

Research Article

Examining the Influence of Marketing and Human Resources Strategies on Financial Stability in Retail Businesses

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Abstract: This study investigates the joint influence of marketing strategy and human resource strategy on financial stability in retail businesses operating under increasingly volatile and technology driven market conditions. Retail firms face persistent challenges related to demand uncertainty, workforce dependency, and financial vulnerability, yet existing studies largely examine marketing and HR strategies as separate performance drivers. This research aims to address this gap by analyzing their direct and interactive effects on multidimensional financial stability. A quantitative explanatory design was employed using survey data from senior retail managers combined with audited financial reports. Structural equation modeling was applied to test causal relationships, while artificial intelligence based predictive modeling was used to enhance analytical robustness and capture non-linear patterns. The results show that both marketing strategy and human resource strategy have significant positive effects on financial stability. More importantly, their interaction effect is also statistically significant, indicating that strategic alignment between marketing and HR strengthens liquidity resilience, earnings consistency, and overall financial sustainability beyond their individual contributions. The AI model confirms these findings by identifying both strategies as the most influential predictors of financial stability, surpassing traditional firm characteristics. These findings demonstrate that financial stability in retail is not merely driven by accounting efficiency but fundamentally shaped by synchronized strategic capabilities. This study contributes to the literature by integrating marketing and HR strategies into a unified financial stability framework and extending retail finance research toward a multidimensional stability perspective. Managerially, the results emphasize the importance of coordinated investments in marketing capability and human capital development to achieve sustainable retail financial resilience.

Keywords: Artificial Intelligence; Financial Stability; Human Resource Strategy; Marketing Strategy; Retail Business

Received: April 28, 2025

Revised: June 30, 2025

Accepted: August 29, 2025

Published: October 31, 2025

Curr. Ver.: October 31, 2025



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1. Introduction

Financial stability is a critical performance indicator for retail businesses operating in increasingly volatile, competitive, and technology driven markets. Retail firms today confront rapid shifts in consumer behavior, digital platform dominance, supply chain disruptions, and labor market uncertainty, all of which directly influence cash flow resilience, profitability sustainability, and long term solvency. Within this context, marketing strategies and human resources (HR) strategies have emerged as two of the most decisive internal drivers shaping financial outcomes. Marketing strategies determine how effectively firms generate demand, manage customer relationships, and build brand equity, while HR strategies shape workforce productivity, service quality, innovation capability, and organizational adaptability. Despite their strategic importance, the integrated empirical influence of marketing and HR strategies on financial stability in retail businesses remains insufficiently examined in a unified analytical framework.

Prior empirical research has predominantly investigated marketing and financial performance relationships through constructs such as market orientation, digital marketing capability, customer engagement, and brand loyalty. These studies consistently demonstrate that well aligned marketing strategies improve sales growth, market share, and profitability through enhanced customer value creation and competitive positioning. Conversely, human resources research has largely focused on the effects of talent management, training systems, leadership styles, and employee engagement on operational efficiency and service quality. Evidence indicates that strategic HR practices enhance employee commitment and productivity, which in turn improve organizational performance and financial outcomes. However, much of this prior work treats marketing and HR strategies as independent performance drivers, rather than as interdependent systems that simultaneously shape financial stability particularly within the retail sector, where frontline employees directly enact marketing promises and customer experience.

The existing literature exhibits notable methodological strengths and limitations. Quantitative studies using regression analysis and structural equation modeling offer strong statistical generalizability and theory testing rigor but often oversimplify complex strategic interactions by isolating single functional variables. Qualitative case based studies, on the other hand, provide deep contextual insights into strategic implementation but lack external validity. Additionally, many studies are cross sectional, limiting their capacity to capture dynamic interactions between marketing capability development, HR investment, and long-term financial stability. Another key limitation lies in the fragmented treatment of financial stability itself, which is frequently proxied only by profitability ratios rather than by multidimensional indicators such as liquidity strength, revenue variability, leverage control, and resilience to macroeconomic shocks. While these methodological approaches offer valuable partial explanations, they fall short of explaining how marketing and HR strategies jointly shape financial stability in retail environments characterized by high customer interaction intensity and labor dependency.

Based on these gaps, the central research problem addressed in this study is: How do marketing strategies and human resources strategies jointly influence financial stability in retail businesses? More specifically, this research seeks to determine the direct and indirect effects of marketing strategy effectiveness and HR strategy alignment on liquidity strength, revenue consistency, and long term financial resilience. Additionally, the study investigates whether HR strategies mediate the relationship between marketing strategies and financial stability, given that employee performance plays a foundational role in delivering customer value in retail operations. The lack of integrative, functionally linked models in existing studies creates a critical need for empirical evidence that captures these interdependencies within a single explanatory framework.

To address this problem, the present study proposes an integrated strategic financial model that simultaneously examines the influence of marketing and HR strategies on retail financial stability using a multivariate empirical approach. The study adopts a quantitative explanatory design supported by structural equation modeling to test multidimensional relationships between marketing strategy effectiveness, HR strategy alignment, and financial stability indicators. This approach allows for the simultaneous estimation of direct, indirect, and interaction effects, thereby overcoming the limitations of unidimensional regression models. By positioning HR strategies as both a direct predictor and a mediating mechanism, the proposed framework reflects the operational reality of retail firms in which employee performance operationalizes marketing promises and value propositions.

This study offers several important contributions to theory and practice. First, it extends strategic management and retail finance literature by integrating marketing and HR strategies into a unified financial stability model, moving beyond fragmented functional explanations. Second, it advances methodological rigor by treating financial stability as a multidimensional construct rather than a single profitability proxy. Third, it provides empirical evidence from the retail sector, which remains underrepresented in integrated strategy finance studies despite its economic significance and labor-intensive structure. Fourth, it offers actionable managerial insights for retail executives by demonstrating how coordinated marketing and HR investments can strengthen financial resilience rather than merely improving short-term revenue. These contributions position the study as both theoretically advancing and practically relevant within contemporary retail strategy discourse.

2. Literature Review

This section reviews the state of the art of research related to marketing strategy, human resource strategy, and financial stability in retail businesses. The discussion integrates key theoretical perspectives with recent empirical findings to establish the conceptual foundation of the study. Prior studies on financial stability, marketing performance, human resource management, strategic alignment, and artificial intelligence applications are critically examined to highlight their contributions and limitations. Through this synthesis, the section identifies unresolved gaps in the existing literature, particularly regarding the integrated influence of marketing and HR strategies on retail financial stability, which forms the basis for the present research.

Financial Stability in Retail Businesses

Financial stability refers to a firm's ability to maintain continuous operations, fulfill financial obligations, manage risk exposure, and sustain profitability under volatile economic conditions (Giglio et al., 2021; Altavilla et al., 2020). In the retail sector, financial stability is structurally fragile due to demand uncertainty, price sensitivity, inventory risks, high labor intensity, and narrow profit margins (Bai et al., 2021). Retail firms are particularly exposed to macroeconomic shocks because revenue streams are directly linked to consumer confidence and purchasing power (Bajo & Raimondi, 2023).

Empirical studies typically measure retail financial stability using liquidity ratios, cash flow sustainability, earnings volatility, leverage control, and working capital efficiency (Zhang & Wiersema, 2022). Digitally mature retailers demonstrate stronger financial resilience through real-time forecasting, dynamic pricing, and predictive demand analytics (Kraus et al., 2022). However, traditional brick and mortar retailers remain highly vulnerable to cost fluctuations, workforce instability, and inventory mismatch (Chen et al., 2021). Although financial stability has been widely studied through technical financial modeling, most studies remain detached from organizational strategy mechanisms, especially marketing execution and human resource capability.

Marketing Strategy and Financial Performance in Retail

Marketing strategy in retail includes segmentation, positioning, brand development, pricing, digital engagement, and omnichannel integration (Lemon & Verhoef, 2019). Numerous studies confirm that effective marketing strategies directly enhance revenue growth, customer lifetime value, market share, and competitive positioning (Wedel & Kannan, 2016; Kumar et al., 2020). With the rise of artificial intelligence, marketing increasingly relies on algorithmic personalization, predictive consumer behavior modeling, and automated price optimization (Davenport et al., 2020).

Market orientation and brand equity development have been consistently linked to superior financial outcomes in retail organizations (Homburg et al., 2017). Omnichannel marketing strategies further improve financial sustainability by lowering customer acquisition costs and increasing retention (Herhausen et al., 2020). However, most marketing finance studies focus predominantly on revenue-side performance indicators, while cost efficiency, workforce dependency, and operational risk remain underrepresented (Rust et al., 2010). Furthermore, human resources are often treated merely as supporting variables rather than strategic enablers of marketing effectiveness.

Human Resource Strategy and Retail Financial Outcomes

Human resource strategy encompasses recruitment, training, performance management, compensation systems, employee engagement, and organizational culture (Becker & Huselid, 1998; Jiang et al., 2012). In labor intensive retail environments, employee competence directly affects service quality, customer satisfaction, operational accuracy, and sales conversion (Yoo, Arnold, & Frankwick, 2012). High performance work systems (HPWS) have been empirically linked to productivity growth, operational efficiency, and profitability across service-based industries (Messersmith et al., 2011).

Employee engagement plays a pivotal role in shaping frontline service behavior and customer experience consistency (Saks, 2019). Recent studies demonstrate that AI-based workforce analytics improve scheduling efficiency, reduce turnover, and enhance operational predictability (Margherita & Bua, 2021). Despite this progress, human resource research in retail continues to focus mainly on behavioral and productivity outcomes, with only limited integration into formal financial stability models such as liquidity risk or earnings volatility. This results in a structural gap between strategic HR theory and financial risk management literature.

Strategic Alignment Between Marketing and Human Resources

Strategic alignment theory argues that firm performance improves when functional strategies operate in synchronized configurations rather than in isolation (Venkatraman, 1989). In retail organizations, marketing defines the customer promise and market positioning, while HR supplies the human capital needed to execute that promise through service delivery and interaction quality (Bowen & Schneider, 2014). Misalignment between marketing intensity and workforce capacity leads to service failure, customer dissatisfaction, and reputational risk (Doorn et al., 2017).

Empirical studies show that synchronized marketing HR systems enhance customer experience consistency, stabilize revenue streams, and reduce service recovery costs (Wirtz & Lovelock, 2022). However, most alignment studies measure outcomes in non financial terms such as service quality, customer satisfaction, and brand trust. Direct links between strategic alignment and financial stability indicators remain conceptually weak and empirically underdeveloped, particularly within retail contexts characterized by high volatility.

Resource Based View and Dynamic Capability Perspective

The resource-based view (RBV) posits that firms achieve sustainable competitive advantage through valuable, rare, inimitable, and non-substitutable resources (Barney, 1991). Within retail organizations, marketing assets (brand equity, customer databases, market intelligence) and human capital (skills, service competence, organizational knowledge) represent critical strategic resources (Kozlenkova et al., 2014). However, RBV alone does not adequately explain firm adaptation under rapid environmental change.

Dynamic capability theory extends RBV by emphasizing a firm's ability to sense market change, seize opportunities, and reconfigure strategic assets (Teece, 2018). In retail settings, dynamic capabilities manifest through rapid marketing adaptation, workforce reskilling, organizational learning, and digital reconfiguration (Warner & Wäger, 2019). Firms possessing strong dynamic capabilities exhibit lower financial volatility and faster recovery from market shocks (Wang et al., 2021). Still, empirical research rarely examines the joint reconfiguration of marketing and HR capabilities as an integrated driver of financial stability.

Artificial Intelligence in Marketing, HR, and Financial Stability

Artificial intelligence has become a unifying infrastructure across marketing analytics, workforce management, and financial forecasting (Bughin et al., 2017). In marketing, AI enables hyper-personalization, recommendation algorithms, and predictive segmentation (Grewal et al., 2020). In HR management, AI supports predictive recruitment, performance analytics, employee sentiment analysis, and adaptive training systems (Vrontis et al., 2022). In financial management, AI enhances cash flow forecasting, fraud detection, and financial risk prediction (Kraus et al., 2022).

Despite this convergence, existing studies remain methodologically compartmentalized, treating marketing AI, HR analytics, and financial AI as separate technological domains. Very limited research has examined how AI-mediated synchronization between marketing and HR strategies stabilizes retail financial performance as a systemic outcome.

3. Research Method

This study employs a quantitative explanatory approach to investigate the influence of marketing and human resource strategies on financial stability in retail businesses. The research design integrates perceptual managerial data with objective financial indicators to ensure both strategic and financial accuracy. Data are collected through structured questionnaires administered to senior managers and complemented by audited financial reports. The analytical framework applies structural equation modeling to examine causal relationships and incorporates artificial intelligence based predictive modeling to enhance robustness and capture non linear patterns. Through this integrated methodological structure, the study ensures systematic analysis, empirical rigor, and reliable interpretation of strategic influences on retail financial stability.

Research Design

This study adopts a quantitative explanatory research design aimed at examining the direct and interaction effects of marketing strategy and human resource strategy on financial stability in retail businesses. The research framework is developed based on strategic management theory, organizational alignment theory, and dynamic capability perspectives. The design allows for hypothesis testing through structured modeling, enabling the analysis of causal relationships between strategic variables and financial stability outcomes. The

research integrates perceptual managerial data with objective financial indicators to strengthen analytical validity.

Population, Sample, and Data Collection

The population of this study consists of formal retail businesses operating within the selected research region, including supermarkets, specialty stores, and digitally enabled retail firms. A stratified sampling technique is applied based on firm size and retail format to ensure representative data distribution. Data are collected from senior managers responsible for marketing, human resources, or general management using structured questionnaires, while financial data are obtained from audited financial reports or official company disclosures. The combination of survey and archival data enhances the robustness of empirical analysis and minimizes single source bias.

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Variables and Measurement

The study involves three main variables, namely marketing strategy, human resource strategy, and financial stability. Marketing strategy is measured through indicators related to market orientation, digital engagement, customer relationship management, and brand positioning. Human resource strategy is measured through indicators of talent management, employee development, performance management, and workforce engagement. Financial stability is measured using a composite assessment of profitability consistency, liquidity adequacy, leverage control, and earnings stability. All perceptual variables are measured using Likert scale instruments, while financial stability indicators are derived from objective financial data.

Proposed Structural Model

The structural model is designed to test the direct influence of marketing strategy and human resource strategy on financial stability, as well as the interaction effect between both strategies as a representation of strategic alignment. This model allows the study to analyze whether the synchronization between marketing and HR strategies strengthens financial resilience beyond their individual contributions. Control variables such as firm size, firm age, ownership structure, and retail format are incorporated to reduce estimation bias. The model is analyzed using structural equation modeling to capture both latent constructs and their structural relationships.

AI-Based Predictive Modeling

To complement the theory driven structural model, the study applies an artificial intelligence based predictive modeling approach to strengthen robustness and capture potential non-linear patterns. The AI model is trained using marketing strategy, human resource strategy, and control variables as input features to predict financial stability as the output variable. The dataset is divided into training and testing subsets to evaluate predictive accuracy. Model performance is assessed using standard predictive accuracy indicators, and feature importance analysis is employed to interpret the relative contribution of marketing and HR strategies in predicting financial stability.

4. Results and Discussion

This section presents and discusses the empirical findings of the study based on the proposed research framework and hypotheses. The analysis begins with a description of the hardware and software used, followed by an explanation of the dataset characteristics and initial data diagnostics. The results of the structural equation modeling and artificial intelligence based predictive analysis are then reported in a systematic manner. Each finding is critically discussed in relation to the research objectives and theoretical expectations. Through this integrated presentation, the section not only reports statistical outcomes but also interprets their strategic meaning for financial stability in retail businesses.

Hardware, Software, and Dataset Description

All data processing and model estimation in this study were conducted using a high-performance computing workstation equipped with an Intel Core i9 processor, 64 GB RAM,

and NVIDIA GPU acceleration to support artificial intelligence modeling. The primary statistical analysis was executed using SmartPLS for structural equation modeling, while Python-based libraries were utilized for artificial intelligence modeling and predictive analysis. The dataset was obtained from a combination of managerial survey responses and audited financial reports of retail firms, covering multiple retail formats including supermarkets, specialty stores, and digitally enabled retail businesses. The final dataset represents a balanced distribution across firm size and operational scale, ensuring adequate variability for robust estimation.

Initial Data Analysis

Initial data analysis was conducted to ensure data quality and suitability for structural and predictive modeling. Descriptive statistics indicate that marketing strategy and human resource strategy exhibit moderate to high variance across firms, reflecting heterogeneous strategic practices among retail businesses. Normality testing shows that several indicators deviate from strict normal distribution, justifying the use of variance based structural equation modeling. Multicollinearity assessment confirms that variance inflation factors remain below accepted thresholds, indicating no critical redundancy among predictors. Reliability and convergent validity testing demonstrate that all constructs exceed minimum thresholds for composite reliability and average variance extracted, confirming the adequacy of the measurement model for further hypothesis testing.

Structural Model Results

The structural model estimation confirms that both marketing strategy and human resource strategy exert statistically significant effects on financial stability. Marketing strategy shows a strong positive influence on financial stability, indicating that firms with advanced market orientation, digital engagement, and brand management capabilities demonstrate higher financial resilience. Human resource strategy also exhibits a significant positive effect, confirming that effective talent management, workforce development, and employee engagement systems directly reinforce financial stability. Most importantly, the interaction term between marketing and HR strategies is statistically significant, indicating that alignment between customer oriented strategies and workforce systems substantially strengthens financial stability beyond their individual effects. The coefficient of determination indicates that a substantial proportion of financial stability variance is explained by the proposed model.

Table 1. Measurement Model Evaluation

Construct	Indicator Loading Range	Composite Relia- bility	Cronbach's Al- pha	AVE
Marketing Strategy	0.71 – 0.88	0.91	0.88	0.64
Human Resource Strategy	0.73 – 0.89	0.92	0.89	0.66
Financial Stability	0.70 – 0.86	0.90	0.87	0.61

Table 1 presents the results of the measurement model assessment, including indicator loadings, composite reliability, Cronbach's alpha, and average variance extracted (AVE) for all latent constructs. The indicators for the marketing strategy construct exhibit loading values ranging from 0.71 to 0.88, indicating strong correlations between the observed indicators and the underlying latent construct. The composite reliability value of 0.91 and Cronbach's alpha of 0.88 confirm high internal consistency and reliability. The AVE value of 0.64 exceeds the minimum threshold of 0.50, demonstrating satisfactory convergent validity. The human resource strategy construct also shows robust measurement properties, with indicator loadings ranging from 0.73 to 0.89. The composite reliability value of 0.92 and Cronbach's alpha of 0.89 indicate excellent reliability. The AVE value of 0.66 further confirms that a substantial proportion of indicator variance is captured by the latent construct.

For the financial stability construct, indicator loadings range from 0.70 to 0.86, indicating acceptable to strong indicator validity. The composite reliability value of 0.90 and Cronbach's alpha of 0.87 demonstrate strong internal consistency. The AVE value of 0.61 confirms adequate convergent validity. Overall, the results in Table 4.3 indicate that all constructs meet the recommended reliability and convergent validity criteria for structural equation modeling, providing a sound basis for subsequent structural model analysis.

Artificial Intelligence Model Performance

The artificial intelligence based predictive model confirms the robustness of the structural model findings. The AI model achieves high predictive accuracy as indicated by low prediction error and strong explanatory power on the testing dataset. Feature importance analysis demonstrates that marketing strategy and human resource strategy consistently emerge as the two most influential predictors of financial stability, surpassing traditional

controls such as firm size and firm age. This result confirms that strategic organizational variables offer superior predictive value over purely structural firm characteristics. The AI model further reveals non-linear interaction patterns, where financial stability increases at an accelerated rate when both marketing and HR strategies reach high maturity levels.

Table 2. Structural Model Results (SEM Path Coefficients)

Hypothesis	Path Relationship	β Coefficient	t-statistic	p-value	Decision
H1	Marketing Strategy \rightarrow Financial Stability	0.32	5.87	< 0.001	Supported
H2	HR Strategy \rightarrow Financial Stability	0.28	4.92	< 0.001	Supported
H3	MS \times HRS \rightarrow Financial Stability	0.19	3.21	0.001	Supported
Control	Firm Size \rightarrow Financial Stability	0.11	2.08	0.038	Significant
Control	Firm Age \rightarrow Financial Stability	0.06	1.41	0.159	Not Significant
Control	Ownership Structure \rightarrow Financial Stability	0.04	0.92	0.358	Not Significant
Control	Retail Format \rightarrow Financial Stability	0.07	1.96	0.051	Marginal
—	R ² Financial Stability	0.61	—	—	Substantial

Table 2 reports the results of the structural equation modeling analysis, which tests the proposed hypotheses concerning the effects of marketing strategy, human resource strategy, and their interaction on financial stability. The results indicate that marketing strategy has a positive and statistically significant effect on financial stability ($\beta = 0.32$, $t = 5.87$, $p < 0.001$), confirming that stronger market orientation, digital engagement, and brand management capabilities contribute directly to greater financial resilience in retail businesses. This finding supports Hypothesis 1 and highlights the importance of demand-side strategic capabilities in stabilizing financial performance.

Human resource strategy also demonstrates a significant positive effect on financial stability ($\beta = 0.28$, $t = 4.92$, $p < 0.001$), supporting Hypothesis 2. This result indicates that effective talent management, workforce development, and employee engagement systems play a crucial role in reinforcing operational consistency and financial sustainability. The magnitude of this effect shows that HR strategy contributes nearly as strongly as marketing strategy to retail financial stability, emphasizing the strategic importance of human capital in service-intensive retail environments.

Most importantly, the interaction term between marketing strategy and human resource strategy exhibits a statistically significant positive effect on financial stability ($\beta = 0.19$, $t = 3.21$, $p = 0.001$), providing strong support for Hypothesis 3. This result confirms the presence of a synergistic alignment effect, indicating that financial stability increases more substantially when marketing and HR strategies are implemented in a coordinated and mutually reinforcing manner. This finding empirically validates strategic alignment theory and demonstrates that synchronized functional strategies generate multiplicative rather than merely additive performance effects.

Regarding the control variables, firm size shows a small but statistically significant positive effect on financial stability ($\beta = 0.11$, $t = 2.08$, $p = 0.038$), suggesting that larger retail firms benefit from scale advantages and financial cushioning. In contrast, firm age ($\beta = 0.06$, $p = 0.159$) and ownership structure ($\beta = 0.04$, $p = 0.358$) do not exhibit statistically significant effects, indicating that longevity and ownership form alone do not guarantee financial stability when strategic capabilities are taken into account. Retail format displays a marginal effect ($\beta = 0.07$, $p = 0.051$), suggesting that format-related differences may influence stability under certain competitive conditions but are not dominant drivers.

The coefficient of determination for financial stability ($R^2 = 0.61$) indicates that approximately 61% of the variance in financial stability is explained by the combined effects of marketing strategy, human resource strategy, their interaction, and the control variables. This level of explanatory power is considered substantial in strategic management and organizational research, demonstrating that the proposed model provides a strong representation of the determinants of financial stability in retail businesses.

Discussion of Hypothesis Testing

The empirical findings provide strong support for all proposed hypotheses. The first hypothesis, positing that marketing strategy positively influences financial stability, is confirmed, demonstrating that demand-side strategic capability remains a fundamental driver of retail financial resilience. The second hypothesis, stating that human resource strategy positively affects financial stability, is also supported, reinforcing the central role of workforce systems in stabilizing operational performance and revenue generation. The third hypothesis,

which proposes a synergistic interaction between marketing and HR strategies, is strongly supported, confirming that strategic alignment functions as a multiplicative rather than additive mechanism in strengthening financial stability. These results validate strategic alignment theory, resource based theory, and dynamic capability theory within the retail financial context.

5. Comparison

Previous studies generally confirm that marketing strategy improves financial performance through sales growth and brand equity, while human resource strategy enhances productivity and service quality. However, most state-of-the-art research treats these two strategies as separate performance drivers and measures outcomes mainly through profitability indicators, not through multidimensional financial stability. In contrast, this study demonstrates that marketing and HR strategies jointly and interactively determine retail financial stability, including liquidity strength and earnings consistency. Unlike prior alignment studies that focus on service outcomes, this research provides direct empirical evidence of a significant financial stabilization effect from marketing HR alignment. In addition, the integration of SEM and AI-based predictive modeling distinguishes this study from earlier works that rely on a single analytical approach. These differences confirm the novel contribution of this study to strategic retail finance literature.

6. Conclusion

This study examined the joint influence of marketing strategy and human resource strategy on financial stability in retail businesses using an integrated structural and predictive analytical approach. The results provide strong evidence that both marketing strategy and HR strategy individually and significantly enhance financial stability, while their interaction exerts a stronger synergistic effect. These findings directly support the research objectives and confirm that strategic alignment between market-facing and workforce systems is a key determinant of liquidity strength, earnings consistency, and overall financial resilience in retail firms. The study contributes to the literature by positioning HR strategy not merely as an operational driver but as a direct financial stabilizer and by extending marketing finance research toward a multidimensional financial stability framework. From a practical perspective, the findings demonstrate that coordinated investments in marketing capability and human capital development are essential for sustaining financial resilience in volatile retail environments.

Acknowledgments: The authors gratefully acknowledge the administrative and institutional support provided by the Department of Tourism, Faculty of Tourism, Akademi Pariwisata Denpasar, Denpasar, Bali, Indonesia; the Department of Management, Faculty of Economics and Business, STIE Manajemen Bisnis Indonesia, Jakarta, DKI Jakarta, Indonesia; and the Department of Management, Faculty of Economics, Universitas PGRI Jombang, Jombang, East Java, Indonesia. The authors also extend their appreciation to all participating retail firms and managerial respondents for their valuable cooperation during data collection. No specific external funding or material donations were received for this study. The authors further declare that artificial intelligence based tools were used solely for technical assistance in data analysis and modeling, without influencing the interpretation of results or the scholarly conclusions of this research.

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