

## **Challenges faced by the retailers in selling the selected carbonated dairy drink in Anand city, Gujarat.**

### **Abstract**

Carbonated beverages (CBs) are quite popular across the world with an impressive dominance in the world beverage market and are consumed invariably. This industry has been experiencing paramount changes regarding product innovations, variations, and offerings. To create a wider penetration of carbonated beverages and sustaining the customer base, companies have been using a variety of strategies. This study is conducted to identify the problems faced by the retailers in selling the selected carbonated dairy drink in Anand city, Gujarat. Primary data was collected with the help of collecting the information from 60 retailers of different general stores, parlors, bakeries and petty shops using purposive sampling method in order to analyze and interpret the information. According to the findings of the study conducted, using the percentage and tabular analysis, it was observed that 41.67 percent of the respondents felt that the price of the carbonated dairy beverages are higher than the other competitive carbonated drinks. 30 percent of the retailers gave their feedback of better service as there was replacement of the old stock and the company was resolving the issues as per the need. 20 percent of the respondents felt that the quality of the selected carbonated dairy drink is good. Only 8.33 percent respondents reported that there was better supply. So, the data depicted that the retailers were not so satisfied with the selected carbonated dairy beverage products. About 55 percent of the retailers were not satisfied with the marketing and promotional strategies of carbonated dairy drinks. The results clearly represented that the retailers expect more promotional activities from the companies, draw suitable marketing strategies, attract the new customers by creating the awareness, retain and nurture the existing ones and target the potential ones to increase the sales revenue and maximize the profit<sup>[17-18]</sup>.

**Comment [a1]:** It is part of introduction so remove from here

### **Introduction**

Carbonated beverages (CBs) are invariably consumed without dilution and are quite popular across the globe with an impressive dominance in the world beverage market. These are the beverages that contain dissolved carbon dioxide. The market for these beverage products is continuing to show outstanding growing potential. Carbonated beverages improve swallowing ability in young as well as adult individuals. The industry is experiencing major changes regarding product innovations and offerings. Companies have been using a variety of

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strategies for creating a wider penetration of carbonated beverages and sustaining the customer base. Product innovation is one of the major moves that most companies have been opting to enhance their revenue<sup>[13]</sup>. High demand for low sugar and diet carbonated drinks among consumers, because of increasing adoption of a healthy lifestyle is another factor fuel the growth of the global carbonated beverage market. Also, the increasing young population in emerging countries and rising disposable income are factors expected to encourage the overall growth of the global market in the future<sup>[14]</sup>.

The Indian carbonated soft drinks market had total revenue of \$8,315.7million in 2018. The market consumption volume reached to a total of 6,216.2 million liters in 2018<sup>[1]</sup>. Large base of population, rising disposable income and rapid urbanization are majorly driving Indian carbonated soft drinks market. The market is expected to grow annually by 9.35 percent (CAGR 2021-2025). The average per capita consumption stands at 4.3 liters in 2019<sup>[2]</sup>.

The development of dairy products containing probiotic bacteria is a major focus of the industrial sector, and the production of food containing probiotic strains that maintain an adequate concentration of viable cells during shelf life is generally a technological challenge. With the growing health concerns, there is increasing demand for healthier beverages rather than soft drinks. Whey based carbonated beverages can meet this demand. The increased consumption of dairy beverages and the benefits of carbonation upon these beverages means that there are opportunities to develop widely accepted and popular carbonated dairy beverages. Carbonated dairy beverages have become increasingly popular in recent years, and innovations in this area could help drive increased consumption of these beverages.

India Whey Protein Ingredients Market size is estimated to be \$860 million in 2019 and is projected to be growing at CAGR of 37.64 percent during the forecast period 2020-2025<sup>[3]</sup>. The growing trend of fitness activities and growing population are the major factors increasing demand for whey protein ingredients in India. The Indian whey protein market is expected to register a CAGR of 11 percent, during the forecasted period (2019 - 2024)<sup>[4]</sup>.

Retailing is a process of business activity involving selling of goods and services to the customers for their personal and non-business use. India has several outstanding achievements as well as impressive growth during last few decades. Indian retail market is one of the top five retail markets in the world by economic value and it is considered as one of the fastest growing retail markets in the world<sup>[8]</sup>. Retailing in India is the most important pillar of its economy and accounts of about 10 per cent of its GDP. In today's competitive environment delivering high quality service is the key for a sustainable

Comment [a3]: Need not to define retailing

competitive advantage<sup>[6]</sup>. There is a rapid development of retailing which leads to shifting of customers from unorganized to organized sectors mainly because of changing behavior and preferences of consumers<sup>[15]</sup>.

**Materials and Methods**

The primary data were collected from 60 retailers with the help of structured schedule using purposive sampling technique under non-probability sampling method. The secondary data regarding the study was collected from different magazines, literature reviews, govt. and private publications, research papers and books, government websites like Directorate of Animal Husbandry, Govt. of Gujarat, National Dairy Development Board (NDDB), United Nations FAO, Agriculture and Processed Food Products Export Development Authority.

**Results and Discussion**

**Frequency of buying of selected product by the retailers**

Frequency of buying is very important for the business to analyze and measure to increase their market share by potentially expanding the product to their target consumers. It helps us to understand the buying pattern of retailers and consumers which allows the company to decide on strategies for market segmentation, distribution and sales promotions.

**Table 1** Frequency of buying of selected carbonated dairy drinks by the retailers

Duration	Frequency	Percentage (%)
Daily	9	15
Weekly	33	55
Fort-nightly	15	25
Monthly	3	5
Total	60	100

(Source: Primary data)

From the table represented above, it was depicted that, out of 60 retailers surveyed, 9 retailers purchased the product daily, 33 retailers purchased weekly, 15 retailers purchased fort nightly and the remaining 3 retailers purchased monthly.

**Comment [a4]:** Already in the table avoid repetition

**Table 2** Quantity of buying of the product by the retailers (Weekly)

Quantity (cartons)	Frequency	Percentage (%)
1-5	4	6.67

6-10	36	60.00
11-15	17	28.33
16-20	3	5.00
<b>Total</b>	<b>60</b>	<b>100</b>

(Source: Primary data)

From the table 2 represented above, it was noticed that, out of 60 retailers surveyed, in week, 4 retailers purchased 1 to 5 cartons, 36 retailers purchased 6 to 10 cartons, 17 retailers purchased 11 to 15 cartons and the remaining 3 retailers purchased 16 to 20 cartons.

Comment [a5]: Avoid repetition

**Table 3 Feedback of the retailers regarding carbonated dairy beverage**

Feedback	Number of Retailers	Percentage
Better Quality	12	20
Availability of Product	5	8.33
Better Service	18	30
Higher Price	25	41.67
<b>Total</b>	<b>60</b>	<b>100</b>

(Source: Primary data)

The data presented in the above table depicted that 41.67 percent of the respondents felt that the price of selected carbonated dairy drinks were higher than the other competitive carbonated drinks. 30 percent of the retailers gave their feedback of better service as there was replacement of the old stock and the company was resolving the issues as per the need. 20 percent of the respondents felt that the quality of dairy carbonated beverages was good. Only 8.33 percent respondents reported that there was better supply. So, the data depicted that the retailers were not so satisfied with the product.

Comment [a6]: Avoid repetition

**Table 4 Problems faced by the retailers:**

Problems	Number of Retailers	Percentage (%)
Unawareness	12	20.00
Less Demand	13	21.67
Price	16	26.67

Unavailability	7	11.67
Low margin	3	5.00
Packaging	9	15.00
Total	60	100.00

(Source: Primary data)

From the data represented in the above table 4, it was concluded that 26.67 percent of the retailers felt that the price of the carbonated dairy beverage was more. 21.67 percent of the retailers reported that the demand for the selected product was less when compared to the other normal carbonated beverage brands. 20 percent of the retailers felt that the consumers were still unaware about the product, 15 percent of the retailers reported that the packaging of the product was faulty as the bottle was not sealed properly and there was leakage of gas in most of the bottles received by the retailers. Therefore the data unveiled that although there were good number of retailers satisfied with the quality of the product, many of them were also of opinion that the price of the product was high.

**Comment [a7]:** Only give reasons for problems and avoid repetition

**Table 5 Satisfaction of Marketing and Promotional Strategies for the selected product**

Marketing and Promotional strategies	Number of Retailers	Percentage (%)
Satisfied	21	35
Dissatisfied	33	55
Neutral	6	10
Total	60	100

(Source: Primary data)

From the above table, it was observed that, 35 percent of the total respondents were satisfied with the marketing and promotional strategies followed and 55 percent of the respondents felt that the marketing and promotional strategies were not up to the mark as the consumers were still unaware of the product. Six percent of the respondents were in neutral opinion about it.

**Comment [a8]:** Again same repetition

**Table 6 Expectation of retailers regarding the selected product**

Expectation regarding the product	Number of Retailers	Percentage (%)
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Promotional activities	27	45.00
Sales follow up	3	5.00
Better Supply	7	11.67
Acceptable Packaging	9	15.00
Price reduction	14	23.33
<b>Total</b>	<b>60</b>	<b>100</b>

(Source: Primary data)

From the above table, the results clearly represented that 45 percent of the respondents expect more promotional activities for the carbonated dairy beverages. 23.33 percent of the respondents expect that the price of the product must be reduced. 15 percent of the respondents expect the packaging of the bottles must be acceptable without any defects and the remaining 5 percent of the respondents expect sales follow up activities.

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## Conclusion

The results depicted that most of the retailers felt higher price of the carbonated dairy beverages compared to the other competitive carbonated drinks and they were not satisfied with the marketing and promotional strategies for the selected carbonated dairy beverage products. The results clearly represented that the retailers expect more promotional activities from the companies and attracting the new customers by creating the awareness in order to increase the revenue. The issues in retail marketing also make running a retail business challenging and each retail executive must be able to identify the retail marketing issues and have plan to handle them as well<sup>[7]</sup>. Product delivery should be extended through online stores, supermarkets and bakeries along with parlours and retail stores to expand the sales<sup>[5]</sup>. There should be constant rapport with the distributors and retailers to ensure the availability of the product<sup>[10-12]</sup>. After sale service measures should be done regularly in order to monitor their sales and to facilitate for further improvement<sup>[13-16]</sup>. Company should develop, conduct and control mass communications such as advertizing, sales promotion, public relations, etc. and digital communications such as social media, mobile marketing, etc. to build brand preference, attract new consumers, target the potential and retain the existing ones<sup>[9,13]</sup>.

Comment [a10]: Don't put citations in this section

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