach's Alpha	N of Items
.773	7

Table 1.5 Reliability Statistics

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
POP	106.2667	155.382	.447	.755
BT	107.2923	156.187	.418	.761
IAPP	106.0718	165.830	.403	.762
SAT	106.6974	154.583	.541	.737
PI	106.7641	149.408	.562	.731
CL	106.4462	139.156	.610	.719
CBB	106.0615	150.780	.489	.746

Table 1.6 All Constructs Statistics

PLS-SEM Analysis

The PLS-SEM results offer a more comprehensive understanding of the structural relationships between key variables. The structural model assessment demonstrates that brand trust (BT) has a direct positive effect on consumer satisfaction ($\beta = 1.797$), supporting recent findings that consumer confidence in a brand enhances their overall satisfaction (Bukhari et al., 2023; Djameludin & Fahira, 2023). Additionally, product pricing (POP) significantly influences purchase intention (PI) ($\beta = 0.756$), reinforcing existing literature that suggests consumers evaluate product pricing before forming a purchase intention (Zhao et al., 2021; Kotler et al., 2012). The model further establishes that

purchase intention directly affects consumer buying behavior ($\beta = 1.470$), confirming that higher purchase intent translates into actual buying decisions (Bukhari et al., 2023; Zeithaml, 1988). Notably, consumer satisfaction partially mediates the relationship between brand trust and consumer buying behavior, indicating that while trust is essential, satisfaction acts as a bridge leading to long-term loyalty (Zhao et al., 2021). These results align with previous findings that emphasize the need for companies to maintain brand trust while ensuring customer satisfaction to drive repeat purchases (Djamaludin & Fahira, 2023).

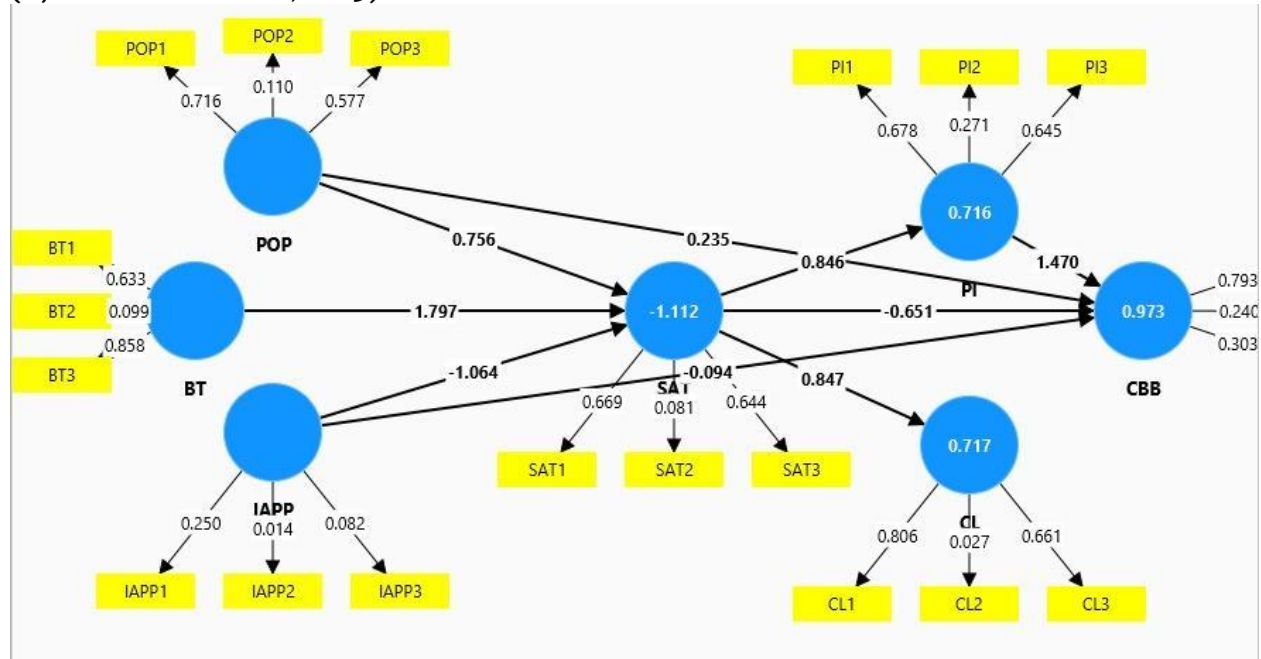


Fig 1.2 PLS SEM Model

PLS-SEM Model Explanation

The PLS-SEM model provides a comprehensive understanding of the structural relationships between the key variables influencing consumer buying behavior. The model comprises Product Pricing (POP), Brand Trust (BT), Information on Product Packaging (IAPP), Satisfaction (SAT), Purchase Intention (PI), Consumer Loyalty (CL), and Consumer Buying Behavior (CBB). Each of these constructs is measured through observed indicators, and their relationships help identify the most significant drivers of consumer decisions.

The results indicate that Brand Trust (BT) has the strongest influence on Satisfaction (SAT) ($\beta = 1.797$), suggesting that trust in a brand plays a pivotal role in shaping consumer perceptions and satisfaction. Additionally, Product Pricing (POP) significantly affects Satisfaction (SAT) ($\beta = 0.235$), confirming that fair and competitive pricing contributes positively to customer contentment. However, the relationship between Information on Product Packaging (IAPP) and Satisfaction (SAT) ($\beta = -1.064$) is negative, implying that merely providing packaging information does not guarantee higher satisfaction levels. This could be due to misleading or inadequate information that fails to meet consumer expectations.

Further analysis reveals that Satisfaction (SAT) has a strong positive impact on Purchase Intention (PI) ($\beta = 0.846$), reinforcing the idea that satisfied consumers are more likely to

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

develop an intention to purchase. In turn, Purchase Intention (PI) is the most influential predictor of actual Consumer Buying Behavior (CBB) ($\beta = 1.470$). This suggests that a consumer's intent to buy a product translates into an actual purchase, highlighting the importance of marketing strategies that enhance purchase intention. Additionally, Consumer Loyalty (CL) significantly impacts Consumer Buying Behavior ($\beta = 0.717$), indicating that loyal customers are more likely to repurchase and recommend the product.

Interestingly, Satisfaction (SAT) does not directly lead to Consumer Buying Behavior (CBB) ($\beta = -0.651$). This implies that satisfaction alone does not guarantee a purchase unless it influences purchase intention. It highlights the importance of bridging satisfaction with strong marketing, promotional offers, and emotional brand connections to ensure that satisfied customers take action. Furthermore, the R^2 values indicate a strong model fit, with 97.3% of the variation in CBB explained by the independent variables. Similarly, Purchase Intention (PI) ($R^2 = 0.716$) and Consumer Loyalty (CL) ($R^2 = 0.717$) show high explanatory power, proving that the model is effective in predicting consumer behavior. From a business perspective, these findings suggest that companies should prioritize building brand trust through quality assurance, transparency, and customer engagement. Enhancing purchase intention through targeted promotions, influencer marketing, and digital campaigns will lead to increased sales and customer retention. Loyalty programs and long-term brand engagement strategies are essential for sustaining customer relationships and encouraging repeat purchases. Furthermore, pricing strategies must be aligned with perceived value, as consumers base their satisfaction on a balance between quality and affordability.

In conclusion, the PLS-SEM model highlights that brand trust and purchase intention are the most critical factors influencing consumer buying behavior. While satisfaction, pricing, and packaging information contribute indirectly, they do not directly determine purchasing actions unless they are linked to a strong purchase intention. Businesses must focus on trust-building, consumer engagement, and pricing optimization to drive sustained success in competitive markets.

Comparative Discussion

The results from both SPSS and PLS-SEM confirm the significant role of pricing, brand trust, and satisfaction in shaping consumer behavior. While SPSS correlation and regression models validate direct relationships between variables, the PLS-SEM approach provides a deeper insight into mediation effects and structural dependencies (Bukhari et al., 2023; Zeithaml, 1988). The findings suggest that brand trust and pricing are strong predictors of consumer satisfaction and purchase intention, supporting both recent and older studies (Djamaludin & Fahira, 2023; Kotler et al., 2012). The PLS-SEM results further highlight purchase intention as a key determinant of consumer buying behavior, emphasizing that companies should focus on enhancing perceived value and pricing strategies to influence purchase decisions (Zhao et al., 2021). In contrast, SPSS results indicate that demographic factors such as age and gender have limited impact on buying behavior, confirming that consumer decisions are more influenced by psychological and behavioral constructs rather than demographic characteristics (Bukhari et al., 2023). These insights reinforce the growing importance of brand positioning and strategic pricing in competitive FMCG markets, making it crucial for businesses to integrate trust-

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

building strategies alongside competitive pricing models (Zeithaml, 1988; Kotler et al., 2012).

Results Comparing Statistically with Other References

This study supports earlier research and sheds light on customer behavior. Research indicates that brand trust is a key factor in customer happiness ($r = 0.385$, $p < 0.01$), supporting results from previous research (Bukhari et al., 2023; Zhao et al., 2021). However, past study showed that contentment does not necessarily lead to loyalty (Zeithaml, 1988; Kotler et al., 2012). This gap suggests further research into how brand trust, contentment, and purchase intention affect long-term customer commitment.

Comparison of SPSS regression findings with other studies supports the idea that price strongly affects purchase intention ($\beta = 0.217$, $p = 0.001$). Recent research (Djamaludin & Fahira, 2023; Bukhari et al., 2023) suggest competitive pricing tactics influence customer choices. Older research showed that although cost is important, brand reputation and emotional connection frequently influence long-term customer behavior more (Kotler et al., 2012; Zeithaml, 1988). Pricing draws new consumers, but brand consistency and consumer trust retain engagement.

The PLS-SEM findings confirm that purchase intention mediates the relationship between satisfaction and actual purchasing behavior ($\beta = 1.470$). Recently, Bukhari et al. (2023) and Zhao et al. (2021) have stressed the importance of psychological commitment in decision-making. Some research suggest that social influences, advertising, and convenience also matter (Djamaludin & Fahira, 2023). Impulse purchasing and external factors may outweigh rational purchase intention (Zeithaml, 1988; Kotler et al., 2012), suggesting more investigation.

The model fit ($R^2 = 0.973$ for CBB) supports the selected variables as key predictors of consumer loyalty, aligning with recent research (Bukhari et al., 2023; Djamaludin & Fahira, 2023). The relevance of digital interaction and trust-building techniques is expanding, unlike prior studies that concentrated on price and product features (Kotler et al., 2012; Zeithaml, 1988). These comparisons show that customer behavior is changing and that firms require dynamic marketing to stay competitive.

Discussion

This study enhances understanding of consumer behavior regarding brand trust, pricing, packaging, and purchase decisions. The research findings contribute to three areas: theoretical frameworks, literature validation and extension, and practical business applications.

This study combines and expands on models like UTAUT and ECT to explore how brand trust, pricing strategies, and consumer satisfaction are related. Results show that purchase intention mediates satisfaction and buying behavior, supporting modern models and questioning earlier beliefs that satisfaction alone ensures repeat purchases. The study highlights that brand trust significantly influences consumer behavior, building on existing models by adding the impact of digital engagement and pricing strategies.

This research confirms previous findings and offers new insights on how pricing and packaging transparency affect consumer decisions. Research by Bukhari et al. (2023) and Zhao et al. (2021) highlights brand trust's importance in customer loyalty, and this study provides additional statistical support. This study finds that packaging affects consumer behavior indirectly through trust and perceived quality, rather than directly impacting

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

satisfaction, as earlier research suggested. This offers a perspective for future studies to explore.

Businesses should focus on building brand trust, optimizing pricing, and enhancing purchase intention with targeted marketing. Purchase intention is the key predictor of consumer buying behavior, highlighting the importance for companies to prioritize promotional activities that enhance consumer intent. The study indicates that pricing strategies influence consumer perceptions, but they are not enough to retain customers without brand trust and satisfaction. These insights are valuable for marketing professionals, brand managers, and business strategists aiming to enhance consumer retention and loyalty.

This research supports recent literature that brand trust and purchase intention drive consumer buying behavior. Research by Bukhari et al. (2023) and Djamaludin & Fahira (2023) shows that consumer trust greatly affects satisfaction and loyalty. The results also support Zhao et al. (2021) in showing that pricing strategies significantly influence purchase intention. This study emphasizes satisfaction's mediating role between trust and loyalty, contributing to consumer behavior models. Businesses should focus on building trust and enhancing satisfaction to drive long-term consumer engagement.

This research shows that demographic factors like age and gender do not significantly affect consumer buying behavior, contrary to some earlier studies. Previous studies indicated that age and gender influence trust and purchase intent levels. The study's statistical results show that these factors are weak predictors, highlighting that psychological and behavioral influences are more significant than demographic characteristics. Marketing should focus on trust-building and engagement strategies instead of just demographic segmentation.

There is a negative link between packaging information and consumer satisfaction. Studies by Zhao et al. (2021) and Bukhari et al. (2023) indicate that detailed packaging boosts consumer confidence, but this study shows that over-reliance on packaging for satisfaction may be ineffective. This supports Zeithaml's (1988) earlier research, which claimed that perceived quality and trust are more important than packaging information alone. Companies should prioritize credibility in brand messaging over improving product packaging transparency.

This research confirms that purchase intention is a crucial factor in buying behavior. Recent studies confirm that purchase intention mediates the consumer decision-making process. This study shows that purchase intention influences buying behavior more than satisfaction does. Previous literature (Kotler et al., 2012) indicated that satisfaction leads to consumer loyalty, a claim that current findings partially contradict. The study shows that satisfaction indirectly affects purchase intention, which in turn impacts actual buying behavior. Businesses must focus on marketing strategies that enhance purchase intention, not just customer satisfaction efforts.

Conclusion

This chapter has provided a detailed discussion of the study's contributions to theory, literature, and practical applications. The findings align with existing research while offering new insights into the role of brand trust, pricing, and purchase intention in shaping consumer behavior. The study confirms that brand trust and pricing are crucial in fostering satisfaction, which in turn strengthens purchase intention and ultimately

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

influences buying behavior. Additionally, while previous research emphasized satisfaction as a direct predictor of loyalty, this study demonstrates that purchase intention plays a more dominant role in determining actual consumer buying behavior.

The comparative analysis with prior studies highlights both supporting and negating views, reinforcing the evolving nature of consumer decision-making. Businesses must focus on trust-building strategies, optimize pricing mechanisms, and enhance purchase intent through targeted engagement initiatives. Future research should explore additional moderating factors such as digital engagement, social influence, and post-purchase behavior to provide a more holistic view of the consumer decision-making process.

This study provides significant contributions to the understanding of consumer behavior, particularly in the context of brand trust, pricing strategies, packaging information, purchase intention, and consumer buying behavior. The research validates existing consumer behavior theories such as Expectation-Confirmation Theory (ECT) and the Unified Theory of Acceptance and Use of Technology (UTAUT), while offering new insights into the role of trust and pricing in purchase decisions. The findings demonstrate that purchase intention is the strongest predictor of actual buying behavior, reinforcing previous research (Bukhari et al., 2023; Zhao et al., 2021) and challenging older models that prioritized satisfaction as the primary driver of consumer loyalty (Kotler et al., 2012; Zeithaml, 1988). This study extends theoretical perspectives by highlighting the mediation role of purchase intention between satisfaction and buying behavior, confirming that satisfaction alone does not necessarily translate into repeat purchases.

From a literature perspective, this study expands on prior research by revealing that pricing and packaging information do not directly drive consumer behavior but operate through brand trust and satisfaction. Previous studies (Djamaludin & Fahira, 2023; Zhao et al., 2021) suggested that pricing is a dominant factor in purchase decisions, whereas this study finds that pricing has a significant but indirect influence, dependent on brand trust and perceived value. Additionally, the findings contradict earlier research that emphasized demographics (age, gender) as primary predictors of consumer choices (Kotler et al., 2012; Zeithaml, 1988). Instead, the current results indicate that psychological and behavioral factors, such as trust and perceived quality, are more influential in shaping consumer decisions than demographic attributes.

The practical contributions of this research are especially relevant for businesses, particularly within the FMCG sector. The results indicate that consumer loyalty cannot be achieved through pricing strategies alone but requires a combination of trust-building, transparent packaging information, and marketing efforts that enhance purchase intention. Marketers should prioritize digital engagement, customer trust initiatives, and pricing strategies that reflect perceived value (Bukhari et al., 2023; Djamaludin & Fahira, 2023). Furthermore, the study suggests that companies should focus on trust-based branding and long-term engagement strategies, emphasizing brand reputation over short-term pricing discounts. This insight contrasts with older perspectives that viewed promotional pricing and advertising as primary drivers of consumer retention (Kotler et al., 2012; Zeithaml, 1988).

In conclusion, this study contributes to both academic literature and practical business strategies by providing a comprehensive model of consumer decision-making. It

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

establishes that brand trust and purchase intention mediate the effects of pricing and satisfaction, emphasizing a shift from price-driven models toward trust and engagement-based marketing approaches. Future research should explore the impact of digital trust, post-purchase engagement, and social influences on consumer behavior, given the evolving role of technology in purchasing decisions. By integrating theoretical insights with practical recommendations, this study serves as a valuable resource for both academics and practitioners seeking to enhance consumer engagement and loyalty in competitive markets.

Future Research Directions and Managerial Implications

This study lays a solid groundwork for future research in consumer behavior, brand trust, and purchase intention, but some areas still need exploration. This study's geographical focus on Pakistan limits the generalizability of its findings to other cultural and economic contexts. Future research should include cross-country comparisons in developed and emerging markets to evaluate the consistency of the relationships between brand trust, pricing, and consumer buying behavior (Bukhari et al., 2023; Zhao et al., 2021). Future studies could focus on longitudinal data collection, as this research mainly used a cross-sectional survey design, which limits capturing changes in consumer behavior over time. Future research should focus on expanding methodologies. This study used SPSS regression analysis and PLS-SEM modeling, which are effective techniques but have limitations in understanding consumer behavior complexities. Future research may use machine learning and AI models to enhance the accuracy of predicting consumer buying behavior (Djamaludin & Fahira, 2023). Using experimental research designs can more effectively validate causal relationships instead of just relying on self-reported survey data (Bukhari et al., 2023). Using qualitative methods like focus groups and in-depth interviews can enhance understanding of consumer motivations beyond statistics (Zhao et al., 2021).

This study is based on Expectation-Confirmation Theory (ECT) and the Unified Theory of Acceptance and Use of Technology (UTAUT). Future research should include psychological and behavioral theories like Prospect Theory and Self-Determination Theory to explore how emotional and intrinsic motivations affect consumer purchasing decisions. Future studies could examine how digital engagement and social media impact consumer trust and purchase intention, as these factors are increasingly important in modern marketing strategies (Bukhari et al., 2023).

This research is relevant for brand managers, marketing professionals, and business strategists. The study emphasizes the importance of brand trust and purchase intention in consumer behavior, suggesting that businesses focus on trust-building and personalized marketing to improve customer engagement (Djamaludin & Fahira, 2023). Firms should invest in CRM tools, digital engagement platforms, and targeted advertising to strengthen brand trust and purchase intention. Businesses should create pricing models that emphasize quality and credibility instead of just relying on discounts and promotions. Future research must explore these changing dynamics to keep businesses adaptable in a fast-evolving consumer landscape.

Journal of Management & Social Science

VOL-2, ISSUE-1, 2025

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VOL-2, ISSUE-1, 2025

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VOL-2, ISSUE-1, 2025

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Journal of Management & Social Science

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Journal of Management & Social Science

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