



EXPLORING GEN Z ENGAGEMENT WITH SHORT-FORM VIDEO MARKETING IN THE INDIAN DIGITAL LANDSCAPE

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ABSTRACT

In recent times, short-form video marketing has emerged as one of the most powerful tools in the ecosystem of Indian digital marketing space, particularly for engaging Generation Z, a demographic that forms nearly 27% of the country's population. Following the ban on TikTok, platforms like Instagram Reels, YouTube Shorts, and homegrown apps such as Moj and Josh have rapidly gained popularity. This paper is an attempt to find how these platforms are being leveraged to engage Indian Gen Z audiences by assessing behavioural patterns, content preferences, and brand strategies tailored for this generation. Gen Z having a strong inclination toward mobile-first, visual, and vernacular content, Indian Gen Z exhibits exceptional engagement traits that demand personalized and localized marketing approaches. Through the analysis of psychological drivers and real-world brand case studies such as Zomato, Boat, Myntra, Netflix, Mamaearth, Swiggy, CRED, and Josh this research highlights the role of regional influencers, festival-driven campaigns, and the increasing impact of user-generated content (UGC). The paper concludes with insights into the opportunities, challenges and limitations brands face in this evolving landscape.

KEYWORDS: Gen Z India, short-form video marketing, TikTok ban, Instagram Reels, YouTube Shorts, digital engagement, consumer behaviour, influencer marketing, regional content, vernacular marketing.

INTRODUCTION

Generation Z in India, encompassing individuals born between 1997 and 2012, represents over 37.5 crore people—nearly 27% of the population. This digitally native cohort is characterized by its early and constant exposure to the internet, social media, and multimedia content, making them one of the most connected and tech-savvy demographics globally. In the Indian context, their digital behaviour is shaped by a mobile-first economy, affordable data, and a growing appetite for regional and vernacular content. Gen Z is not just consuming content—they are actively creating, remixing, and sharing it, especially on platforms that prioritize short-form videos.

The ban on TikTok in 2020 marked a turning point for India's digital content ecosystem. It led to the emergence of domestic platforms like Moj, Josh, and Roposo, while global players like Instagram and YouTube rapidly adapted by launching Reels and Shorts, respectively. These platforms cater to Gen Z's preference for quick, engaging, and interactive content formats, often driven by trends, music, memes, and challenges. With India's linguistic diversity and cultural complexity, content in regional languages has gained immense popularity among Gen Z users from tier-2 and tier-3 cities.

Short-form video content serves as an effective tool for marketers aiming to connect with this demographic. Brands are increasingly using influencers, meme marketing, and real-time trends to build authentic relationships with young consumers. Indian Gen Z values authenticity, relatability, and humour in content, which has shifted marketing strategies away from traditional ads toward more immersive, creator-driven narratives. This paper delves into how short-form video marketing effectively taps into the psyche of Indian Gen Z and explores how brands are navigating this dynamic and

fragmented digital landscape to capture attention, build trust, and drive conversions.

OBJECTIVES OF STUDY

1. To examine the media consumption habits of Indian Gen Z and their affinity for short-form content.
2. To evaluate the psychological and behavioural drivers behind Indian Gen Z's engagement with short-form videos.
3. To analyse how Indian brands leverage short-form content to increase engagement and conversions.
4. To explore real-world case studies of successful short-form video marketing campaigns in India.
5. To assess the challenges and limitations of short-form video marketing in the Indian context.

Media Consumption Patterns of Gen Z in India

In order to examine the media consumption habits of Indian Gen Z and their affinity for short-form content, the researcher analysed secondary data and published research articles. The analysis and observations revealed that; Indian Gen Z primarily accesses the internet via mobile, consuming content in both English and vernacular languages. A report by KPMG (2022) found that 70% of Indian Gen Z spends over 3 hours a day on short-form video platforms. After TikTok banned in India by government in June 2020, Instagram Reels and YouTube Shorts have filled the void left by TikTok, while apps like Moj and Josh have capitalized on regional content demand. Indian Gen Z prefers content that is snackable, visual, and interactive (RedSeer, 2023). Empirical studies highlight that over 90% of Indian Gen Z owns a smartphone, with 85% consuming video content daily (Statista, 2023). Data from Google India (2022) shows that 72% of Indian Gen Z prefers video content that is under 60 seconds, reinforcing the popularity of short-form videos. Moreover, a Nielsen report (2022) indicated that Gen Z



engagement spikes during evening hours, typically between 7 PM to 10 PM, with Reels and Shorts witnessing the highest interaction rates. Vernacular content, especially in Hindi, Tamil, Marathi, and Telugu, sees higher engagement, reflecting the regional diversity in content consumption. The empirical evidence clearly establishes that short-form video content aligns seamlessly with the digital behaviour and lifestyle of Indian Gen Z, making it an indispensable format for marketers.

Psychological and Behavioural Drivers

Indian Gen Z's engagement with short-form video content is shaped by a blend of psychological and behavioural motivations that align closely with their digital upbringing and socio-cultural context. One of the primary drivers is *instant gratification*—short-form videos deliver entertainment, information, or emotional appeal in seconds, which resonates with Gen Z's limited attention span and high content turnover. A study by Deloitte (2023) shows that 78% of Indian Gen Z users prefer content that is under one minute because it offers quick emotional payoff without requiring extended cognitive investment.

Another significant factor is *peer validation and social comparison*. Gen Z users often engage with trending Reels and Shorts to remain socially relevant. Participating in viral challenges or memes helps them gain likes, followers, and validation, reinforcing the cycle of engagement. Psychological theories such as the Uses and Gratifications Theory apply here, as Gen Z actively selects content that enhances self-image, provides escapism, or fosters a sense of community.

Cultural relatability and vernacular expression also drive behavioural engagement. According to RedSeer (2023), content in local dialects sees 2.5 folds more engagement among Indian youth. Content in regional languages and with local cultural themes drives deeper emotional engagement. Moreover, Gen Z exhibits a preference for authenticity over celebrity appeal—micro-influencers and user-generated content often outperform big-budget advertisements due to their relatability and perceived honesty.

Lastly, the *dopamine feedback loop*—where likes, comments, and shares provide immediate gratification—keeps Gen Z returning to these platforms, forming habitual behaviors that significantly boost engagement metrics. Collectively, these drivers form the psychological scaffolding upon which short-form video marketing strategies are built in India.

Short-form video content in India resonates with Gen Z due to:

Strategic Brand Implementations in India

Indian brands are increasingly embracing short-form video as a core strategy for engagement and conversion, tailoring content to the preferences and behaviours of Gen Z audiences. These strategies are characterized by platform-specific optimization, real-time cultural relevance, and vernacular authenticity.

One of the most effective tactics is *platform-native storytelling*. Brands like Swiggy and Flipkart craft content uniquely suited to Instagram Reels or YouTube Shorts, using vertical formats, music integration, and rapid storytelling to capture attention

within the first few seconds. The use of popular audio tracks, memes, and creator collaborations ensures higher virality.

Vernacular localization has proven essential, with brands deploying region-specific content in languages like Hindi, Tamil, Telugu, Marathi and Bengali. According to WAT Consult (2023), campaigns tailored in regional languages experience up to 60% higher engagement rates compared to English-only content. This strategy allows deeper resonance with audiences from tier-2 and tier-3 cities.

Influencer partnerships are another key driver. Indian D2C brands like Mama earth and Wow Skin Science leverage micro- and nano-influencers to co-create authentic Reels, often shot in home environments to mirror everyday experiences. These influencer collaborations not only drive views but also encourage trust and brand recall.

Additionally, *festival and trend-driven campaigns* such as those launched during Diwali, Holi, or Independence Day generate spikes in engagement. For example, Myntra's festive OOTD (Outfit of the Day) Reels led to a 28% increase in app downloads during Diwali 2022 (ET Brand Equity, 2023).

Finally, *user-generated content (UGC)* is heavily promoted, with brands encouraging consumers to share personal experiences using branded hashtags and challenges. This creates a community-driven marketing loop that amplifies reach and builds brand loyalty.

Through a blend of cultural sensitivity, technical fluency, and psychological appeal, Indian brands have effectively transformed short-form videos into a high-impact channel for Gen Z engagement and conversion.

Real-World Case Studies

Case Study 1: Zomato's Reels for Regional Cuisine Discovery

Zomato created a series of short-form videos on Instagram Reels that highlighted regional Indian dishes such as Rajasthani dal baati and Kolkata's puchkas. By collaborating with local food bloggers and micro-influencers, Zomato amplified regional food culture and connected with Gen Z audiences who appreciate cultural authenticity. These videos were typically under 30 seconds and shot in a casual, relatable style. As a result, Zomato reported a 32% increase in engagement rates in tier-2 cities within two months of the campaign launch.

Case Study 2: Boat's Creator Collaboration Strategy

Boat partnered with over 100 Gen Z influencers on platforms like Moj and Instagram to promote their wireless earbuds and smartwatches through humorous, music-centric content. These influencers created dance challenges and product-use skits that aligned with trending audio. The campaign, which ran during the IPL season, helped Boat secure a 25% increase in social media mentions and a 40% surge in online sales. The short-form nature of the videos ensured rapid consumption and virality.



Case Study 3: Myntra's OOTD Reels for Festive Campaigns

Myntra's "Outfit of the Day" (OOTD) Reels during Diwali 2022 featured influencers showcasing festive wear in 15–30 second videos. The campaign leveraged regional creators to promote traditional attire in localized languages, ensuring deeper cultural relevance. According to ET Brand Equity (2023), the campaign led to a 28% increase in app downloads and a 35% rise in wish list conversions, highlighting how fashion brands can drive commerce through stylized storytelling.

Case Study 4: Netflix India's Meme Reels for Series Launches

Netflix India has effectively used short-form videos featuring meme templates, humorous dialogues, and influencer reactions to promote new series. For example, for the launch of "Kota Factory Season 2," Netflix collaborated with educational creators to produce funny yet emotional takes on academic pressure. These Reels went viral, generating over 15 million views within the first week and resulting in the series trending on Twitter and Instagram alike.

Case Study 5: Mama earth's Skincare Routines with Micro-Influencers

Mama earth utilized short-form video content to demystify skincare routines for Gen Z. They collaborated with skincare enthusiasts to produce "morning routine" and "night routine" videos that featured Mama earth products in a non-intrusive, story-like manner. The campaign emphasized sustainability and authenticity, resulting in a 50% increase in product page visits and a 22% increase in conversion rates within three weeks of launch.

Case Study 6: Swiggy Instamart's 10-Minute Delivery Reels

To promote its 10-minute grocery delivery service, Swiggy Instamart launched humorous Reels showing everyday Gen Z problems—like running out of snacks during gaming sessions—and how quick delivery saved the day. These Reels were co-created with comedy influencers and rapidly shared across WhatsApp and Instagram. The brand reported a 30% uptick in app engagement and 15% growth in new user signups.

Case Study 7: CRED's Celebrity Spoof Shorts

CRED's Reels and Shorts featuring actors like Rahul Dravid and Kapil Dev in exaggerated, humorous roles (e.g., "Indiranagar ka Gunda") went viral for their novelty and relatability. Though originally part of TV ads, these were reformatted into short-form content that gained traction among younger viewers. These videos helped CRED significantly increase its app installs and dominate pop culture conversations among urban Gen Z.

Case Study 8: Josh's Regional Push: Josh partnered with brands to create localized campaigns across states, resulting in higher brand recall in tier-2 markets. Following the ban of TikTok in India, Josh emerged as a homegrown short-video platform tailored for the non-English-speaking Gen Z demographic across Bharat. Launched by VerSe Innovation in 2020, Josh differentiated itself by offering content in 12 Indian languages, including Hindi, Tamil, Telugu, and Bhojpuri,

thereby appealing to users in Tier 2 and Tier 3 cities. Josh's strategy centered on vernacular content and hyperlocal creator partnerships. By collaborating with over 100,000 creators and partnering with 14 leading music labels, Josh cultivated a vast repository of culturally resonant content. This approach led to significant user engagement, with the platform reporting 17.9 crores monthly active users and 9.1 crores daily active users as of late 2024.

One notable campaign was the *#BridesOfJoyalukkas* initiative in Kerala, where Josh partnered with the jewellery brand Joyalukkas. The campaign featured South Indian celebrities showcasing bridal jewellery in short videos, resulting in over 530 videos and 6.4 crore views. This collaboration exemplified Josh's ability to drive regional engagement through culturally tailored content.

Challenges and Limitations in India

Platform Fragmentation: The absence of TikTok has caused a significant fragmentation of India's short-form video space. With TikTok being banned in 2020, many Indian users shifted to other platforms like Instagram Reels, YouTube Shorts, Moj, and Josh. This has led to a dispersed user base, where Gen Z and other consumers are now spread across multiple platforms, each with its own content preferences, audience demographics, and user experience. For brands, this means they must create tailored content for different platforms rather than using a one-size-fits-all approach. The fragmentation makes it harder to achieve mass reach and consistency, as each platform has its unique algorithm and content format, which increases the complexity of managing a successful short-form video campaign. This also complicates the process of tracking performance and measuring ROI, as brands need to monitor multiple channels instead of consolidating their efforts on a single platform.

Data Connectivity Issues: While urban areas in India have relatively good internet connectivity, rural areas still face significant data bandwidth challenges. Poor network conditions, limited access to high-speed internet, and inconsistent connectivity in Tier-2 and Tier-3 cities and villages lead to low-quality video streaming and slower load times. This results in a subpar user experience and a high abandonment rate, where users might skip or avoid watching videos altogether. As short-form video marketing heavily relies on visual appeal, poor video quality can drastically impact how the content is received and shared. The reach of video campaigns is, therefore, limited in these regions, reducing the effectiveness of short-form video marketing in rural areas. Brands must consider these issues when creating video content, often opting for lower-resolution formats or engaging in additional marketing channels like text or image-based ads in rural regions.

Language Diversity: India is home to a vast array of languages and dialects, which makes creating universally appealing campaigns a significant challenge. Short-form videos are highly reliant on localized content to connect with the target audience. However, crafting content that resonates across India's linguistic diversity can be difficult. For example, a video created in Hindi or English may not resonate with users from



the southern states where Tamil, Telugu, and Kannada are predominantly spoken. This linguistic gap limits the scalability of campaigns, as brands must either produce multiple versions of content or focus on specific regional markets, both of which require substantial resources. Additionally, even the visuals and themes may need to be tailored to regional tastes, which further complicates content creation. This means that brands looking to target national Gen Z audiences must ensure cultural and linguistic relevance in each market, which can be a time-consuming and costly affair.

Content Regulation: India has become more vigilant about regulating digital content in recent years, with the government introducing stricter guidelines for digital platforms. The Ministry of Information and Broadcasting, along with other regulatory bodies, has been scrutinizing content on short-form video platforms, with a particular focus on preventing the spread of fake news, hate speech, and harmful content. The introduction of the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021, has made it mandatory for digital platforms to adhere to specific content restrictions. This has implications for short-form video marketers, as they must be more cautious about the type of content they create. Creative freedom is often limited, and brands must ensure their content adheres to the ever-evolving content policies. In the context of Gen Z, who often appreciate edgy, bold, or humour-driven content, this regulation may stifle the creativity that brands need to engage younger audiences effectively. The challenge for brands is to maintain the balance between staying relevant, engaging, and adhering to these regulations while avoiding censorship or backlash.

Content Saturation and Audience Fatigue: The short-form video space in India is highly competitive, with platforms like Instagram Reels, YouTube Shorts, Moj, and Josh constantly churning out content. This saturation leads to audience fatigue, where users may feel overwhelmed by the sheer volume of similar videos. As more brands and influencers join the ecosystem, standing out becomes increasingly difficult. In this environment, it is challenging for brands to maintain consistent engagement and retention, especially with Gen Z, who are known for their short attention spans and preference for novelty.

Dependence on Viral Trends: Short-form video marketing heavily relies on viral trends, memes, and challenges. While these can generate massive short-term engagement, they often lack long-term brand value. Relying too much on trends can dilute the brand message, making it harder for companies to create authentic, value-driven content. Furthermore, trends are fleeting, and once they die out, the content may no longer resonate with the audience. This dependence on trends also forces brands to constantly adapt, which can lead to inconsistencies in messaging and brand identity.

Platform Algorithm Limitations: The algorithms that govern short-form video platforms like Instagram Reels and YouTube Shorts heavily influence what content gets seen. These algorithms prioritize user engagement and trending content, meaning that videos from smaller or newer creators can often be drowned out. Additionally, algorithm changes can suddenly reduce a brand's visibility, making it difficult to predict and

sustain the success of a campaign. Brands often find themselves at the mercy of platform algorithms, which limits control over how content performs.

Cultural Sensitivity and Local Relevance: India's diverse cultural landscape presents a unique challenge for short-form video marketing. Content that works in one region may not resonate with another due to linguistic, cultural, or regional differences. Brands need to tailor their messages to specific local tastes and preferences to avoid alienating potential customers. The difficulty lies in creating content that is both culturally sensitive and widely appealing, which can be time-consuming and expensive, especially for brands targeting a broad demographic.

Lack of Analytics and Measurement: While short-form video platforms provide basic engagement metrics (views, likes, shares), they often lack in-depth analytics that can measure the true effectiveness of campaigns. Marketers struggle to gauge factors like emotional engagement, brand recall, or how a campaign drives actual purchase behavior. Without comprehensive measurement tools, brands may fail to assess whether short-form video marketing is delivering the desired return on investment (ROI). This makes it difficult to optimize future campaigns and align them with business goals.

Privacy and Data Concerns: Data privacy concerns have grown significantly in India, particularly with platforms like TikTok, Moj, and Josh. Users are becoming increasingly aware of how their data is being used, which has led to disbelief about the collection and storage of personal information. As a result, some Gen Z users may be reluctant to engage with content that feels intrusive or overly personalized. Furthermore, regulations around data privacy and security are still evolving, and brands may face legal challenges if they do not navigate these issues carefully, especially with sensitive consumer data.

Influencer Marketing Pitfalls: Influencer marketing, a key strategy in short-form video marketing, can be risky. Not all influencers have the same level of credibility, and some may engage in questionable practices to boost engagement, such as buying fake followers. This can backfire for brands, as the authenticity of their campaigns may be compromised. Additionally, working with influencers can sometimes lead to brand misalignment if the influencer's personal brand doesn't match the brand values. In such cases, the campaign may not resonate with the target audience, or worse, it could damage the brand's reputation.

Production Quality vs. Authenticity: Another challenge lies in balancing production quality with authenticity. Gen Z tends to prefer raw, unpolished, and relatable content over highly produced, polished ads. However, many brands still focus on high-quality production, which may come across as overly scripted or artificial. This mismatch can result in lower engagement rates. The key for brands is to strike the right balance—creating videos that are visually appealing but also resonate with the authentic, unfiltered nature that Gen Z values.

Limited Control Over User-Generated Content (UGC): User-generated content (UGC) is often touted as an excellent way to build brand trust and engagement. However, the



challenge here is the limited control brands have over the content. While UGC can be highly effective in promoting a brand, it can also backfire if the content shared by users deviates from the brand's messaging or image. In cases where UGC is negative or damaging, it becomes difficult for brands to control the narrative without appearing overly reactive or insincere.

These challenges and limitations indicate the complexities brands face when leveraging short-form video marketing in India. The market presents unique hurdles due to cultural diversity, infrastructure issues, and regulatory concerns, but with thoughtful strategies, brands can overcome these obstacles and engage India's Gen Z effectively.

CONCLUSION

In conclusion, short-form video marketing has emerged as a powerful tool for engaging Indian Gen Z, aligning seamlessly with their media consumption habits and psychological preferences. This generation's penchant for quick, visual, and interactive content, largely consumed on mobile devices, has fueled the dominance of platforms like Instagram Reels, YouTube Shorts, and homegrown apps like Josh and Moj. With empirical evidence showing that over 70% of Indian Gen Z spends significant time on short-form video platforms, brands have swiftly adapted to this behaviour, creating culturally relevant and engaging content. Gen Z's drive for instant gratification, social validation through trending content, and a strong preference for authenticity and regional language have been key factors in sustaining their engagement.

Indian brands have harnessed these factors to create highly targeted campaigns. Platforms like Instagram and YouTube allow for platform-specific storytelling, with brands incorporating regional influencers, vernacular content, and festival-based themes to enhance cultural relevance. Campaigns from brands like Zomato, Myntra, and Mamaearth have demonstrated the effectiveness of short-form content in driving higher engagement and conversions.

However, challenges persist, including platform fragmentation following the TikTok ban, data connectivity issues in rural areas, and the complexities of content regulation. Despite these obstacles, the strategic use of short-form video continues to offer immense potential for connecting with Gen Z, creating opportunities for brand engagement, loyalty, and increased conversions. As the Indian digital ecosystem evolves, the effectiveness of short-form video marketing will remain a key driver for brand success in the country's youth-driven market.

Short-form video marketing in India is a potent tool for engaging Gen Z, particularly when campaigns are localized, culturally nuanced, and visually dynamic. Indian brands that embrace platform diversity, regional languages, and influencer ecosystems are better positioned to build loyalty and drive action among this demographic. Future research should examine long-term brand equity and evolving platform regulations.

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