

# Retail in Indonesia

March 2024

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# Retail in Indonesia

# EXECUTIVE SUMMARY

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#### Convenience Retailers in Indonesia

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#### 2023 DEVELOPMENTS

Increasing urbanisation, convenience, and wide selection of products contribute to growth Halal certification for convenience stores benefits retailers and gains consumers' trust Alfamart usurps Indomaret to become leading player

#### PROSPECTS AND OPPORTUNITIES

Convenience retailers forecast to thrive due to compatibility with evolving trends Expansion into other high-potential cities a strategy to increase sales Indomaret strengthened its positioning through expansion and development in both offline and online platforms

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#### Supermarkets in Indonesia

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Rise in premium supermarkets driven by the preferences of higher income segments Special events by supermarket players to attract more new consumers and generate loyalty As supermarkets cater to a slightly different target market, pricing is less of an issue

### PROSPECTS AND OPPORTUNITIES

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# PROSPECTS AND OPPORTUNITIES

Hypermarkets to face challenges over the forecast period due to unfavourable channel shifts Competition across retail channels to drive evolution of business concepts within hypermarkets and beyond Collaborating with Bukalapak and Grab, Transmart is expanding the reach of its online business and developing its strategies

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# 2023 DEVELOPMENTS

Government support is the most prominent and effective aid for small local grocers Warung digitalisation to help small local grocers develop a more competitive edge Tangerang City launches Warung Qta, a digitalised format of warung

# PROSPECTS AND OPPORTUNITIES

Small local grocers a beneficiary of support from the government and digital platforms Bukalapak continues to expand its warung digitalisation reach through its Mitra Bukalapak programme Warung Madura - a niche within small local grocers that can be as competitive as convenience stores

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#### 2023 DEVELOPMENTS

Players increasingly combine physical and digital channels in response to pandemic driven shifts in purchasing behaviour Comprehensive retail concept and product selections important in driving sales Matahari Department Store retains lead, while Miniso's share grows

#### PROSPECTS AND OPPORTUNITIES

General merchandise stores forecast to see growth driven by store format innovation and expansion of variety stores Department store players put efforts into maximising omnichannel strategies Special events with promotions and discounts represent a strategy for players to drive sales

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#### PROSPECTS AND OPPORTUNITIES

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#### **KEY DATA FINDINGS**

#### 2023 DEVELOPMENTS

Despite shift to e-commerce, consumers still prefer to purchase some products in physical stores Trend of diversifying product portfolio seen within the channel Erajaya Swasembada takes a more expansive approach in terms of its retail offer

#### PROSPECTS AND OPPORTUNITIES

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Kimia Farma Apotek retains the lead, while health and beauty specialists benefit from long term trend for beauty and skin care

#### PROSPECTS AND OPPORTUNITIES

Ongoing health and wellness trend to boost demand

Aeon Store diversifies its portfolio by launching Aeon Health & Beauty concept, Hero group is focusing on multiple strategies for Guardian Mybestie, a newcomer in the health and beauty specialist channel, expands through franchise programme

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### PROSPECTS AND OPPORTUNITIES

E-commerce is expected to see healthy growth over forecast period due to initiatives, investments and sticky consumer habits Tokopedia tapping into the financial/banking segment by launching Tokopedia Visa Credit Card Characteristics of TikTok Shop and TikTok Live work like a charm in driving e-commerce sales

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