IJARSCT



International Journal of Advanced Research in Science, Communication and Technology (IJARSCT)

International Open-Access, Double-Blind, Peer-Reviewed, Refereed, Multidisciplinary Online Journal

Volume 4, Issue 3, February 2024

Analyzing the Shifts in Online Shopping Patterns and their Effects on Consumer Buying Decisions

Rahul Pathak¹ and Dr. Atul Dubey²

Research Scholar, Department of Management¹
Professor, Department of Management²
Sunrise University, Alwar (Raj.) India

Abstract: The advent of the internet presented consumers with an entirely novel encounter with regard to information acquisition, price comparison, and online purchasing. Marketers must therefore give significant consideration to online consumer behavior. Marketers must comprehend the whereabouts, motivations, and modes of online consumer behavior in order to predict it. This investigation will examine a range of studies in order to ascertain which online channels consumers employ during various phases of the purchasing decision process. Further analysis will be conducted to ascertain the rationale and process by which online consumers arrive at purchasing decisions. It will contribute to the formulation of a more effective and revised marketing strategy. This research investigated customers' perceptions of online purchasing with regard to the value of the objects intended for purchase.

Keywords: Mobile Shopping, Sustainability, Social Commerce

REFERENCES

- [1]. Adnan, H. (2014). An Analysis of the Factors Affecting Online Purchasing Behavior of Pakistani Consumers. International Journal of Marketing Studies, 6(5), 133–148. http://doi.org/10.5539/ijms.v6n5p133
- [2]. Adrita Goswami et.al, Customer Satisfaction towards Online Shopping with SpecialReference to Teenage Group of Jorhat Town Paripex Indian Journal of Research, Vol.3, Issue: 4, May 2013, pp-239-241.
- [3]. Authority, T. I. (2009).National mail order association. Retrieved from Direct Marketing, Mail Order, and E-commerce News from the National Mail Order Association: http://www.nmoa.org/articles/dmnews/keynote.html.
- [4]. Barkhi, R. and Wallace, L. (2007) "The impact of personality type on purchasing decision in virtual stores", Information Technology Management, Vol. 8 No. 4, pp. 313-30
- [5]. Bashir, A. (2013). Consumer Behavior towards online shopping of electronics in, 1–60.
- [6]. Broekhuizen, T., & Huizingh, E. K. R. E. (2009). Online purchase determinants: Is their effect moderated by direct experience? Management Research News. http://doi.org/10.1108/01409170910952949.
- [7]. Dellarocas, C. 2003. The digitization of word-of-mouth: Promise and challenges of online reputation mechanisms.
- [8]. Dubrovski, D. (2001). The role of consumer satisfaction in achieving business excellence. Total Quality Management.
- [9]. Gupta, A., Su, B.-c., & Walter, Z. 2004. An emperical study of consumer switching from traditional to electronic channels: A purchase-decision process perspective.
- [10]. Hsu, C.L. and Lu, H.P (2004) "Why do people play on-line games? An extended TAM with social influence and flow experience", Information and Management, Vol. 41 No. 7, pp. 853-68.
- [11]. J.Johnson, S. B. (1999). Predictors of online buying behavior. New York: Predictors of online buying behavior.

