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# 3D Avatar Seller's Effect on Online Consumer's Purchasing Behavior: A Trust Transference Perspective\*

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## Background

Virtual World population has reached 1400 million



- Business transactions in virtual worlds will increase with the development of virtual worlds
- In physical world, sales person plays the key role in the selling process
- In virtual worlds, sales avatar played the role of selling products or services to customers

## Literature Review

- Sales person's role is of essential importance in helping customers making purchasing decisions
- According to the social response theory, people tend to respond to computer technology like a social subject Avatar creates the social presence
  - Trust is an important factor in the selling process
  - Trust could be transferred through avatars to the product and company

## Research Methodology

### Selection of Avatar Type



### Experimental Environment Development

- Survey was conducted with the employees in IT industry such as major Korean SI companies through an online survey sites
- Experiments were conducted for respondents to answer the questionnaire

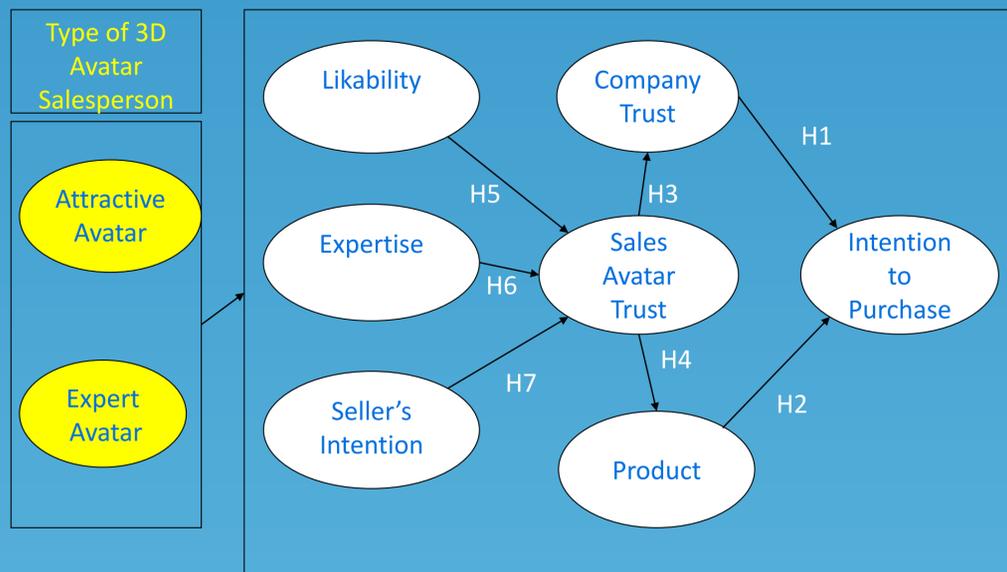
## Data Analysis Results

PLS is used in this study for the analysis purpose

- Both reliability and validity are appropriate

Path	Expert avatar	Attractive avatar
H1: Trust in a company → Intent to purchase	0.31**	0.13
H2: Trust in a product → Intent to purchase	0.21*	0.03
H3: Trust in a seller → Trust in a company	0.76***	0.75***
H4: Trust in a seller → Trust in a product	0.74***	0.63***
H5: Likability → Trust in a seller	0.30**	0.48***
H6: Expertise → Trust in a seller	0.40***	0.18*
H7: Seller's Intention → Trust in a seller	0.29***	0.34***

## Conceptual Model and Hypotheses



- H1: Trust in a selling company will have a positive (+) effect on intention to purchase.  
 H1a: Trust that is transferred from the trust in an attractive 3D avatar will have a positive (+) effect on intention to purchase.  
 H1b: Trust that is transferred from the trust in an expert 3D avatar will have a positive (+) effect on intention to purchase.  
 H2: Trust in a product will have a positive (+) effect on intent to purchase.  
 H2a: Trust in a product which is transferred from the trust in an attractive 3D avatar will have a positive (+) effect on intention to purchase.  
 H2b: Trust in a product which is transferred from the trust in an expert 3D avatar will have a positive (+) effect on intention to purchase.  
 H3: Trust in a 3D avatar seller will have a positive (+) effect on the formation of trust in a selling company.  
 H3a: Trust in an attractive 3D avatar seller will have a positive (+) effect on the formation of trust in a selling company.  
 H3b: Trust in an expert 3D avatar seller will have a positive (+) effect on the formation of trust in a selling company.  
 H4: Trust in an 3D avatar seller will have a positive (+) effect on the formation of trust in a product.  
 H4a: Trust in an attractive 3D avatar seller will have a positive (+) effect on the formation of trust in a product.  
 H4b: Trust in an expert 3D avatar seller will have a positive (+) effect on the formation of trust in a product.  
 H5: Likability of a 3D avatar seller will have a positive (+) effect on the formation of trust in the seller.  
 H5a: Likability of an attractive 3D avatar seller will have a positive (+) effect on the formation of trust in the seller.  
 H5b: Likability of an expert 3D avatar seller will have a positive (+) effect on the formation of trust in the seller.  
 H6: Expertise of a 3D avatar seller will have a positive (+) effect on the formation of trust in the seller.  
 H6a: Expertise of an attractive 3D avatar seller will have a positive (+) effect on the formation of trust in the seller.  
 H6b: Expertise of an expert 3D avatar seller will have a positive (+) effect on the formation of trust in the seller.  
 H7: Intention of a 3D avatar seller will have a positive (+) effect on the formation of trust in the seller.  
 H7a: Intention of an attractive 3D avatar seller will have a positive (+) effect on the formation of trust in the seller.  
 H7b: Intention of an expert 3D avatar seller will have a positive (+) effect on the formation of trust in the seller.

References are upon request

## Conclusion

- Trust formed in a 3D avatar seller is transferred to a selling company and a product for an expert 3D avatar seller but not for an attractive avatar seller
- When a 3D avatar sells a product that requires high involvement, such as a vehicle, it is better to use an expert avatar than an attractive avatar to achieve better results

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