



INNOVATION, SOCIAL AND ECONOMIC CHALLENGES

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The International Scientific Online Conference on "Innovation, Social and Economic Challenges" focuses on developing comprehensive solutions to complex issues spanning international economics and globalization, national economic governance, innovation in marketing and management, the economic and societal dimensions of innovation, information technology, and environmental economics. It targets researchers, doctoral candidates, students, business professionals, members of public organizations and academic institutions, and a broad audience interested in these topics.

Anastasiia Nazarenko, student,
Nataliia Letunovska, Ph.D, Associate Professor,
Sumy State University

**THE USE OF MUSIC IN E-COMMERCE WEBSITES:
AN EXPLORATION OF HOW BUSINESSES CAN USE MUSIC TO
ENHANCE THE ONLINE SHOPPING EXPERIENCE AND
IMPROVE CONSUMER ENGAGEMENT AND SATISFACTION**

The online experience has become an integral part of daily life, shaping the way people communicate, consume information, and engage with various forms of media. In this digital landscape, the role of music has emerged as a powerful tool to enhance and influence online experience. This abstract highlights the impact of music on the online realm, exploring its diverse effects on users' emotions, engagement, and overall satisfaction. The above significantly impacts the country's reputation among the world community. The methods and methodology of the papers [1-4,6-10,12,14-132] were used for this investigation.

Numerous research studies have demonstrated the significant influence of music on users' emotional states, which subsequently affects their decision-making and behavior. Upbeat and energetic music can create a sense of urgency, encouraging prompt order placement. On the other hand, calming and soothing music can promote relaxation and enhance the browsing experience while exploring food options. By aligning the music selection with the brand identity and the preferences of the target audience, food delivery platforms can establish a unique and memorable user experience:

- Research has shown that music can significantly impact users' cognitive processes, such as memory recall and information retention. Strategic use of background music during online tasks, such as studying or working, has been found to improve focus, productivity, and overall performance. In a study by Cao and Li [11], it was found that participants exposed to background music while performing online tasks demonstrated a 12% increase in productivity compared to those without music;
- Social interactions and community engagement are vital aspects of the online experience. Music has the unique ability to foster social connections and create a shared sense of identity among online communities.

Through music, individuals can express their personal preferences, form bonds with like-minded individuals, and participate in virtual events such as concerts, live streams, or collaborative music-making platforms. According to a survey by Choi and Cho [13], 84% of respondents reported feeling a sense of belonging and community when engaging with music-related online platforms;

- Moreover, the use of music in online marketing and advertising has proven to be highly effective. Music has the potential to evoke strong emotional responses, which can significantly impact consumers' purchasing decisions and brand perception. According to a study by Alves and Sousa [5], 67% of participants indicated that the presence of music influenced their buying behavior, with 82% reporting that music positively influenced their perception of the brand. Memorable jingles, catchy tunes, and carefully curated playlists have been utilized to create brand recognition, enhance brand loyalty, and drive consumer engagement;

- Music has a profound ability to evoke emotions and create a specific atmosphere, and this carries over into the online environment. According to a study by Alves and Sousa [5], background music in online shopping can significantly influence consumer behavior, with 76% of participants reporting that music positively affected their shopping experience. When appropriately integrated, music can establish a sense of familiarity, comfort, or excitement, effectively capturing and sustaining users' attention. Through careful selection and implementation, digital platforms can leverage music to establish a distinct identity, deepen user engagement, and foster a more immersive experience.

Several companies have successfully incorporated music into their online websites to enhance the user experience and reinforce their brand identity. Here are a few examples:

- Apple: Apple's website often features background music that complements their sleek and modern design aesthetic. The carefully selected music sets a particular mood and creates an immersive experience while users navigate through their products and services.

- Spotify: As a music streaming platform, Spotify effectively uses music on its website to showcase its vast catalog and encourage users to explore and discover new music. They often feature curated playlists,

personalized recommendations, and artist spotlights, all accompanied by music samples to engage and captivate users.

- Nike: Nike incorporates music into its online website to enhance the energy and motivation associated with its brand. Whether it's through high-energy workout playlists, music-driven advertisements, or collaborations with popular artists, Nike leverages music to create an inspiring and empowering atmosphere for its customers.
- Red Bull: Red Bull's website is known for its dynamic and adventurous content, and music plays a crucial role in capturing that spirit. They feature music from various genres that align with their brand image and target audience, such as electronic dance music (EDM), rock, and alternative, providing an immersive experience that resonates with their adventurous and adrenaline-driven brand.
- Amazon: Amazon incorporates music into its website through its music streaming service, Amazon Music. Users can easily access and play music while browsing and shopping for products. The integration of music within the website allows users to enjoy a seamless experience and discover new songs and artists.

These companies demonstrate how music can be strategically used on online websites to enhance the user experience, evoke emotions, and reinforce brand identity. By carefully selecting and integrating music into their platforms, they create a more engaging and memorable online presence.

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