

## A Study on Consumer buying Behaviour Towards green products in Madurai City

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### ABSTRACT

Incurrent business scenario environmental issues plays an important role in business sectors. All over the world, Government is concerned and taking more steps to address the environmental problems. In today business, environmentally sustainable development has become a key issue. Green products are a sustainable product designed to minimize the environmental impacts during its whole life-cycle. It reduces the threat of over uses of resources, fossil fuel and encourage the generation to use natural resources. The studies aimed to found the consumers' perception towards Green Product, identify the level of awareness about Green Product and the factors influences the consumers' preferences and their level of satisfaction towards Green Products. For the study, well-structured and close-ended questionnaire was used to collect data from 130 respondents by adopting convenient sampling technique. The data was analyzed by using Percentage Analysis, ANOVA test, Weighted Average Analysis and Garrett Ranking Method. The findings of the study would help the Government to better understand the consumers' environment conscious behaviors so that Government may develop effective environmental policies required to reinforce green purchase and to the manufactures to think about sustainable and environmentally conscious products thereby it leads to healthy life for all if consumers purchase green products.

**Keywords:** Consumers behaviour, Conscious, Environmentally friendly, Green Products, Perception, Pollutions, Sustainable development.

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Date of Submission: 23-08-2024

Date of acceptance: 03-09-2024

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### I. INTRODUCTION

Global warming is on the rise and because of that awareness about environmental problems and conscious among consumers are also high. Consumers want to know how products are made and how using those products can make impact in the world they live. With the help of green marketing, an organization can attract these individuals. These initiatives also help organizations compete against other companies that may not implement environmentally friendly practices. This evident will change the consumer attitude, so has made the organizations and business focus on the green market industry which has become a challenge to enfold the consumers and keep the environment safe.

As a result, businesses have increased their rate of targeting environment conscious consumers. These consumers are interested in integrating environment issues into their purchasing decisions. Consumer perception is a process involving various activities like searching for, selected products, purchasing perception, using, evaluating, and disposing of products and services so as to satisfy their needs and desires. The study of consumer helps the firms and organizations to improve their marketing strategies. In India, the demand for green products is growing faster due to the interest of consumers towards green products. Fast moving consumer goods are one of the best goods among them. The energy of fast-moving consumer goods spaces hence remains natural, green, organic, eco-friendly, sustainable, ethical sourcing and so on. Nowadays consumers are more careful about their day-to-day products consuming by them like foods, cosmetics, baby products, body care and many more. Consumers are increasingly recognizing the importance of green products concepts. The purpose of the study is to investigate the consumer perception and purchase intention towards green products.

### 1.2 SCOPE OF THE STUDY

The present study aims at the consumers' preference of green products in Madurai city. It covers the analysis of the green products in relation to green packaging and makes recommendations to manufactures for green products packaging, includes representation of green certifications and value claims. It promotes the

greenaspects of the company brand and it makes recommendations to improve the greenaspects ofupstreamprocesseslikeresourceextractionanddownstreameffectssuchasreusabilityandrecycling. The studyofthegrowth,development,improvementsandinitiativesof greenproductconsumptionarealsobroughtunderthepurviewofthestudy.

### 1.3 STATEMENTOFPROBLEM

Marketing of a green product would bedifficult because green attributes should always come after the traditional sellingpointslikepriceandqualityhavebeencateredto.Itwouldbemoredifficultwhentheconsumers' awareness about the environmental consequences of the product and they arepurchasing islow. Inthatsituation,justifyapricepremiumforthegreenattributebecomesdifficult and a firm offers a high eco-friendly product but having inferiorphysical quality would lose out on the market share in contrast to a firm whichthough is polluting nature, offers a product with higher physical quality attributes.In that case, consumers prefer green products which help them to produce anenvironment.Themainthingisconsumerpreferenceongreenpackagingisequally importantin this respect. Hence an attempt is made to study consumer preferenceanalysisrelated to greenproducts and theirusage.

### 1.4 REVIEWOFLITERATURE

**Alamsyah, D.P., & Othman, N.A. (2021, July)**<sup>1</sup>The author has published a titleon“Consumerawarenesstowardseco-friendlyproductsthroughgreenadvertising:Environmentally friendly strategy.” This study focuses on testing theconsumerawarenessleveltowardseco-friendlyproductsthroughgreenmarketing.Itsaim was to examine green marketing towards consumer awareness and also to findthe relationship between green advertising and green products consumers. Thus, theauthor concludes this study that findings stated that green advertising can influenceconsumers'green awareness.

### 1.5 OBJECTIVEOFTHESTUDY

1. TostudytheconsumersperceptiontowardsGreenProductinMadurai
2. ToidentifythelevelofawarenessaboutGreenProductamongtheconsumersinMadurai.
3. Toexaminethefactorsinfluencestheconsumers'preferencetowardsGreenProducts.
4. TostudytheconsumerbuyingbehaviorandthelevelofsatisfactiontowardsGreenProducts.

### 1.6 RESEARCH DESIGN

- a. **Areaof theStudy:** Thestudywasconductedintheselected areaofMadurai.
- b. **Size of Sample:** Thesamplesizeusedforthestudyis130.
- c. **Sampling Technique:** Convenient sampling technique was adopted.
- d. **Data Collection:** Both Primary and secondary data.
- e. **AnalysisofData:** Thefollowing tools were applied to analyzethe data are Simple Percentage Analysis, WeightedAverage, ANOVATest and Garrett Ranking.

### 1.7 ANALYSIS AND INTERPRETATION

#### DEMOGRAPHIC ANALYSIS OF THE RESPONDENTS

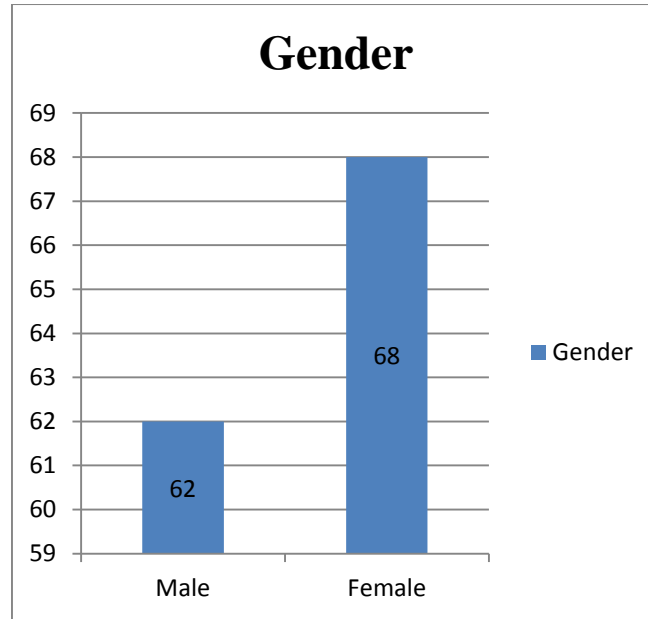
**Table No.1 GENDER WISE CLASSIFICATION**

PARTICULARS	NO.OF RESPONDENTS	%
Male	62	48
Female	68	52
Total	130	100

**Source:** Primary Data

**INTERPRETATION:** From the above table it is revealed that the results of green products consumers gender category. This resultshows that 48% of the green products consumers are male and 52% of the green productsconsumers are female. The study inferred that most of the consumers are the femalecategory.

<sup>1</sup>Alamsyah, D. P., & Othman, N. A. (2021, July). *Consumer awareness towards ecofriendlyproduct through green advertising: Environmentally friendly strategy. In IOP ConferenceSeries:Earth and Environmental Science(Vol. 824, No. 1, p.012043). IOPPublishing.*



Source: Primary Data

Table No.2 AGE WISE CLASSIFICATION OF THE RESPONDENTS

PARTICULARS	NO.OF RESPONDENTS	%
Below 20	5	4
21 - 40	71	55
41 - 60	25	19
Above 60	29	22
<b>Total</b>	<b>130</b>	<b>100</b>

Source: Primary Data

**INTERPRETATION:** The above table revealed the results of age classification of green product consumers in the study area. 55% of the green products consumers are in the age group between 21-40 years, 22% of the green products consumers are in the age group of above 60years, 19% of the green products consumers are in the age group between 41-60years, 4% of the green products consumers are in the age group of below 20 years. The study inferred that most of the consumers are the age group between 21-40 years category.

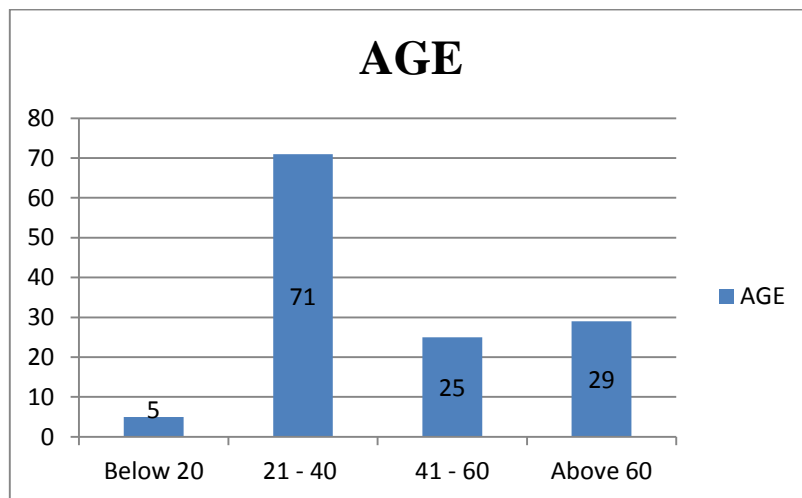
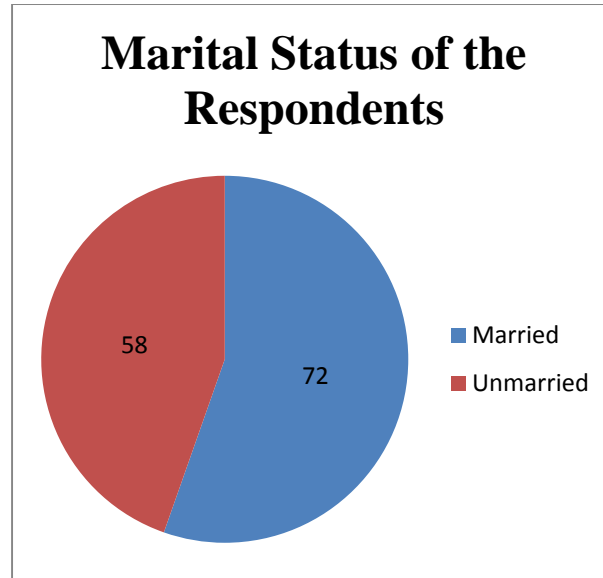


Table No:3 MARITALSTATUS WISE CLASSIFICATION

PARTICULARS	NO.OF RESPONDENTS	%
Married	72	55
Unmarried	58	45
<b>Total</b>	<b>130</b>	<b>100</b>

**Source:**Primarydata

**INTERPRETATION:** The table given above was theresultsofthemaritalstatusofgreenproductsconsumersinthe studyregion.Out of 130 respondents who are green product users, the 55% of them aremarriedand theremaining 45%are unmarried.



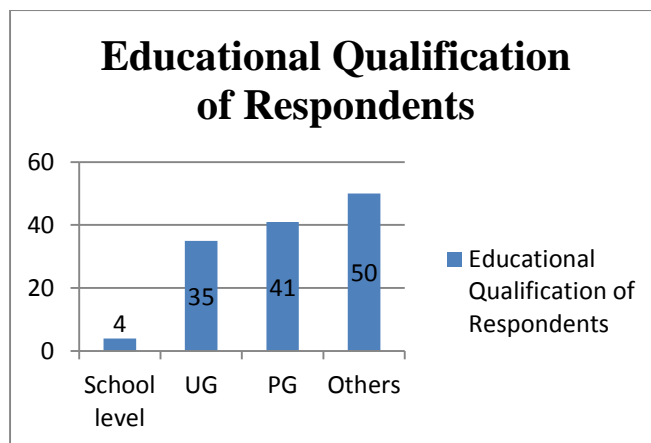
**Source:**Primarydata

**Table No:4 CLASSIFICATIONSOF RESPONDENTS BASED ON EDUCATIONALQUALIFICATION**

PARTICULARS	NO.OF RESPONDENTS	%
Schoollevel	4	3
UG	35	27
PG	41	32
Professional Degree	50	38
<b>Total</b>	<b>130</b>	<b>100</b>

**Source:** Primarydata

**INTERPRETATION:** The above table shows the educational qualification of the green consumers, 38% of the consumers are had above PG and 32% of theconsumers are postgraduates, 27% of the consumers are undergraduate andonly 3%oftheconsumersarequalified forthe school level.

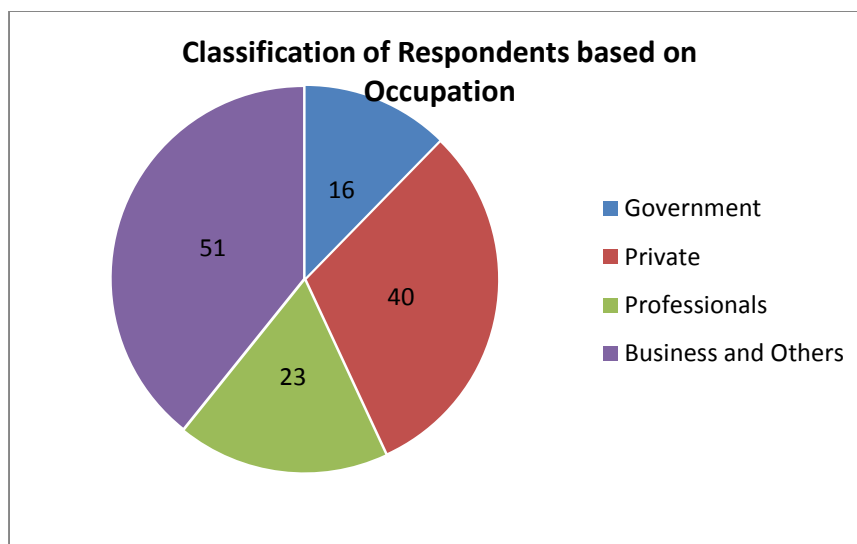


**Table No.5 CLASSIFICATION OF THE RESPONDENTS BASED ON OCCUPATION**

PARTICULARS	NO.OF RESPONDENTS	%
Government	16	12
Private	40	31
Professionals	23	18
BusinessAndOthers	51	39
<b>Total</b>	<b>130</b>	<b>100</b>

Source: Primary Data

**INTERPRETATION:** Fromtheabove table,it has beencomprehendedthat39%oftherespondentsareengagedin business and others, 31% of the respondents are doing their private work, and 18% of therespondentsareengagedinprofessionals.12%oftherespondentsaredoingtheirGovernment work. It is understood from the data, the majority of the respondents are either marketers or an employee who must have a responsibility towards the clean and greenenvironment.



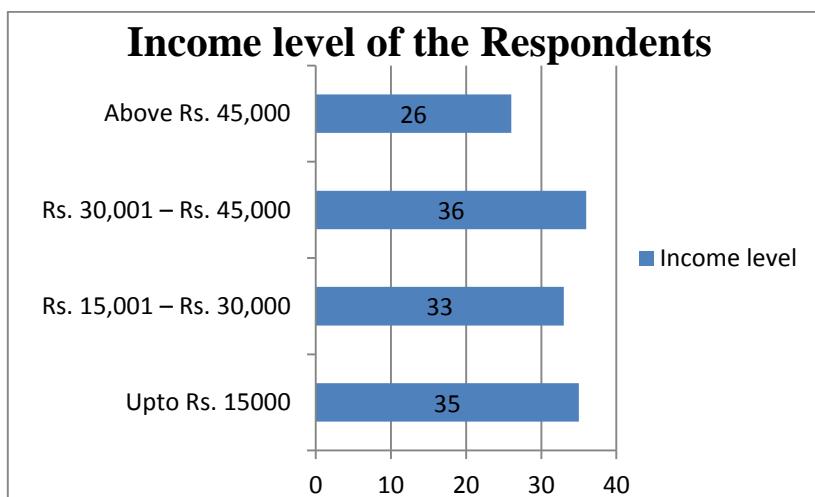
**Table No.6 CLASSIFICATION OF RESPONDENTS BASED ON MONTHLY INCOME**

PARTICULARS	NO.OF RESPONDENTS	%
UptoRs. 15000	35	27
Rs.15,001– Rs. 30,000	33	25
Rs.30,001 – Rs. 45,000	36	28

Above Rs. 45,000	26	20
<b>Total</b>	<b>130</b>	<b>100</b>

**Source:** Primary data

**INTERPRETATION:** The distribution based on monthly income given in the above table. 28% of respondents of green products consumers are between the ranges of Rs. 30,001 – Rs. 45,000, 27% of consumers earn a monthly income up to Rs. 15,000, 25% of the consumers are in the monthly income category of Rs. 15,001 – Rs. 30,000 and remaining 20% of the green products consumers have the monthly income of above Rs. 45,000.

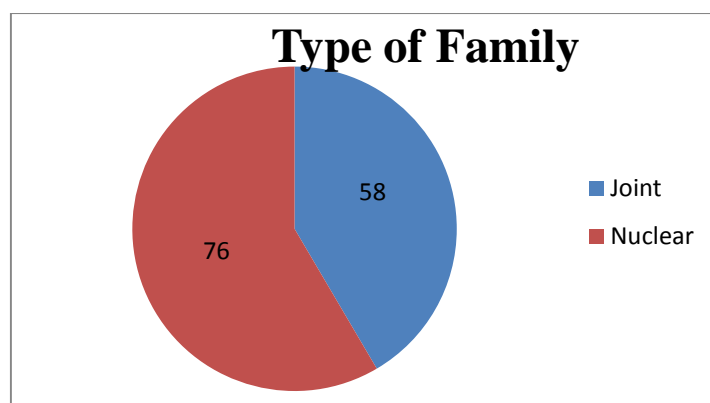


**Table No. 7 TYPE OF FAMILY**

PARTICULARS	NO. OF RESPONDENTS	%
Joint	54	42
Nuclear	76	58
<b>Total</b>	<b>130</b>	<b>100</b>

**Source:** Primary data

**INTERPRETATION:** The above table indicates that among the total consumers using green products, 58% of them is in a nuclear family and the remaining 42% of the consumers are in the joint family. It is inferred that compared to the consumers who belong to the nuclear family, the consumers belonging to the joint family are known and purchase the green products at the maximum.

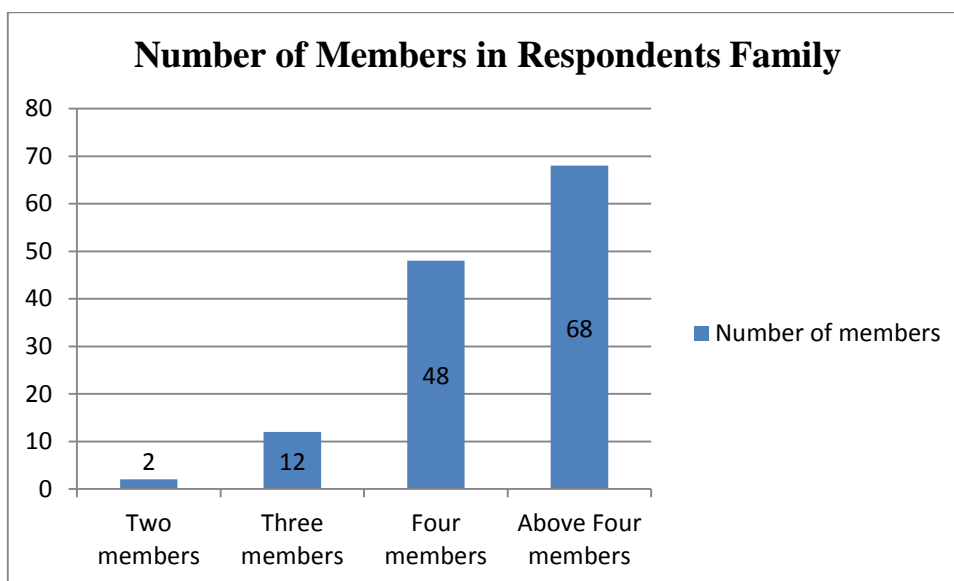


**Table No.8NUMBER OF MEMBERS IN RESPONDENTS FAMILY**

PARTICULARS	NO. OFRESPONDENTS	%
Twomembers	2	2
Threemembers	12	9
Fourmembers	48	37
AboveFour members	68	52
<b>Total</b>	<b>130</b>	<b>100</b>

Source: Primarydata

**INTERPRETATION:** 52% of the respondents have above 4 members intheirfamily,37%oftherespondentshave4membersintheirfamily,9%of the respondents have 3 members in their family and 2% of therespondentshave2membersintheirfamily.



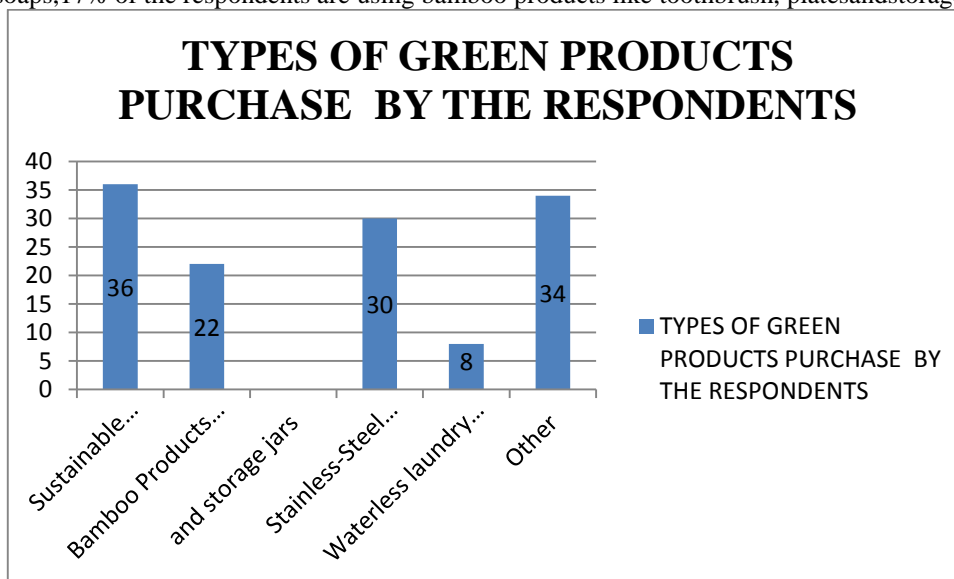
**DESCRIPTIVE STATISTICS ANALYSIS ABOUT PREFERENCES OFRESPONDENTS TOWARDS GREEN PRODUCTS**

**Table No. 9 TYPESOFGREENPRODUCTS PURCHASE BY THE RESPONDENTS**

PARTICULARS	NOOFRESPONDENTS	%
SustainableShoppingbags	36	28
Bamboo Products like toothbrush, plates andstoragejars	22	17
Stainless-SteelWaterBottleandstraws	30	23
Waterlesslaundrydetergentstrips	8	6
Any other green products excluded the above mentioned.	34	26
<b>Total</b>	<b>130</b>	<b>100</b>

Source: Primary Data

**INTERPRETATION:** The sustainable shoppingbags of green products are purchased by 28% of the respondents, 26% of the respondents are using other typeofgreenproducts,23% oftherespondentsareusingstainlesssteelwaterbottleand straws, 6% of the respondents are using waterless laundry detergent soaps,17% of the respondents are using bamboo products like toothbrush, platesandstoragejars.



**Table No.10 RESPONDENTSPERCEPTIONTOWARDSGREENPRODUCTS**

PARTICULARS	NO.OF RESPONDENTS	%
Verygood	41	31
Good	71	55
Average	17	13
Poor	1	1
<b>Total</b>	<b>130</b>	<b>100</b>

**Source:** Primarydata

**INTERPRETATION:** The above table represents that the majority of 71 respondents are ratinggoodqualityabout the greenproducts, 41oftherespondents arerating very good quality for the green products, 17 ofthe respondents are rating average quality for the green products and only 1of the respondent are rating poor quality for the green products.

**Table No.11 CHALLENGESFACEDBYTHERESPONDENTS WHILE PURCHASING THE GREEN PRODUCTS**

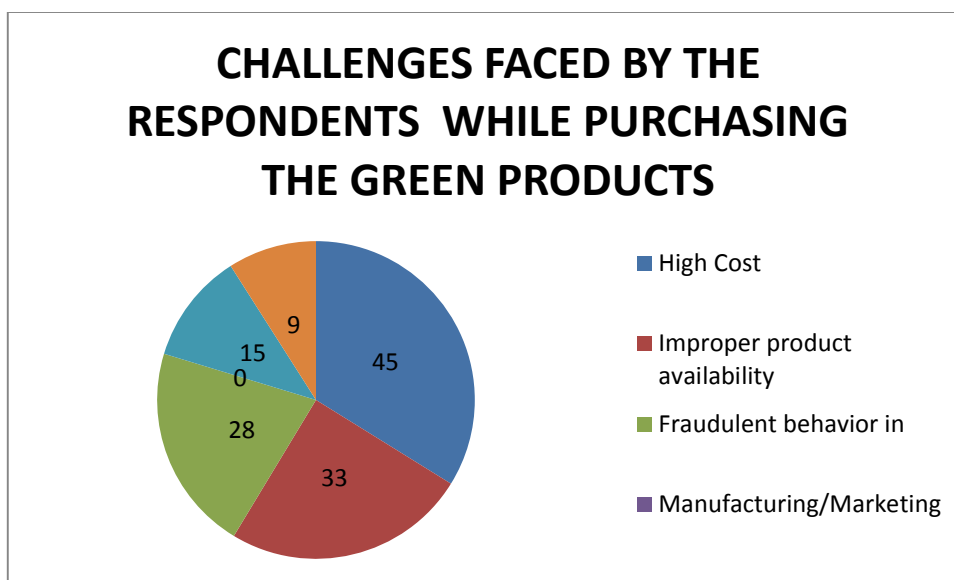
PARTICULARS	NOOFRESPONDENTS	%
HighCost	45	35
Improperproductavailability	33	25
Fraudulentbehaviorin Manufacturing/Marketing	28	22
FakeCertification	15	11
Others	9	7
<b>Total</b>	<b>130</b>	<b>100</b>

**Source:**Primarydata

**INTERPRETATION:** Table shows that the majority of the respondents are facing problems due to High cost at35%, 25% of the respondents are facing problems due to improper product availability,



22%oftherespondentsarefacingproblemsduetoFraudulentbehaviorinManufacturing/Marketing,7%oftheresponden  
tsarefacingproblemsduetoOtherdifficulties that the consumer face, 11% of the respondents are facing problems  
due to FakeCertification.

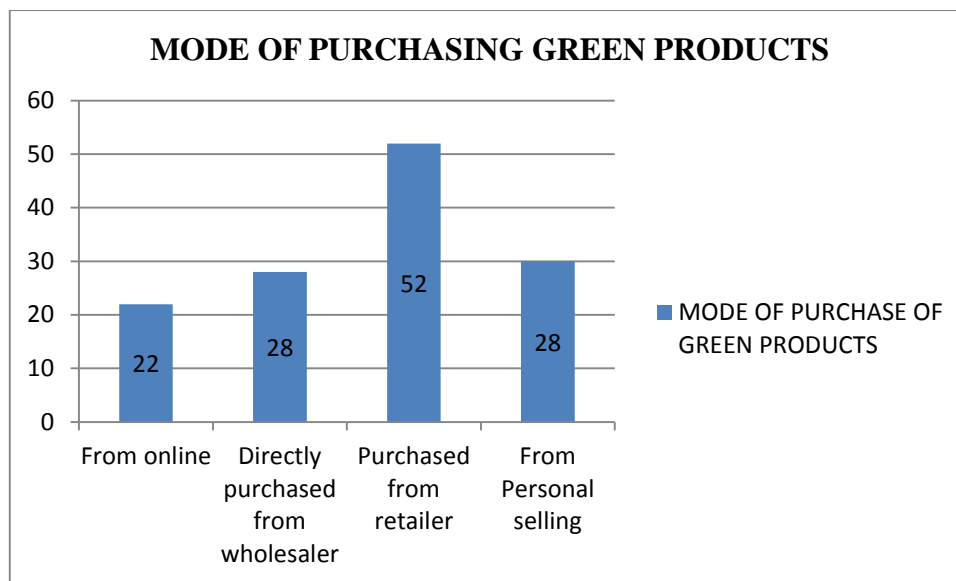


**Table No.12 MODE OF PURCHASING GREEN PRODUCTS**

PARTICULARS	NO. OF RESPONDENTS	%
Online mode	22	18
Directly purchased from wholesaler	28	21
Purchased from retailer	52	40
From Personal selling	28	21
<b>Total</b>	<b>130</b>	<b>100</b>

**Source:** Primary data

**INTERPRETATION:** Table represents out of 130 respondents of consumers buying pattern of green products that the majority of 52 respondents are purchased from retailer with 40%, 28 of the respondents are buying personally from the consumers with 21%, 28 of the respondents are directly purchased from wholesaler with 21%, 22 respondents are buying the green products through online with 18% having perceptions on green products are less with those who are directly purchased from wholesaler.



**ANALYSIS BASED ON INFERENTIALSTATISTICS**

**Table No 13. WEIGHTED AVERAGE SHOWING THE LEVEL OFSATISFACTIONOF THERESPONDENTS**

S.NO	STATEMENTS	SA	A	N	SA	SDA	TOTAL	WEIGHTEDAVERAGE	RANK
1.	I am considerablysatisfiedwith the quantity ofGreenProducts.	61	112	30	8	5	216	1.66	V
2.	I felt that theprice wasappropriatefor thegreenproducts.	29	136	72	28	10	275	2.11	II
3.	Ihavedecidedto purchase productRegularly.	50	82	93	28	5	258	1.98	IV
4.	I felt morecomfortablein greenproducts.than theregularlyusingproduct.	32	116	66	56	20	290	2.23	I
5.	The overallPerformanceofthe product wasSatisfactory.	50	94	63	12	45	264	2.03	III

Source: Computeddata

**INTERPRETATION:** Theabovetablerepresents therespondentshighlysatisfiedwithusingmorecomfortable than the regular using products and has the average of 2.23 and itsrankedatI ,theaverageof2.11oftherespondentsfeltthatthepricewasappropriate for the green products and its ranked at II, the average of 2.03 of therespondents are satisfiedwith the green products and its ranked at III, the averageof 1.98 of the respondents aredecided to purchase this product regularly and itsranked at IV, the average of 1.66 ofthe respondents are considerably satisfied withthequantity of the greenproducts and its rankedat V.

**ANOVA:**

**H0:**Thereisnosignificantdifferencebetweendemographic factorsoftherespondentandfactorsinfluencingconsumerstoprefergreenproducts.

**H1:**Thereisasignificantdifferencebetweendemographicfactorsoftherespondentand factors influencingconsumersto prefergreen products.

**Table No.14**

DEMOGRAPHICFACTORSOFTHERESPONDENTS	PVALUE
Age	0.019
EducationQualification	0.003
Occupation	0.846
MonthlyIncome	0.049
Sizeof theFamily	0.211

Source:Computeddata

**INTERPRETATION:**

By using computing variables, ANOVA was used to analyze the significant difference between demographic factors of the respondent and factors influencing consumer to prefer green products. The above table revealed that there is no significant difference between the income level of the families with age (P Value = 0.019), Education Qualification (P value = .003), Occupation (P value = .846), Monthly Income (P value = .049) and Size of the family (P value = .211). So, this all-P value is greater than 5%. Therefore, the null hypothesis is accepted, and the alternative hypothesis is rejected. It shows that there is no significant difference between demographic factors of the respondent and factors influencing consumers to prefer green products.

**GARRETT RANKING:**

**Table No 16 AWARENESS OF GREEN PRODUCTS**

S.NO	Content	1	2	3	4	5	Total	Average	Rank
	Rank Score	75	60	50	40	25			
1	Organically grown fruits and vegetables	5175	2400	650	120	125	8470	65.15	I
2	Recyclable paper products	2925	2220	1850	320	225	7540	58	II
3	Natural ingredients cosmetics	2025	2100	2450	520	150	7245	55.73	III
4	Green clothing	1200	3420	2000	480	125	7225	55.57	IV
5	Five-star energy saving home appliances	2175	2280	1450	960	250	7115	54.73	V
6	Green vehicles	2175	2280	1550	560	450	7015	53.96	VI
7	Energy efficient light bulbs	1800	1860	2050	1120	150	6980	53.69	VII
8	Unleaded petrol	1500	2580	1450	960	350	6840	52.61	VIII
9	Green building	1500	2580	1550	640	500	6770	52.07	IX
10	Ozone friendly aerosols	1500	1920	1350	1600	275	6645	51	X
11	Eco friendly detergents and soaps	1350	2100	1650	800	600	6500	50	XI

Source: Computed data

**INTERPRETATION:** Above table reveals Garrett's score and Garrett ranking. The Garrett rank I with the score of 65.15 says that the respondents are more aware about natural ingredient cosmetics Green Products and Rank XI with score of 50 says that the respondents are less aware about eco-friendly detergents and soaps at least.

**1.8 FINDINGS:**

**Summary Statistics of the Respondent's Demographic Profile:**

- i. 47% are Male and 52 are Female respondents. So female consumers are more prefer green products than male consumers.
- ii. The youth today have a pro-environment attitude and is a conscious consumer. In this survey 55% of the respondents are from age group between 21-40 years.
- iii. 55% respondents are married and using green products.
- iv. 38% respondents are studied professional courses.
- v. Respondents are doing business and others kind of work 39%.
- vi. The annual income was Rs. 30,001 – Rs. 45,000 with 28% of the respondents and Above Rs. 45,000 with 20% less.
- vii. 54% are living as nuclear family and were using Green Product.
- viii. 52% of the respondents are living with above 4 members in a family.

**Summary about respondents' opinion toward significance of green products and usage of it:**

- ix. In this survey the respondents are rating the quality of green products with 75%.
- x. The respondents are familiar with using green products are using at sometimes with 50% out of the total respondents.
- xi. The respondents are buying sustainable shopping bags with 28%, 23% of the respondents are buying stainless-steel water bottle and straws, 17% of the respondents are buying bamboo products like toothbrush, plates and storage jars, waterless laundry detergent strips are less with 6%.
- xii. The respondents are facing problems while consuming the green products are with 42%, and 57% of the respondents are not facing problems while consuming green the products.

## **1.9 SUGGESTIONS:**

### **SuggestionstotheGovernment:**

- The Government should ban the practice of plastic bags permanently. These types of activities to enhance the environment protection.
- The Government must take disciplinary action against retailers, manufactures, and other those who are using the banned plastic bags.
- The Government may offer some economic aid or subsidy to manufacturers and retailers to carry green technologies which increase the green marketing practices among them, and it can help to create foreign green manufacturers with our local companies to take on green practices.
- The Government should go beyond the stringent regulations for the waste management of biodegradable and non-biodegradable wastes must be sent to the eco-friendly industries for reuse again. Because most of the consumers say, that the resolution taken by the government is not becoming for waste management.
- The Government should offer schemes like Life Cycle Assessment, Green Building Certification System and all so intimate policies like Green packaging policy, Environmental Labeling and Certification which encourage the production of environmentally sustainable products.

### **SuggestiontotheManufactures:**

- The manufacturers must inform the features of the green products to the customers.
- The manufacturers should label the green products properly. So that the customers can easily understand the product type, features, and design.
- Manufacturers are advised to introduce some innovative techniques in the production process like Japanese 5S techniques etc., to cut low the cost of green products production. The initial financing cost of green technology is high, but it will give more green profit in the lengthy period. Further, they are suggested to merchandise the price of green raw materials for reducing the prices of green products. Because the consumers recognize that the price of green products is high.
- Manufacturers should adopt modern technology or process or change obsolete one to reduce environmental influence.
- Manufacturers should use more eco-friendly raw materials at the production platform itself and manufacturers attempted to explore chances of recycling of the related products so that it can be used to offer similar or other benefits with minimum wastages.
- Manufacturers should use Green Building Insurance, Environmental liability insurance and Product liability Insurance which can provide coverage for risks associated while producing green products.
- Manufacturers should offer various incentives to workers, consumers, and retailers.

### **SuggestiontoRetailers:**

- Retailers are advised to open the number of retail stores for the sale of green products. Consumers must educate by the retailers the green products easily available in the market.
- Retailers may get more eco-friendly profit in the long run by the opening of a greater number of organic stores, or otherwise, they may shift from their current retail shops into organic one.
- The retailers also have a responsibility to keep environment safety. They must promote the genuine products to consumers. It will be benefited to customers as well as the environment.
- The study results indicate that only a few of the consumers are inspired by the retailers to use green packaging, so retailers are recommended to encourage all the consumers to use green products.
- It is known that a awareness contraction of green practices and waste reduction is the primary factor which is influencing the nature of retailers towards green marketing practices. To strengthen the above element, retailers must create spontaneous interest among themselves for knowing the green marketing practices and its actual impact on their business through advertising media, asking from suppliers, manufacturers, and others.

### **SuggestionstotheConsumers:**

- Every consumer has the responsibility to keep the environment safely. Therefore, the consumers must adjust the environment safety; they must purchase the green products even though the price is somewhat higher than the normal product prices for the benefit of environmental protection.
- Consumers must recommend the friends, relatives, and neighbors to use the green products. It will be benefited both individual circles and environment also.
- Consumers should exercise the resources optimally by various ways like switched off electronic appliances when they are not needed; reduce, recycle and of e – wastes, use refillable containers for purchase of liquid nature of products, completely eat or use products without garb like food

tems,medicines,vegetables,fruits,cosmetics,andotherproducts.

- It is suggested that consumers are required to buy eco-labeled green products for theirpractices like star labeled electronic home appliances, the green icon marked products suchaspapers, garments, andotherproducts.

**1.10 CONCLUSION:**It is observed from the study that it can be concluded though the majority oftheconsumersarewellawareofgreenproductsfeatures,benefitsandqualities;theawarenessseemssuperficial and over claimed in the study area. The in-dept analysis reveals the majority of theconsumers are well aware of the benefits of using green products. The frequently using greenproducts and they are strongly recommending the friends and relatives to use green products.The study also explains that people in general have a lot of concern and strong desire to dosomethingtowards theenvironment.

Hence marketers and Government cannot be individually held responsible butenvironmental protection agencies, media, must create awareness about green products as a mean to save the environment. The consumer with positive attitude about green products hasstrongpurchaseintentiontowards green products.

Further, the consumers are absolutely satisfied with the green products qualityand features but they are not satisfied with cost of the Green Product. According to them theyconsidered the cost of the Green Product is high compared to other sustainable products. TheGovernment also gives subsidies to manufacture to produce green products at affordable

price.Theyhavetotakecareofproducersofgreenproducts.Thestudyalsofoundthattheconsumersare willing to consume the green products and make their friends, relatives, and neighbors to buy the same. The consumerbuyingbehavior is good enough tousethe greenproducts inthe study area. Using green products can greatly reduce pollution, which can help slowlyreversetheeffectofthedeteriorationoftheenvironmentovertheyears.Greenproducts cansignificantlyimprovetheenvironmentbyreducingwaste,energy, and chemicals. These products won't be harmful to the environmentduringproduction,use,ordisposalsincetheyarelowinchemicalswhilehighinnatural ingredients.

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