



Análisis de la multidimensionalidad del brand equity para el sector bancario: un estudio en la generación Z [

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in the competitive scenario of the banking sector, marketing and branding activities have become a crucial element for the long-term success of financial institutions. From the perspective of brand equity management, trust and loyalty are essential, not only in the operational processes with users, but also in the consolidation of the brand as a strategic asset. The aim of this research was to analyse the multidimensionality of brand equity for the banking sector from the perspective of Generation Z. A quantitative, analytical, and cross-sectional study was carried out, using exploratory and confirmatory factor analysis based on an instrument applied online to people belonging to this generational segment. The findings infer that brand equity in the banking sector aimed at Generation Z is made up of the following dimensions: brand loyalty and importance (BLI), perceived quality (PQ), brand association (BA), brand performance (BP) and brand awareness (BA). It is concluded that the banking sector must continue to consolidate its brand equity as a strategic activity based on these dimensions, strengthening its brand positioning, market share and market orientation, ensuring an understanding of the needs, desires, and behaviours of Generation Z.

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