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# Influencer Impact: Examining the Effect of Influencers on Consumer Behaviour and Purchase Decisions

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***Abstract:*** *The rise of social media influencers has changed the marketing landscape and significantly changed how businesses promote their products and services. Influencer marketing has grown in popularity as a means for businesses to interact with their target market on social media platforms, and there is much debate about its potential to affect consumer desire and purchasing behaviour. This research seeks to understand the role of influencers in shaping consumer behaviour and purchasing decisions. The literature review provides a comprehensive account of the body of research on influencer marketing and its impacts on consumer behaviour and purchasing decisions. The article examines a number of elements of influencer marketing, including the value and legitimacy of messages, the characteristics of influencers, and the accuracy of influencer content.*

***Keywords:*** *Influencer, Consumer Behaviour, Purchase Decision.*

## 1. INTRODUCTION

Businesses now have the chance to reach a wider audience and change customer behaviour through influencer marketing thanks to the recent appearance and quick growth of social media platforms. The use of social media influencers has gotten increasingly widespread, and they are now a crucial component of marketing plans for brands. Influencers are people with a sizable following on social media sites who use their influence to promote the goods and services of brands. Influencers may now contact and interact with millions of people worldwide thanks to the growth of social media platforms like Instagram, YouTube, and TikTok.

Influencer marketing has become a hot topic for companies trying to broaden their client base and reach. This marketing technique entails working along with people who have a sizable social media following, commonly referred to as influencers, to market their goods or services to their followers. The ability of influencer marketing to pique consumer interest and boost

sales has made it a popular type of promotion for firms. This research's goal is to investigate how influencers affect customer behaviour and purchasing decisions.

Numerous studies have looked into how influencer marketing affects consumer behaviour and buying choices. As an illustration, Chen Lou and Shupey Yuan (2021) looked into how message credibility and value affected customer confidence in branded content on social media. They discovered that consumer trust and readiness to buy were highly influenced by the perceived value and trustworthiness of the message. Another study by Barween Al Kurdia et al. (2021) looked at how consumer views and intentions about buying Keto goods were influenced by the characteristics of social media influencers. They discovered that consumer opinions and purchasing intentions toward the products were highly influenced by the authenticity and trustworthiness of the influencers.

### **Review of Literature**

This study investigates the variables influencing millennials' attitudes toward influencer marketing. Influencer marketing is a type of advertising where businesses work with well-known people on social media to advertise their goods or services.

The study discovered that millennials' attitudes about influencer marketing are significantly influenced by the credibility, attractiveness, expertise, likeability, and resemblance of the influencer. Credibility is a measure of the influencer's reliability and how much the audience trusts their opinions. The influencer's physical appearance and way of life are referred to as their attractiveness. The influencer's knowledge and abilities in a certain field are referred to as expertise. The influencer's general popularity and likeability are referred to as likeability. The degree to which the audience feels themselves as similar to the influencer is referred to as similarity. The study also indicated that major elements influencing consumer behaviour include perceived utility and enjoyment of the good or service being advocated by the influencer. If consumers believe the good or service being pushed is beneficial and entertaining, they are more likely to be persuaded by an influencer.

The study's findings emphasize the significance of carefully choosing the proper influencers to work with and making sure that the audience for the product or service being advertised finds it useful and pleasurable. It also implies that for businesses to successfully sway millennials' attitudes toward their goods and services, they must put a strong emphasis on developing their own credibility, attractiveness, knowledge, likeability, and resemblance with their selected influencers.

### **Objectives**

Influencers on social media have a big influence on how consumers act and what they buy. Studies have shown that social media influencers are essential for generating consumer desire for goods and services. Consumer desire is significantly influenced by the influencer's reliability and sincerity. In order to better understand how influencers shape consumer demand, this research will also look at how credibility and authenticity affect how consumers are persuaded to behave.

Consequently, the primary goal of this research is to examine how influencers contribute to consumer desire.

Influencer marketing has a favourable effect on consumer behaviour, increasing engagement rates and purchase decisions, according to numerous research.

As a result, this research's second goal is to investigate how influencer marketing and customer desire are related.

The third goal of this research is to evaluate the influence of influencers on consumer purchase decisions given the growing significance of influencer marketing in influencing consumer behaviour and purchasing decisions.

## **2. RESEARCH METHODOLOGY**

This study employs both primary and secondary data sources to investigate the influencer impact on consumer behaviour and purchase decisions. Specifically, a qualitative research approach was utilized, with primary information gathered from surveys. Meanwhile, the secondary information was obtained through an extensive review of published papers, case studies, journals, and articles relevant to the topic at hand.

### **1. Data Sources**

The study employed one main technique for data collection - online. The study primarily relies on the information provided by the survey respondents and their insights as the main source of data.

In addition to the primary sources, various secondary sources of information were also referred to, including published research papers, articles, books, and case studies.

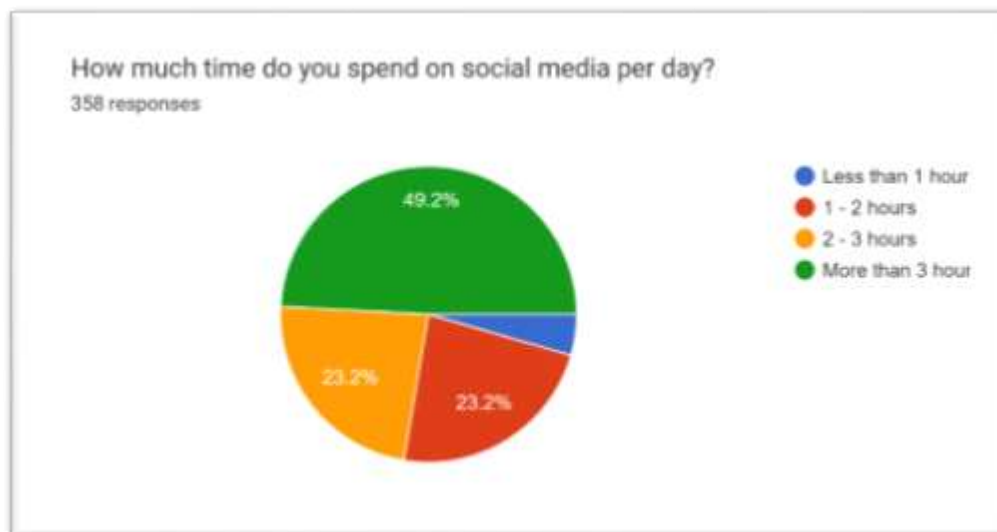
### **2. Sample Size**

A total of 358 respondents participated in the survey and provided their opinions to the questions

All the information that is present in this paper has been obtained from published articles that were available in the public domain as well as through the survey.

### **3. Limitations**

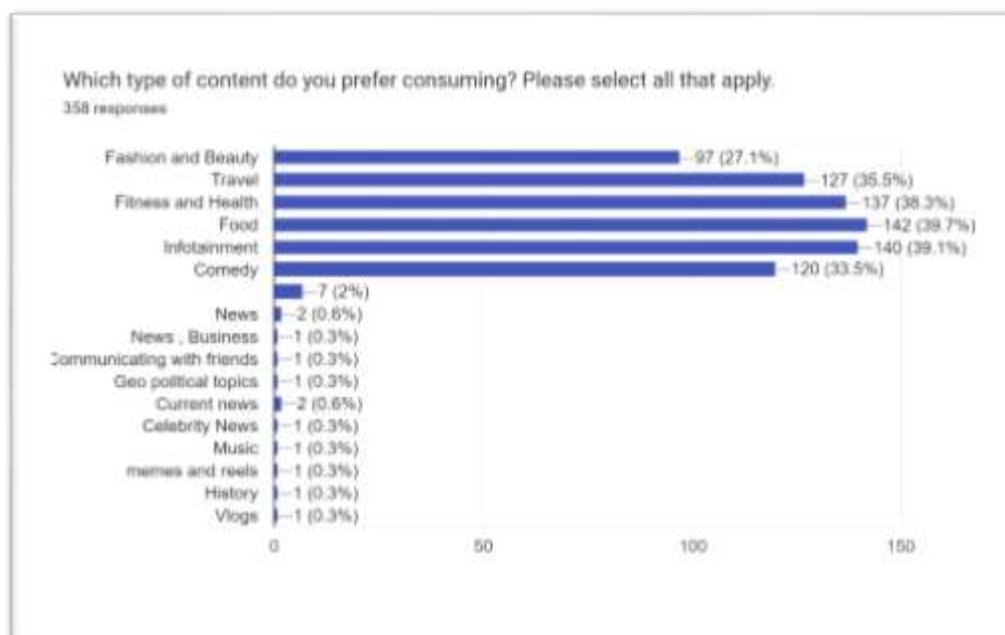
The survey period was restricted to a brief span of five weeks (27<sup>th</sup> March-30<sup>th</sup> April), and reaching the sample size of 300 was difficult. It is not a comprehensive representation of the entire population. Additionally, the majority of respondents were young adults residing in India; thus, the results reflect their perspectives on the research topic.



### Analysis

It was observed that the majority of individuals (49.2%- 176) spend more than 3 hours per day on social media. This is followed by an equal percentage of individuals (23.2%- 83) who spend 1-2 hours and 2-3 hours on social media per day, respectively. Only a small percentage of individuals (4.5%- 16) indicated that they spend less than 1 hour per day on social media.

This shows that social media takes a significant portion of daily time for a large proportion of individuals. The reason for this could lie in various factors such as age, occupation, and personal interests. Furthermore, the analysis provides insights into the relationship between social media and individual behaviour.



Based on the responses regarding their preferred type of content to consume, the following insights can be derived:

Fashion and Beauty: 27.1%- 97 respondents selected this category. Respondents have interest in staying up to date with the latest fashion trends, beauty tips, and product recommendations.

Travel: 35.5%- 127 respondents chose this. It indicates a strong interest in exploring new destinations, learning about different cultures, and seeking travel recommendations.

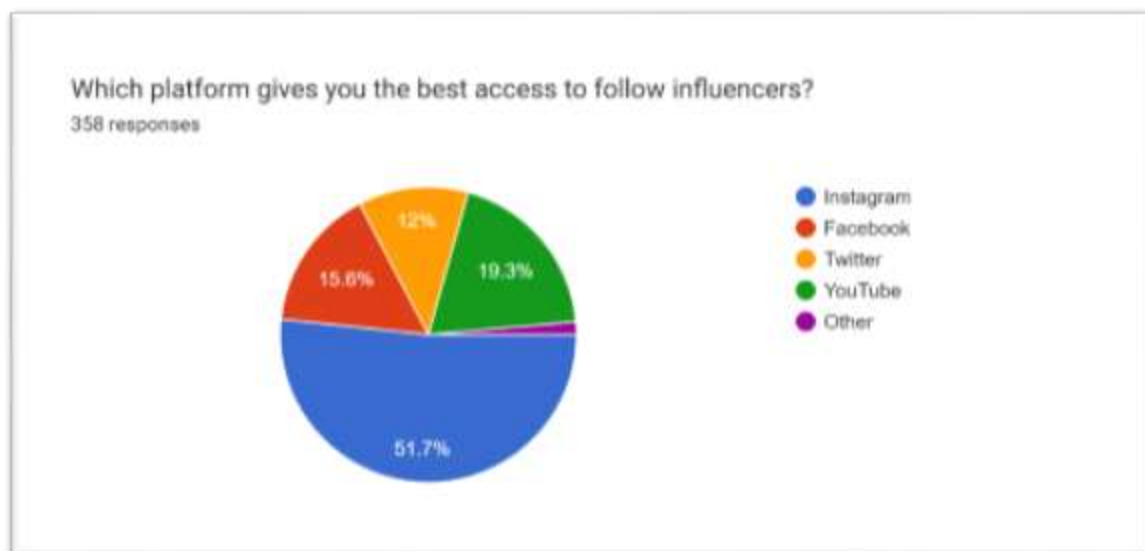
Fitness and Health: 38.3%- 137 respondents selected this. Respondents interested in this category focus on maintaining a good and healthy lifestyle.

Food: 39.7%- 142 respondents showed a preference for food-related content. Consumers who enjoy food content are food enthusiasts looking for inspiration and recommendations.

Infotainment: 39.1%- 140 respondents selected this category. This category combines information and entertainment, it provides educational and engaging content across various topics and issues.

Comedy: 33.5%- 120 respondents expressed a preference for this category. This proposes a desire for humour, laughter, and light-hearted entertainment. It is to seek a stress-relieving experience.

Other Categories: The remaining respondents selected a wide variety of other content categories, ranging from news, business, communication, memes, music, history, vlogs, celebrity news, and many more. These varied preferences indicate that consumers have different interests and consume content based on their individual preferences and hobbies.



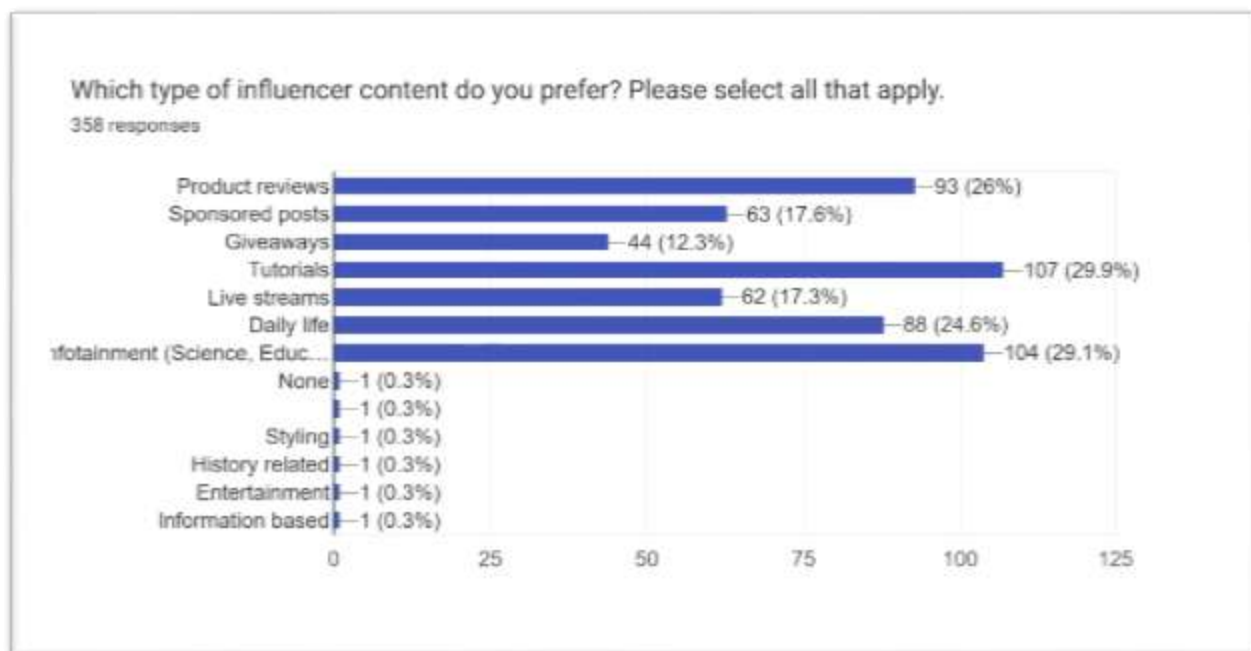
On the basis of the responses received by 358 respondents regarding the platform which gives them the best access to follow influencers, the insights gathered are as follows-Instagram: 51.7%- 185 respondents selected Instagram as the platform that gives them the best access to follow influencers. Instagram holds a significant influence in the world of influencers and users. Instagram is visually appealing and aesthetically pleasing and engaging.

YouTube: 19.3%- 69 respondents chose. YouTube has a video-based format which allows influencers to create long-form content, tutorials, vlogs, and product reviews, which caters to audiences seeking more in-depth and educational content. It attracts viewers in this manner.

Facebook: 15.6%- 56 respondents selected Facebook. Facebook has a broad user base and diverse content offerings. Facebook is not primarily associated with influencer culture, yet it serves as a platform where influencers share personal stories, lifestyle updates, and sponsored collaborations. Facebook attracts users who enjoy a mix of influencer content along with personal connections and community engagement.

Twitter: 12%- 43 respondents chose Twitter. The real-time nature and concise format of Twitter allows influencers to share quick updates, opinions, and engage in conversations with their followers

Other Platforms: 1.4%- 5 respondents mentioned other platforms as their preferred choice for following influencers. It could include emerging platforms, niche-specific platforms, or lesser-known platforms like Moj, Chingari, etc. These respondents may have unique preferences that align with specific influencer communities.



Based on the responses about the preferred type of influencer content, these are the insights- Product Reviews: 26%- 93 respondents showed a preference for product reviews. This intimates that a significant portion of the audience values opinions and reviews before making a purchase. They want to know the details before making a purchase decision. The older demographics or individuals who prioritize functionality and practicality may prefer product reviews

Sponsored Posts: 17.6%- 63 respondents expressed a preference for sponsored posts. So, a portion of the audience is open to influencer marketing and collaborations with brands and



considers sponsored content as a valid form of endorsement. Younger audiences who are accustomed to influencer marketing may prefer this.

**Giveaways:** 12.3%- 44 respondents mentioned a preference for giveaways. This suggests that a subset of the audience enjoys the excitement and potential rewards associated with participating in giveaways hosted by influencers. Individuals who prefer giveaways may be motivated by the chance to win free products, discounts, or exclusive experiences. This preference may be more common among younger demographics who enjoy engaging with influencers and participating in interactive content.

**Tutorials:** 29.9%- 107 respondents indicated a preference for tutorials. This highlights the interest in educational and instructional content that provides valuable insights and practical knowledge. Individuals who enjoy tutorials may be seeking guidance, tips, and step-by-step instructions on various topics such as beauty, fashion, DIY projects, or specialized skills. This preference may be more prevalent among individuals of all ages who value learning and self-improvement.

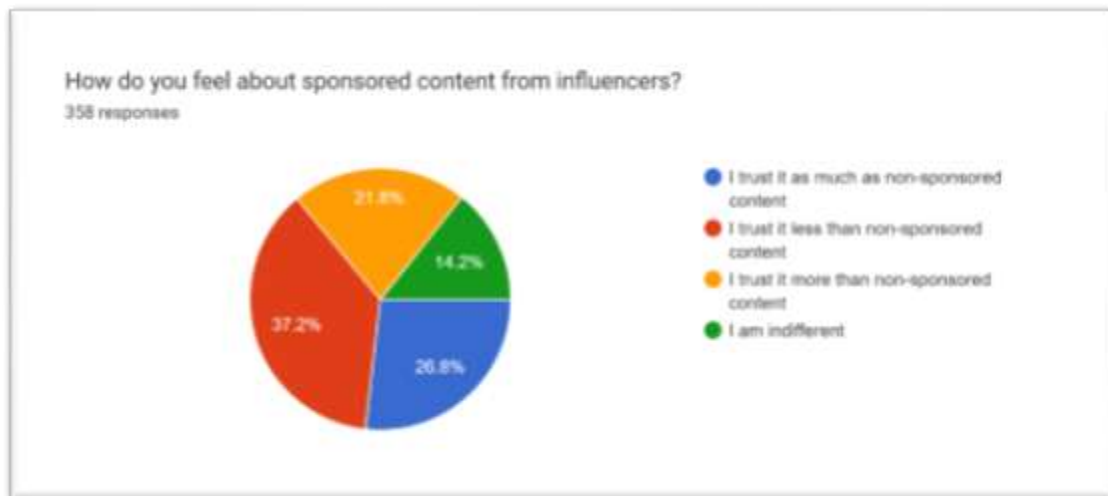
**Live Streams:** 17.3%- 62 respondents expressed a preference for live streams. This suggests an interest in real-time and interactive content that allows direct engagement with influencers. Individuals who enjoy live streams may appreciate the spontaneity, behind-the-scenes access, and the opportunity to interact with influencers through comments and Q&A sessions. This preference may be more common among younger audiences who value authenticity and crave real-time connections.

**Daily Life:** 24.6%- 88 respondents mentioned a preference for daily life content. This indicates an interest in the personal and relatable aspects of influencers' lives. Individuals who enjoy daily life content may find joy in following influencers' day-to-day experiences, routines, and glimpses into their personal lives. This preference may be more prevalent among individuals who seek entertainment, connection, and a sense of community through influencer content.

**Infotainment:** 29.1%- 104 respondents indicated a preference for infotainment content. This suggests an interest in a blend of informative and entertaining content that combines educational value with engaging storytelling. Individuals who enjoy infotainment content may appreciate influencers who present content in an entertaining and engaging manner while still providing valuable information. This preference may be common among individuals of various ages who seek a balance between learning and entertainment.

**Other Options:** Rest of the respondents who selected various other options may represent niche preferences or unique content categories. These respondents may have specific interests such as styling, history, music, or other specialized topics that align with their personal passions or hobbies.

It is important to note that individual preferences can vary significantly, and the analysis above provides general insights based on the responses received.

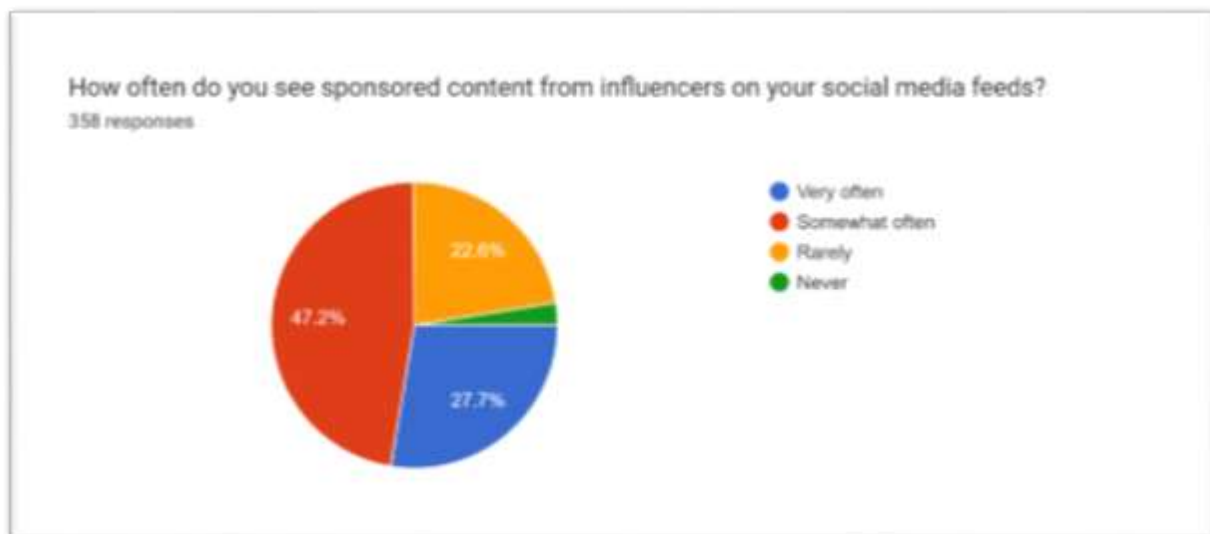


It can be inferred that a significant portion of the respondents (37.2%- 133) do not trust sponsored content as much as non-sponsored content from influencers. This hints that there may be a perception among consumers that influencers are biased and not, honest and transparent as they have financial gains to think about.

Conversely, less respondents (21.8%- 78) trust sponsored content more than non-sponsored content. This might be because the population trusts the influencers and thinks that they would not do something purely for financial gain as that might make them lose their credibility.

It is also interesting to note that a notable portion of respondents (14.2%- 51) reported feeling indifferent towards sponsored content. This proposes that they may consider other factors, such as the quality of the product or service, before making a purchasing decision rather than paying attention the sponsored or non-sponsored part.

All inclusive, the responses funnel to the fact that the impact of sponsored content on consumers' trust and purchasing decisions can be complex and influenced by various factors.





It can be seen that majority respondents see sponsored content on their social media accounts. 27.7%- 99 respondents see them very often, 47.2%- 169 respondents see them somewhat often, 22.6%- 81 see them rarely, and 2.5%- 9 never come across sponsored content. This suggests the kind of influencers people follow and also if their data is being monetized or not.



Based on the responses received, the majority of respondents, 39.4%- 141 and 11.5%- 41 purchase products online frequently or very frequently. 37.4%- 134 respondents occasionally indulge in online shopping and 11.7%- 42 respondents rarely purchase online. It shows how much comfort, convenience and trust people have towards online shopping. Each one has his/her own preference as per mindset.



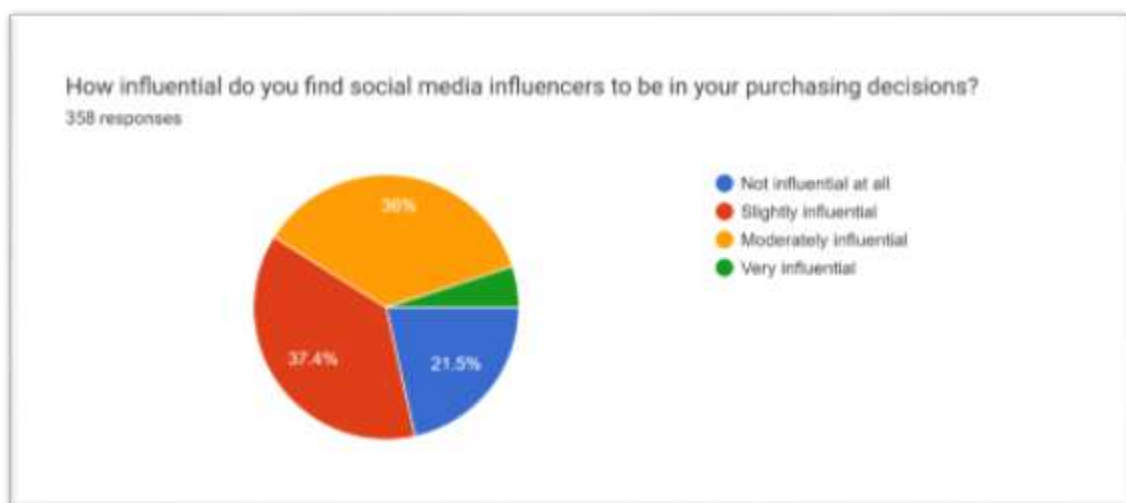
It is figured that the most important factor considered when making an online purchase is product reviews, with 38.8%- 139 respondents selecting it as their top priority. Brand reputation was the second most selected factor, with 29.9%- 107 respondents considering it before making a purchase. Influencer recommendations were chosen by 21.2%- 76 respondents, whereas only 9.8%- 35 respondents gave priority to price. Interestingly, only 0.3%-1 respondent looks at quality and ROI as the most important factor.

Product reviews and influencer recommendations go with people who easily influenced by the experiences and opinions of others, this is consistent with the findings of previous studies that highlight the significant impact of online reviews on consumer behaviour. Brand reputation is focussed upon by people who care about the brand value and brand identity.

The high percentage of respondents who selected product reviews as the most important factor suggests that people are heavily influenced by the experiences and opinions of others when making online purchases. This is consistent with the findings of previous studies that highlight the significant impact of online reviews on consumer behaviour as well as how there is a positive effect of influencer marketing on consumer behaviour and purchasing decisions.

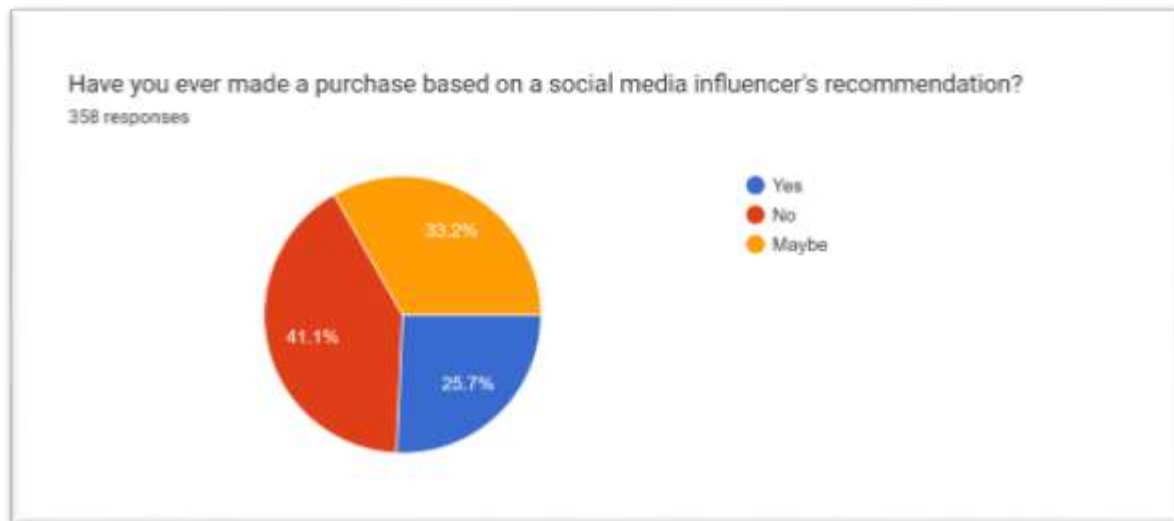
The preference for brand reputation shows that consumers value brands that are known for their quality and reliability.

Customers are willing to pay more for quality and ROI and hence these 2 factors were selected by few respondents.



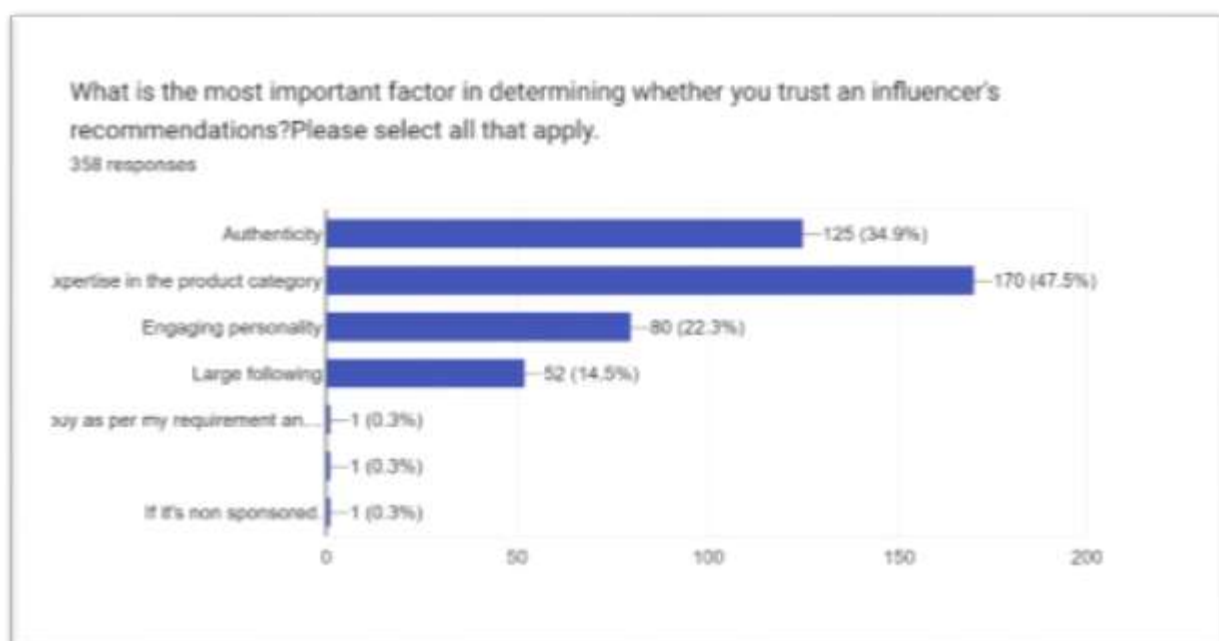
On the basis of the responses received for this this question, it appears that social media influencers have diverse levels of influence on consumers' purchasing decisions. 5%- 18 respondents and 36%- 129 respondents find influencers to be very and moderately influential in their purchase decisions, respectively. 37.4%- 134 respondents find them slightly influential. it may suggest that people who find them influential place a high value on the recommendations and opinions of social media personalities

On the other hand, 21.5%- 77 respondents who report not finding influencers to be influential at all may be sceptical of social media marketing and prefer to rely on other sources of information when making purchasing decisions.



25.7%- 92 respondents specified that they have made a purchase based on a social media influencer's recommendation, meaning that social media influencers have an impact on the purchasing behaviour of some consumers.

41.1%- 147 of the respondents indicated that they have never made a purchase based on a social media influencer's recommendation, implying a question towards trust the authenticity of these recommendations. The 33.2%- 119 respondents who responded "maybe" suggest that they are open to the idea of purchasing a product recommended by an influencer, but may require more information or persuasion before making the final decision.



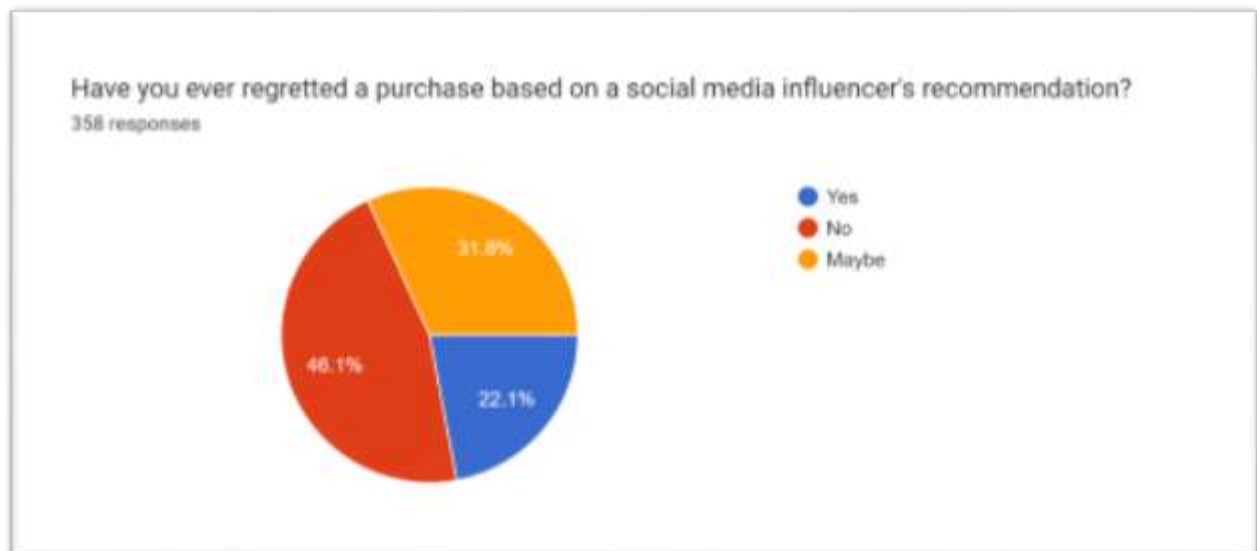
Authenticity is the most important factor with 34.9%- 125 respondents selecting it. This proposes that people value influencers who are honest and transparent with their recommendations.

The second most important factor according to the responses is expertise in the product category with 47.5%- 170 respondents selecting it, meaning that people tend to trust influencers who have knowledge and experience in the product they are recommending.

Engaging personality was chosen by 22.3%- 80 respondents, submitting that some people trust influencers based on their likability and relatability.

14.5%- 52 respondents went on and selected “large following”, indicating that they trust someone who is trusted by the lot.

0.3%-1 respondent each selected “I buy as per my requirement and judgement” and “if it is non-sponsored” respectively. This suggests that sponsored content may raise some concerns about authenticity and bias.

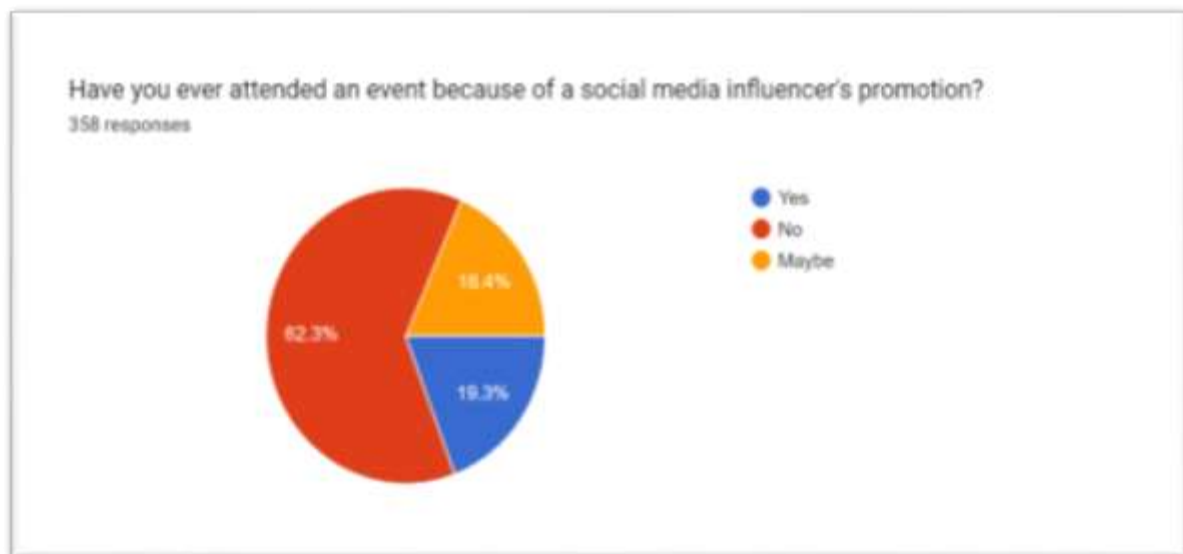


22.1%- 79 respondents have regretted a purchase they have made based on a social media influencer's recommendation, while 46.1%- 165 have not and 31.8%- 114 are unsure.

This advances that social media influencers have a mixed impact on the purchasing decisions of consumers, as some followers trust and rely while others are cautious and sceptical.

A significant reason for regretting a purchase could be the phenomenon of impulse buying. Social media platforms engage and immerse the users in a way that they get encouraged to make snap decisions without careful consideration. Influencers, who are often skilled at creating compelling content that speaks to their audience, may be particularly effective at triggering impulse purchases.

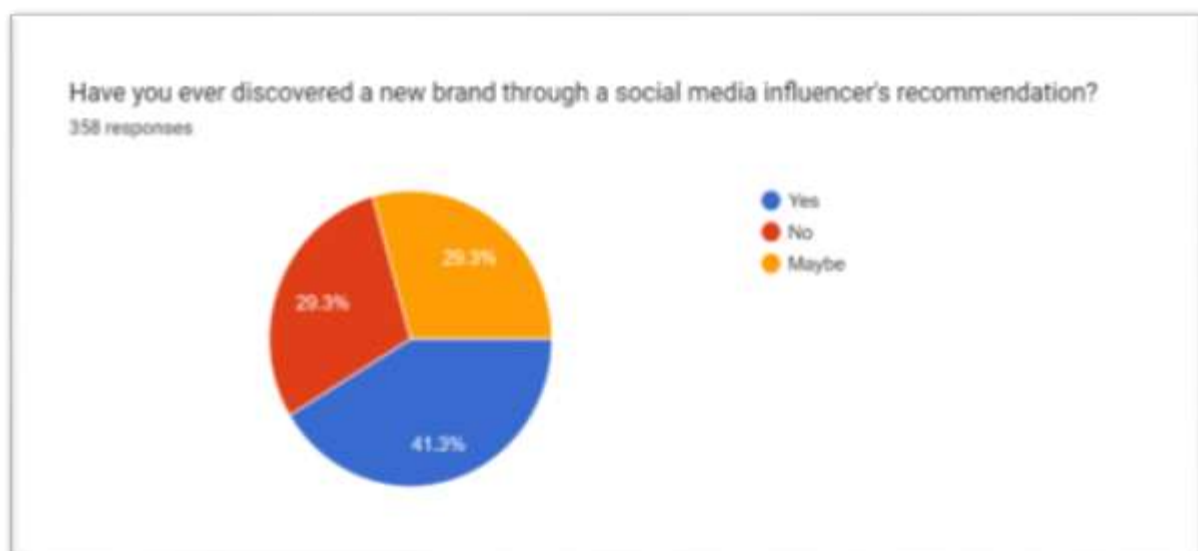
The findings point towards social media influencers and their effectiveness at driving sales and influencing purchasing decisions, consumers should be mindful of the potential risks associated with these recommendations. Consumers should also take steps to avoid impulse buying.



Based on the responses, it was found that 19.3%- 69 respondents have attended an event because of a social media influencer's promotion, while 62.3%- 223 have not and 18.4%- 66 are uncertain or undecided.

social media influencers have a certain level of impact when it comes to promoting events and attracting attendees. They can effectively generate interest and encourage actions.

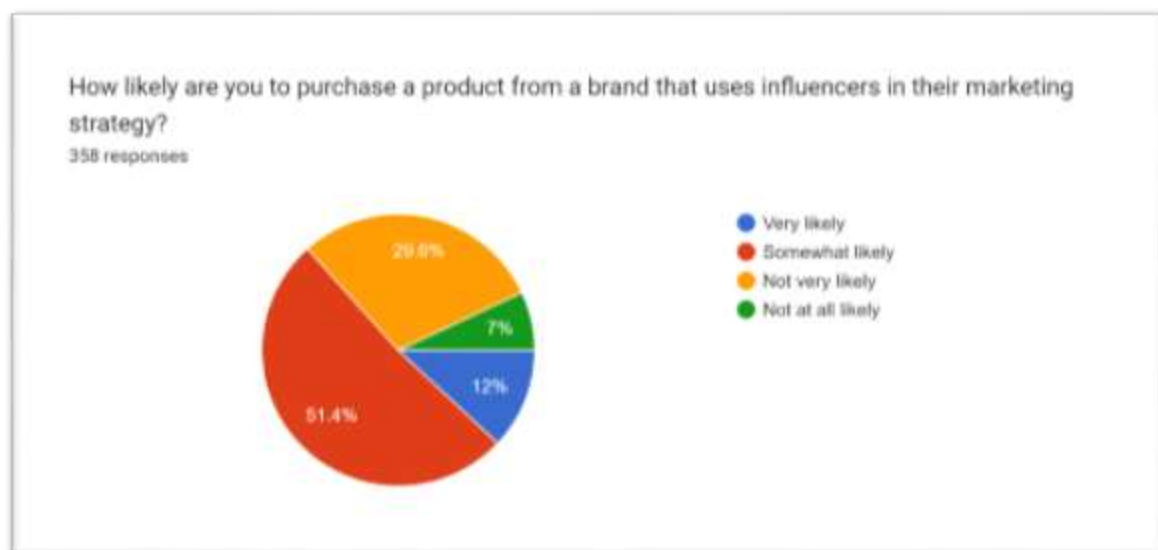
Several reasons can define why most people have not attended an event because of a social media influencer's promotion. It could be due to the nature of the events being promoted. Every individual has personal interests and preferences. Individuals may also have others plans.



41.3%- 148 respondents have discovered a new brand through a social media influencer's recommendation, while 29.3%- 105 respondents have not and 29.3%- 105 respondents are uncertain or undecided.

Social media influencers play an essential role in introducing new brands to their followers. respondents who have discovered a new brand through influencer recommendations points out that influencers have the ability to effectively showcase and promote products or services, which increases brand awareness and exposure.

The percentage of respondents who have not discovered a new brand through influencer recommendations or are uncertain about it may be attributed to various reasons. It is possible that some respondents prefer to rely on other sources for brand discovery, such as personal recommendations, online research, or traditional advertising. Moreover, the influencer content needs to align with the interests and preferences of the individual for the likelihood of brand discovery.



Based on the responses received, 12%- 43 respondents are very likely to purchase a product from a brand that uses influencers in their marketing strategy, 51.4%- 184 are somewhat likely, 29.6%- 106 are not very likely, and 7%- 25 are not at all likely.

The results persuade the fact that influencer marketing has a significant impact on consumer purchase behaviour. The results show that influencer marketing can effectively influence consumer decision-making and increase purchase intent.

A point to note is that individual attitudes and behaviours can vary greatly among consumers. Influencer marketing and the decision to purchase a product from a brand that uses it is influenced by personal preferences, past experiences, and individual perceptions of influencers' credibility and relevance.



### **3. CONCLUSION**

The literature review conducted in this research offers a comprehensive analysis of the existing body of research on influencer marketing and its impact on consumer behavior and purchasing decisions. Several key aspects of influencer marketing were explored, including the perceived value and credibility of messages conveyed by influencers, the characteristics that make influencers influential, and the accuracy and authenticity of influencer-generated content.

From the reviewed literature, it is evident that influencers hold significant power in shaping consumer behavior. Consumers often perceive influencers as relatable and trustworthy figures, leading to an increased likelihood of being influenced by their recommendations. The perceived authenticity and credibility of influencers play a crucial role in determining their effectiveness as marketing tools. Additionally, influencer content that is perceived as genuine and aligned with the target audience's interests and values has a higher chance of positively impacting consumer desire and purchasing decisions.

However, it is important to acknowledge that the effectiveness of influencer marketing is not without challenges. The emergence of issues such as influencer fraud, fake followers, and undisclosed sponsored content has raised concerns about transparency and trust within the influencer industry. Such challenges highlight the need for ethical guidelines and increased transparency to maintain the integrity of influencer marketing and ensure the authenticity of influencer-brand collaborations.

In conclusion, influencer marketing has reshaped the marketing landscape, providing businesses with a powerful tool to engage with their target market on social media platforms. The literature review underscores the influential role that influencers play in shaping consumer behavior and purchasing decisions. As influencer marketing continues to evolve, it is vital for businesses to critically evaluate and strategize their influencer partnerships to ensure alignment with their brand values and to foster authentic connections with their target audience. Moreover, ongoing research and industry-wide efforts are necessary to address the challenges and maintain the integrity and effectiveness of influencer marketing in the future.

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