

BRAND LOYALTY IN THE DIGITAL AGE: INVESTIGATING THE ROLE OF DIGITAL CUSTOMER EXPERIENCE AND PERSONALIZATION

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DOI: 10.5958/2249-877X.2024.00007.3

ABSTRACT:

In today's digitally driven marketplace, brand loyalty has evolved into a multifaceted concept influenced by a myriad of factors. This paper explores the pivotal roles of digital customer experience and personalization in shaping brand loyalty. Through an extensive review of literature and empirical evidence, it aims to uncover how these strategies foster enduring connections between consumers and brands. The study begins by outlining the foundational importance of brand loyalty in the face of heightened competition and technological advancements. It then delves into the digital realm, highlighting digital customer experience as a critical determinant encompassing website usability, mobile responsiveness, and omnichannel coherence. Additionally, the paper scrutinizes the emerging trend of personalization, emphasizing its potential to deepen consumer engagement through tailored offerings. By elucidating the interplay between digital customer experience, personalization, and brand loyalty, the study examines their contributions to trust, satisfaction, and brand attachment. Ultimately, it emphasizes the necessity for firms to invest in these strategies to fortify their competitive edge and foster enduring relationships with digitally empowered consumers.

KEYWORDS: Brand Loyalty, Digital Customer Experience (Dcx), Personalization, Consumer Engagement, Customer Retention, Digital Marketing.

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