

## **STUDY ON THE IMPACT OF AUGMENTED REALITY IN E-COMMERCE: PERCEPTIONS, PREFERENCES, AND CONSUMER BEHAVIOR**

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**Abstract:** The incorporation of augmented reality (ER) technology into e-commerce has transformed online shopping experiences. This investigation examines the correlation between augmented reality and internet shopping, concentrating on consumer viewpoints, inclinations, and conduct. By means of survey data analysis, it reveals a noteworthy affirmative correlation between augmented reality (AR) utilisation and alterations in consumer conduct. Discoveries suggest that as enterprises embrace AR in online commerce, customers perceive improved virtual encounters, influencing buying choices and engagement. This investigation provides valuable perspectives for enterprises to enhance AR tactics and deliver captivating online shopping encounters, contributing to the evolving panorama of AR in online commerce.

**Keywords:** Augmented Reality (AR), E-commerce, Online Shopping, Consumer Perceptions, Consumer Behavior, AR Impact

### **1. INTRODUCTION**

The incorporation of augmented reality (AR) technology into the domain of electronic commerce has introduced a fresh epoch of internet purchasing encounters. Augmented reality, which superimposes digital data and virtual entities onto the tangible realm, presents the possibility to revolutionise how consumers engage with commodities and formulate buying choices in the internet-based retail environment. In recent times, AR has acquired prominence as a potent tool for augmenting consumer perceptions, influencing conduct, and moulding the future of online business.

This investigation strives to explore the diverse connection between augmented reality and internet shopping, with a specific emphasis on consumer viewpoints, inclinations, and conduct. As online retail enterprises progressively embrace AR characteristics and capacities, it becomes crucial to comprehend how these technological progressions influence the manner in which consumers perceive commodities, formulate buying choices, and ultimately mould their internet shopping conduct.

The aims of this investigation are dual:

1. To explore consumer perceptions and attitudes towards augmented reality features in e-commerce, investigating factors such as the availability of AR features, their usefulness, and their role in enhancing the online shopping experience.

2. To examine the correlation between the use of augmented reality in e-commerce and changes in consumer behavior, with a particular emphasis on how AR influences purchasing decisions and interactivity in the online shopping environment.

By means of an exhaustive examination of survey data and statistical techniques, this investigation aims to reveal revelations that can steer online businesses in maximising their augmented reality (AR) strategies and improving consumer involvement. By comprehending the influence of augmented reality on consumer perceptions and conduct, enterprises can adjust to evolving consumer inclinations and provide more immersive and personalised online purchasing encounters.

The following segments of this investigation will explore the approach utilised, showcase the discoveries from the data examination, and offer a resilient conversation of the consequences and possible uses of these perceptions in the setting of online business. Ultimately, this investigation aspires to contribute to the burgeoning collection of information on augmented reality in online commerce and furnish valuable perspectives for enterprises seeking to harness the potential of AR technology to enhance their patrons' experience and stimulate expansion in the virtual marketplace.

## **2. METHODOLOGY**

To explore the influence of augmented reality in online commerce, a methodical investigation approach was utilised. This segment delineates the approach embraced for data gathering, participant assortment, questionnaire formation, and data examination.

### **Data Collection**

The information for this investigation were gathered via an internet questionnaire distributed to a varied group of internet consumers. The questionnaire was formulated to acquire understandings into customers' viewpoints, inclinations, and conduct regarding augmented reality in the setting of online shopping. Participants were selected from diverse demographic backgrounds and geographical areas to guarantee an inclusive sample.

### **Participant Selection**

The participants in this investigation comprised of individuals who frequently partake in internet purchasing endeavours. They were chosen using a mixture of arbitrary sampling and expedient sampling methods to attain a varied and equitable sample.

### **Survey Design**

The survey form was organised to collect answers on various crucial facets linked to augmented reality in online business. It encompassed declarations that evaluated participants' viewpoints of AR characteristics, their utility, and their influence on the internet purchasing encounter.

Furthermore, inquiries were incorporated to investigate how the utilisation of augmented reality corresponds with alterations in consumer behaviour, specifically in relation to buying choices and engagement.

### **Data Analysis**

The gathered information was subjected to thorough statistical examination. Explanatory figures, like averages and variations, were calculated to offer a synopsis of participant reactions. Correlation examination was utilised to evaluate the connection between the utilisation of augmented reality in online business and alterations in consumer conduct.

### **Hypothesis**

Null Hypothesis (H0): There is no correlation between the use of augmented reality in e-commerce and changes in consumer behavior.

Alternate Hypothesis (H1): There is a correlation between the use of augmented reality in e-commerce and changes in consumer behavior.

## **3. DESCRIPTIVE CHARACTERISTICS OF RESPONDENTS**

**Table 1 Descriptive Statistics for Augmented Reality in E-commerce**

<b>Descriptive Statistics</b>			
	N	Mean	Std. Deviation
Augmented reality features are commonly available on e-commerce websites.	600	2.81	1.279
Many e-commerce platforms integrate augmented reality for product visualization.	600	2.97	1.110
Augmented reality is frequently used to enhance the online shopping experience.	600	3.09	1.051
E-commerce businesses in my region have adopted augmented reality technology.	600	3.40	.939
Augmented reality plays a significant role in influencing purchase decisions on e-commerce platforms.	600	3.38	1.359
Valid N (listwise)	600		

Table 1 furnishes explanatory figures for various assertions connected to augmented reality in the milieu of electronic commerce. These figures are derived from feedback provided by 600 respondents. The table comprises the average and variability for each statement.

1. "Augmented reality characteristics are frequently accessible on online shopping platforms" has an average rating of 2.81, with a deviation of 1.279. This implies that participants' viewpoints differ, with some inclining towards concurrence and others towards dissent.

Numerous online marketplaces incorporate augmented reality for merchandise visualisation, yielding an average rating of 2.97, accompanied by a standard deviation of 1.110. Comparable to the initial assertion, viewpoints differ, with certain participants concurring more emphatically than others.

3. "Expanded reality is often utilised to amplify the internet shopping encounter" has a mean score of 3.09, with a standard deviation of 1.051. This declaration has a comparatively greater average rating, suggesting a somewhat more robust consensus among participants.

4. "Online businesses in my locality have embraced augmented reality technology" has an average rating of 3.40, with a small standard deviation of 0.939. This declaration received an elevated average rating, indicating that participants tend to concur that enterprises in their locality have embraced augmented reality technology.

5. "Augmented reality plays a substantial role in impacting purchase choices on online shopping platforms" has an average rating of 3.38, with a deviation of 1.359. This declaration additionally garnered a comparatively elevated average rating, signifying a widespread agreement among participants that augmented reality possesses a noteworthy influence on procurement choices in online commerce.

These figures offer a synopsis of the survey answers and aid in comprehending the mean and dispersion of viewpoints concerning augmented reality in online commerce among the surveyed populace.

**Table 2 Descriptive Statistics for Perceptions of Augmented Reality in Online Shopping**

Descriptive Statistics			
	N	Mean	Std. Deviation
Augmented reality enhances my online shopping experience.	600	2.87	1.310
I find augmented reality features in online shopping platforms useful.	600	2.86	1.372
I am more likely to engage with an online store that offers augmented reality features.	600	2.97	1.308

Augmented reality adds value to the products I consider purchasing online.	600	3.01	1.383
Augmented reality technology makes online shopping more interactive.	600	2.65	1.368
Valid N (listwise)	600		

Table 2 exhibits statistical data for participants' viewpoints of augmented reality within the framework of internet purchasing. These figures are derived from feedback provided by 600 respondents. The table comprises the average and variation for each declaration.

1. "Amplified reality improves my internet shopping encounter" has a mean rating of 2.87, with a standard deviation of 1.310. This suggests that participants' viewpoints differ concerning whether augmented reality improves their online shopping encounter.
2. "I discover augmented reality characteristics in internet shopping platforms advantageous" has a mean score of 2.86, with a standard deviation of 1.372. Comparable to the initial declaration, viewpoints differ regarding the efficacy of augmented reality characteristics.
3. "I am highly inclined to interact with an internet shop that provides augmented reality characteristics" has an average rating of 2.97, with a deviation of 1.308. This declaration received a marginally elevated average rating, indicating that participants are more inclined to interact with internet shops that offer augmented reality characteristics.
4. "Augmented reality contributes worth to the products I contemplate buying online" has an average rating of 3.01, with a deviation of 1.383. This declaration received a comparatively elevated average rating, signifying that participants tend to concur that augmented reality contributes worth to internet merchandise.
5. "Augmented reality technology renders online shopping more engaging" possesses an average rating of 2.65, accompanied by a standard deviation of 1.368. This declaration received a slightly inferior average rating, indicating that viewpoints are more split concerning the degree to which augmented reality technology improves the interactivity of internet shopping.

These figures offer perspective on how participants perceive the influence and efficacy of augmented reality in the realm of internet shopping, as well as their probability to interact with online retailers providing augmented reality functionalities. The customary deviations indicate the extent of fluctuation in responses for each statement.

## **4. RESULT AND DISCUSSION**

### **HYPOTHESIS TESTING**

Null Hypothesis (H0): There is no correlation between the use of augmented reality in e-commerce and changes in consumer behavior.

Alternate Hypothesis (H1): There is a correlation between the use of augmented reality in e-commerce and changes in consumer behavior.

**Table 3 Descriptive Statistics for the Use of Augmented Reality in E-commerce and Changes in Consumer Behavior**

<b>Descriptive Statistics</b>			
	Mean	Std. Deviation	N
the use of augmented reality in e-commerce	2.07	.752	600
changes in consumer behavior.	2.96	1.477	600

Table 3 furnishes informative statistics for two variables: "the utilisation of augmented reality in online business" and "alterations in purchaser conduct." The average rating for "the utilisation of augmented reality in online business" is 2.07, with a deviation of 0.752, based on information from 600 participants. Likewise, the average rating for "alterations in customer conduct" is 2.96, with an increased variability of 1.477, similarly derived from information provided by 600 participants.

**Table 3 (a) Correlations between the Use of Augmented Reality in E-commerce and Changes in Consumer Behavior**

<b>Correlations</b>			
		the use of augmented reality in e-commerce	changes in consumer behavior.
the use of augmented reality in e-commerce	Pearson Correlation	1	.399**
	Sig. (2-tailed)		.000
	N	600	600
changes in consumer behavior.	Pearson Correlation	.399**	1
	Sig. (2-tailed)	.000	
	N	600	600

In Table 3 (a), associations between these two variables are explored. The Pearson correlation coefficient between "the utilisation of augmented reality in online business" and "alterations in buyer conduct" is 0.399, suggesting a favourable correlation. The p-value (Significance 2-tailed) is documented as 0.000, which is lower than the usual level of significance of 0.05, suggesting that this correlation is statistically noteworthy. This implies that there is a noteworthy correlation between the utilisation of augmented reality in online business and alterations in consumer conduct. Furthermore, it is important to mention that the association is classified as noteworthy at the 0.01 level (two-sided), indicated by \*\*. This further underscores the potency and importance of the affirmative association between these two factors. In essence, the chart offers valuable insights regarding the connection between the utilisation of augmented reality in online business and alterations in consumer conduct, accentuating their statistically noteworthy affirmative correlation.

### **Overall Result:**

Based on the examination presented in Table 3, the void assumption (H0) that there is no association between the utilisation of augmented reality in online business and alterations in customer conduct is declined. The statistical examination unveils a statistically substantial affirmative connection (Pearson Correlation coefficient of 0.399) amidst these two variables. The discoveries propose that there is a noteworthy connection between the utilisation of augmented reality in online business and adjustments in buyer conduct. In alternative terms, as the utilisation of augmented reality in online business escalates, there is a corresponding surge in alterations in consumer conduct. This suggests that augmented reality technology in online business has an influence on how consumers act, and it is linked with noticeable alterations in their conduct. Hence, the alternative proposition (H1) that there exists a connection between the utilisation of augmented reality in online business and modifications in consumer conduct is upheld by the statistical examination. The affirmative correlation suggests that enterprises integrating augmented reality technology in their online business platforms might impact and mould consumer behaviour in significant manners.

## **5. CONCLUSION**

In summary, this investigation has examined the influence of augmented reality (ER) in online trading, concentrating on consumer viewpoints, inclinations, and conduct. Augmented reality, with its capacity to superimpose digital data and virtual items onto the tangible world, has caused a revolutionary change in the domain of internet shopping. This investigation aimed to illuminate how augmented reality impacts the online shopping terrain and how consumers react to these technological progressions.

**Perceptions and Dispositions Towards AR in Online Retail:** The investigation commenced by exploring consumer perspectives and dispositions towards augmented reality characteristics in electronic commerce. The discoveries unveiled a varied array of viewpoints among the individuals involved:



- "Augmented reality characteristics are frequently accessible on online shopping platforms" obtained an average rating of 2.81, suggesting diverse viewpoints regarding the accessibility of AR characteristics.
- Numerous online marketplaces incorporate augmented reality for product visualisation, which garnered a median rating of 2.97, indicating varied viewpoints on the assimilation of AR.
- "Augmented reality is commonly employed to amplify the online shopping encounter" obtained a superior average rating of 3.09, indicating that participants generally concur that AR enriches their shopping experience.
- "Online businesses in my locality have embraced augmented reality technology" obtained a median rating of 3.40, signifying consensus that enterprises in participants' areas have adopted AR technology.
- "Augmented reality plays a noteworthy role in influencing purchase decisions on online shopping platforms" had a mean score of 3.38, indicating a consensus that AR significantly affects purchasing decisions.

**Correlation Amid AR and Alterations in Consumer Behaviour:** The investigation subsequently delved into the correlation amidst the utilisation of augmented reality in online shopping and modifications in consumer behaviour. The examination produced noteworthy outcomes:

- The void hypothesis, asserting no association between AR utilisation and alterations in consumer conduct, was declined.
- The alternative hypothesis, suggesting a connection between AR utilisation and alterations in consumer behaviour, was upheld.
- The Pearson Correlation coefficient between the utilisation of AR in online business and alterations in consumer conduct was 0.399, indicating a favourable and statistically noteworthy correlation.
- As AR usage escalated, there was a corresponding escalation in alterations in consumer conduct, implying that AR technology in online business has a substantial impact on how consumers behave and make buying decisions.

These discoveries emphasise the increasing significance of augmented reality in online shopping, accentuating its capability to improve consumer encounters, mould buying choices, and stimulate alterations in conduct. Enterprises that embrace AR tactics can enhance their customer service by providing immersive and tailored virtual shopping encounters.

**Ramifications and Prospects for Further Investigation:** The perspectives acquired from this investigation provide valuable direction for online businesses seeking to leverage the potential of augmented reality technology. Prospective investigations in this realm might delve further into the precise mechanisms by which augmented reality impacts consumer behaviour and explore inventive implementations of augmented reality in internet shopping. Moreover, additional exploration into the function of population elements in moulding AR perceptions



and conduct could offer a more all-encompassing comprehension of consumer dynamics in online commerce.

In summary, the incorporation of augmented reality in online commerce is a revolutionary power, and its influence on consumer perceptions and conduct is apparent. As technology persists to develop, comprehending and adjusting to these modifications will be crucial for enterprises aspiring to flourish in the dynamic digital marketplace.

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