

Building trust and purchase intentions: How online reviews influence Malaysian university students

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ABSTRACT

Electronic commerce has transformed consumer purchasing behaviour by enabling transactions without geographical limitations. In this digital environment, consumers rely heavily on online reviews and testimonials as substitutes for physical product inspection. While positive and credible reviews enhance trust and encourage purchases, negative or deceptive feedback can undermine confidence. The growing prevalence of fake reviews further complicates consumer decision-making, raising concerns about credibility and authenticity. This study addresses the problem of how review credibility influences consumer trust and purchase intentions, focusing on Malaysian university students as a representative sample of young, active online shoppers. The objectives of this research are twofold: (1) to identify the role of online reviews and testimonials in shaping consumer trust toward products and brands, and (2) to examine how the credibility of online reviews relates to purchase intentions. A quantitative survey method was employed, targeting 30 students from diverse academic disciplines. Respondents were selected through convenience sampling, and data were collected via online questionnaires distributed through social media over a 14-week period. Descriptive statistics were used to analyze responses, with results presented in charts to highlight trends. Findings reveal that most respondents strongly agree that positive reviews increase confidence, while negative reviews deter purchases. Credibility emerged as a decisive factor, with most of the participants considering review trustworthiness before making purchase decisions. Authentic and detailed reviews were particularly influential in building trust, whereas scepticism toward fake or unreliable reviews reduced purchase intentions. These results confirm the critical role of review

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credibility in shaping consumer behaviour but also highlight limitations such as demographic skew and potential social desirability bias.

1. INTRODUCTION

Electronic commerce (e-commerce) has become an integral component of the modern retail environment. E-commerce refers to the buying and selling of goods and services through internet-based platforms, enabling businesses and consumers to conduct transactions without geographical limitations. With rapid advancements in digital technology and the widespread adoption of online platforms, e-commerce has significantly transformed consumer purchasing behaviour. Online retail platforms facilitate various forms of transactions, including business-to-consumer (B2C), business-to-business (B2B), and consumer-to-consumer (C2C) interactions. The continued expansion of digital marketplaces has not only increased accessibility but also intensified the need for reliable sources of product information. Global retail e-commerce sales reached approximately 5.2 trillion USD in 2022 and are projected to rise to 8.1 trillion USD by 2026 (Chevalier, 2022, as cited in Wang et al., 2024), reflecting the growing reliance of consumers on online transactions.

From a localized Malaysian perspective, the digital retail landscape has experienced exponential growth, driven by high smartphone penetration, robust internet infrastructure, and aggressive digital adoption policies (Malaysia Digital Economy Corporation (MDEC, 2023). According to the Department of Statistics Malaysia (DOSM, 2024), e-commerce income generated by Malaysian establishments surged past RM 1.1 trillion in recent years, establishing Malaysia as one of the fastest-growing digital economies in Southeast Asia. Dominant e-commerce marketplaces in Malaysia such as Shopee, Lazada, and TikTok Shop have fundamentally reshaped retail consumption habits particularly among young adults and university students who represent the core 'digital native' demographic. In this dynamic Malaysian online ecosystem, university students utilize mobile applications daily to make purchasing decisions across categories such as fashion, electronics, books, and personal care products.

As consumers increasingly shop online, the credibility and reliability of information become crucial, given that they cannot physically inspect products before purchase. Consequently, consumers are turning more heavily to online reviews and testimonials from consumers to consumers which act as a primary source of guidance and assurance in their decision-making process. Online reviews serve as a form of digital word-of-mouth. They provide insights into product quality, seller reliability, and overall consumer satisfaction. Positive and credible reviews can enhance consumer trust and encourage purchasing, whereas negative or deceptive feedback can create uncertainty and undermine confidence (Zhang et al., 2024; López & Martínez, 2024). This trend underscores the growing significance of review credibility and authenticity in shaping online consumer behaviour, making it a critical area of study for both researchers and practitioners in the field of e-commerce.

1.2 Problem Statement

Despite the undeniable utility of online reviews, the contemporary e-commerce marketplace is increasingly overwhelmed with excessive information. Since online shoppers cannot physically interact with merchandise prior to delivery, they face high perceived risk and uncertainty. While electronic word-of-mouth (eWOM) is theoretically designed to mitigate this risk, the rapid proliferation of fake, incentivized, or AI-generated reviews on major retail platforms has severely compromised the integrity of digital feedback systems (Harrison-Walker & Jiang, 2023; Otero, 2021). Consumers often struggle to distinguish genuine consumer experiences from biased or fabricated promotional statements, creating a pervasive state of 'eWOM skepticism' (Zhang & Barnes, 2019).

This phenomenon presents a critical problem in the Malaysian e-commerce context. While young Malaysian consumers, such as university students, are highly proficient in navigating online marketplaces, they are simultaneously exposed to sophisticated deceptive review tactics on platforms such as Shopee and TikTok Shop. When consumers cannot verify the authenticity of online testimonials, their baseline trust in sellers is eroded, leading to hesitation, cart abandonment, or suboptimal purchase decisions (Kollmer et al., 2022). Conversely, from the perspective of ethical merchants and online businesses, the presence of malicious negative reviews or competitive opinion spam can inflict terrible reputational damage and financial loss, even when product quality is exceptionally high. This highlights a dual vulnerability in digital commerce: consumer susceptibility to misinformation and seller exposure to reputational sabotage.

Previous research has highlighted the significant role of online reviews in shaping consumer behaviour. Positive reviews enhance trust and confidence in a product or brand, while negative or misleading reviews may discourage purchases (Chen et al., 2022; Mallik et al., 2025). However, the increasing reliance on user-generated content has also raised concerns about credibility and authenticity. Consumers often struggle to distinguish genuine reviews from fake or biased feedback, which can undermine trust and complicate purchase decisions.

Despite extensive research on online reviews, there is a need to explore more deeply how consumers interpret review content and how perceived credibility influences both trust and purchase intention, particularly in smaller-scale contexts that reflect individual consumer experiences rather than aggregated platform data. Therefore, this study investigated the influence of online reviews and testimonials on consumer behaviour. This research focused on two key objectives: (1) to identify the role of online reviews and testimonials in shaping consumer trust toward products and brands, and (2) to examine how the credibility of online reviews relates to consumers' purchase intentions.

2. PREVIOUS STUDIES

2.1 Online Reviews, eWOM, and Consumer Trust

Online Customer Reviews have evolved into a primary form of electronic word-of-mouth (eWOM), serving as a crucial information source that influences consumer purchase decision-making (Elwalda & Lü, 2016). Unlike traditional advertisements, online reviews are often perceived by consumers as more authentic and persuasive due to their peer-generated nature (Ahn & Lee, 2024). Research indicates that the impact of these reviews on purchase intention is substantial, with a meta-analysis showing that review

valence—the positive or negative tone of the content—has a potent effect on consumer behaviour across various cultural contexts (Qiu & Zhang, 2023). Major e-commerce platforms utilize these reviews to provide social proof, helping users evaluate product quality through the experiences of others (Filieri et al., 2017; Rachmiani et al., 2024).

Trust is widely recognized as a foundational element in online business interactions, particularly as a mediator between review characteristics and final purchase intentions (Dhahak & Huseynov, 2020; Rosania & Wilujeng, 2023). Empirical evidence suggests that online reviews have a strong positive effect on consumer trust, which in turn significantly boosts purchase intention (Tahir, 2021). Positive reviews are found to significantly increase trust, whereas high product ratings serve as a distinct quality signal that reinforces consumer confidence (Rachmiani et al., 2024). In the context of Southeast Asian e-commerce, recent empirical investigations confirm that customer reviews and perceived risk directly govern electronic trust (e-trust), acting as the primary determinants of transaction completion on platforms such as Lazada and Shopee (Helfiyana et al., 2024; Jonathan, 2024).

The effectiveness of these reviews is often analyzed through the lens of information diagnosticity, which refers to how helpful or relevant a piece of information is for a specific consumer task (Muzumdar, 2021). Consumers evaluate reviews by processing central cues, such as the factuality and relevancy of the content, alongside peripheral cues like the source's credibility and the product's overall ranking score (Filieri et al., 2017). Both informational cues (review quality) and normative cues (customer ratings) are critical for consumers when they assess product performance in digital environments (Filieri et al., 2014; Boardman & McCormick, 2021, as cited in Chen et al., 2022).

2.2 Review Credibility, Scepticism, and Purchase Intentions

Attention to review content is not equally distributed. Eye-tracking research has revealed that consumers' visual attention to negative comments is significantly greater than their attention to positive ones, a phenomenon especially prevalent among certain demographic groups (Chen et al., 2022). This "negativity bias" is reflected in behavioural data showing that negative reviews are powerful in building risk perceptions that directly reduce purchase intentions (Rachmiani et al., 2024). Consequently, the perceived credibility (trustworthiness) and perceived diagnosticity (usefulness) of a review are the primary factors determining whether a consumer adopts the information or ignores it (Filieri et al., 2014; Muzumdar, 2021).

However, the integrity of e-commerce is increasingly threatened by the 'phenomenon of fake reviews' which are deceptive messages provided with the intent to mislead consumers, and the reviews are often provided by individuals with no actual experience with the product (Harrison-Walker & Jiang, 2023; Otero, 2021). Recent experimental and automated classification studies demonstrate that fake product reviews significantly distort marketplace transparency and manipulate consumer choice (Salminen et al., 2022). These malicious practices not only distort purchase decisions but also damage overall social welfare and market efficiency (Wu et al., 2020).

As awareness of these practices grows, many consumers have developed "eWOM skepticism," a state of suspicion toward the veracity of online feedback (Zhang & Barnes, 2019). Approximately 70% of consumers already perceive promotional claims as untruthful, and this skepticism can extend to products with an unusually high volume of perfect reviews (Karabas et al., 2020). Research indicates that as consumers encounter more deceptive characteristics or have prior negative experiences with fake reviews,

their level of suspicion increases, which ultimately leads to a significant decrease in their intention to buy (Kollmer et al., 2022).

To counter this, researchers have explored the use of "contextual indicators" that can assist in detecting deceptive opinion spam (Munzel, 2015). Furthermore, an "antecedent–consequence–intervention" framework has been proposed to develop better strategies for identifying and mitigating the impact of fake reviews on e-commerce platforms (Wu et al., 2020). Understanding these dynamics involving the balance between trust-building through credible reviews and the erosion of trust through deceptive practices is essential for interpreting contemporary digital consumer behaviour.

2.3 Conceptual Framework

This study applies three complementary theories namely Source Credibility Theory (SCT), the Elaboration Likelihood Model (ELM), and the Theory of Planned Behavior (TPB). Source Credibility Theory suggests that the persuasiveness of a message is strongly influenced by the perceived trustworthiness and expertise of its source, meaning that reviews from credible and verified purchasers are more likely to enhance consumer confidence (Hovland & Weiss, 1951). The Elaboration Likelihood Model proposes that individuals process persuasive information either through a central route, which involves careful evaluation of authentic and detailed reviews, or through a peripheral route, which relies on cues such as the sheer number of positive ratings or testimonials (Petty & Cacioppo, 1986). The Theory of Planned Behavior further explains that trust derived from credible reviews shapes attitudes towards a product, aligns with perceived social norms, and strengthens behavioural intentions, thereby increasing the likelihood of purchase (Ajzen, 1991). Collectively, the theories indicate that credible and authentic online reviews foster trust in brands and products, which in turn enhances purchase intentions among Malaysian university students. Figure 1 shows the conceptual framework of this study.

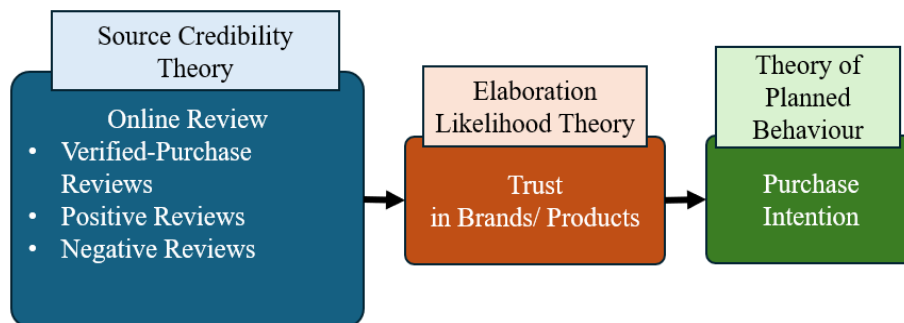


Fig 1. Conceptual Framework of Online Review, Trust and Purchase Intention

3. METHODOLOGY

This study adopted a quantitative method by using a survey to examine the influence of online reviews and testimonials on consumer trust and purchase intentions. The research aimed to gather data on participants' perceptions, experiences, and behaviours related to online reviews in a systematic manner,

enabling the investigation of relationships between review credibility, consumer trust, and purchase behaviour.

A total of 30 university students participated in this study, representing a range of academic disciplines, including law, business, information technology, engineering, Teaching English as Second Language (TESL), and nursing. Participants were enrolled in public universities and other institutions in Malaysia. Convenience sampling was used to select respondents. A sample of 30 students was deemed appropriate for this exploratory study as smaller samples are often acceptable in preliminary research that seeks to identify patterns rather than establish generalisable conclusions. The use of descriptive statistics such as means and standard deviations is suitable for summarising central tendencies and variability within the data, providing a clear overview of how online reviews influence trust and purchase intentions (Gravetter & Forzano, 2018; Saunders et al., 2019). This approach allows for meaningful interpretation of the responses while maintaining methodological rigour in line with established practices for small-scale studies.

The survey utilised the following items and the items are mapped according to the theories applied in this study as shown in Table 1.

Table 1. Items and the theories applied in this study

Research Objective	Item	Theory
(1) to identify the role of online reviews and testimonials in shaping consumer trust toward products and brands, and	Q1: I am more confident in a product when many customers leave positive reviews.	ELM
	Q2: Online reviews help me trust a product or brand before making a purchase.	ELM
	Q3: Customer testimonials influence my perception of a brand's reliability	SCT
	Q4: I tend to avoid products that have many negative online reviews.	TPB
	Q5: Authentic and detailed reviews make me trust the brand more.	ELM
(2) to examine how the credibility of online reviews relates to consumers' purchase intentions.	Q1: I am more confident in a product when many customers leave positive reviews.	SCT
	Q2: Online reviews help me trust a product or brand before making a purchase.	
	Q3: Customer testimonials influence my perception of a brand's reliability	All items apply SCT,
	Q4: I tend to avoid products that have many negative online reviews.	EL and TPB
	Q5: Authentic and detailed reviews make me trust the brand more.	

The survey was distributed through social media channels, primarily WhatsApp. Prior to completing the questionnaire, all participants provided informed consent, ensuring that participation was voluntary and that their responses would be treated with confidentiality. Demographic data, such as age, gender, and field of study, were collected to provide context for subsequent analysis.

Data were collected using a structured online questionnaire designed in Google Forms. The questionnaire comprised ten items, focusing on the effects of online reviews and testimonials on consumer trust and purchasing decisions. The initial section captured respondents' demographic information, while the main section explored participants' online buying habits, their reliance on reviews, and their perceptions of review credibility and usefulness. The questions were carefully structured to ensure clarity and relevance, allowing the study to address its research objectives effectively.

The survey was conducted over a 14-week period, from September 2025 to February 2026. The distribution method and online format facilitated convenient participation while maintaining ethical standards. Once data collection was completed, responses were compiled and organized for analysis.

Descriptive statistics were used to analyse the collected data. Frequency counts were converted into percentages, and the results were presented visually using charts generated in Microsoft Excel. This method enabled the identification of patterns and trends in participants' perceptions of online reviews and testimonials, providing insights into how these factors influence consumer trust and purchase intentions in digital shopping environments.

4. RESULTS AND DISCUSSION

The findings of this study are presented in three thematic areas: respondent demographics, the role of online reviews and testimonials in shaping consumer trust, and the relationship between review credibility and purchase intentions.

4.1 Demographic Profile

The demographic profile of the respondents, shown in Figure 2, indicates a predominance of female participants (63.4%) and a majority aged 18–24 (80.5%). Most respondents were students from Universiti Teknologi MARA (UiTM). This demographic skew raises questions about the generalizability of the findings, particularly in terms of gender and age. While female young adults may represent a significant consumer segment for online shopping, the overrepresentation of this group suggests that the conclusions may not fully reflect the perspectives of male or older consumers. This limitation should be considered when interpreting trends in trust and purchase intention.

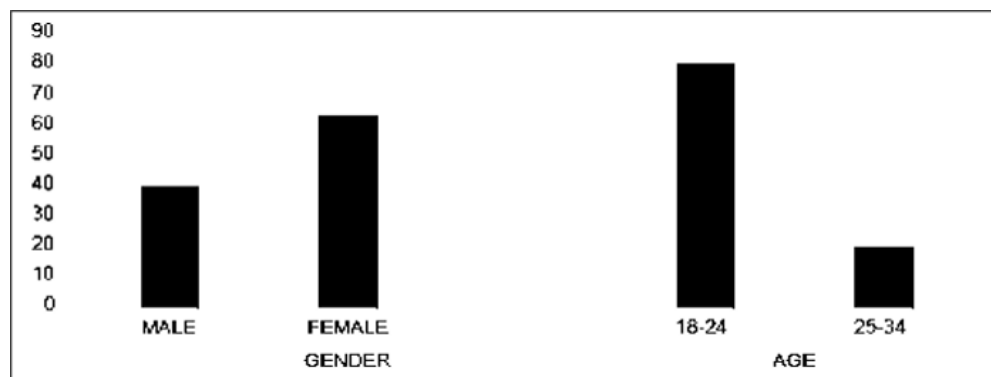
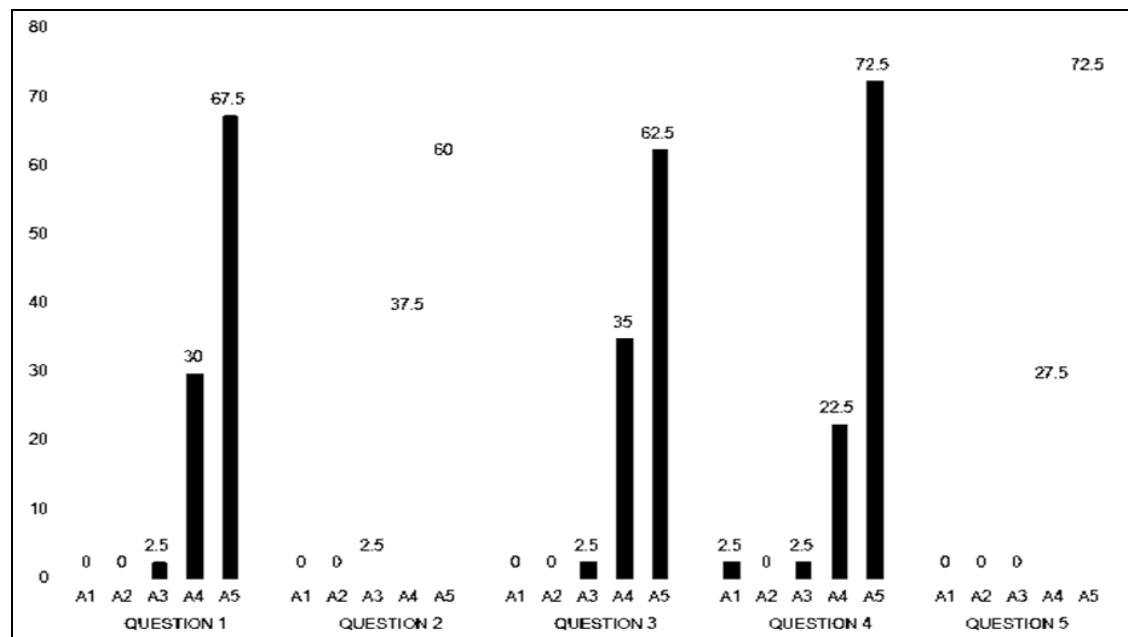


Fig 2. Demographic profile

4.2 To identify the role of online reviews and testimonials in shaping consumer trust toward products and brands,

The impact of online reviews and testimonials on consumer trust is illustrated in Figure 3. Across five Likert-scale items, respondents overwhelmingly agreed that online reviews influence their trust in products and brands. For instance, 67.5% agreed and 30% strongly agreed that positive reviews increase their confidence in a product, and 72.5% strongly agreed that negative reviews deter them from purchasing. While these figures confirm the widely acknowledged role of reviews in trust formation (Jonathan, 2024; Boardman & McCormick, 2021, as cited in Chen et al., 2022), a critical observation emerges: the near unanimity of responses may suggest a social desirability bias or limited variance in perceptions among the young, highly educated respondents. In other words, the respondents' agreement might partly reflect awareness of normative expectations regarding review usage rather than nuanced, independent assessment of review content.



Q1: I am more confident in a product when many customers leave positive reviews.

Q2: Online reviews help me trust a product or brand before making a purchase.

Q3: Customer testimonials influence my perception of a brand's reliability

Q4: I tend to avoid products that have many negative online reviews.

Q5: Authentic and detailed reviews make me trust the brand more.

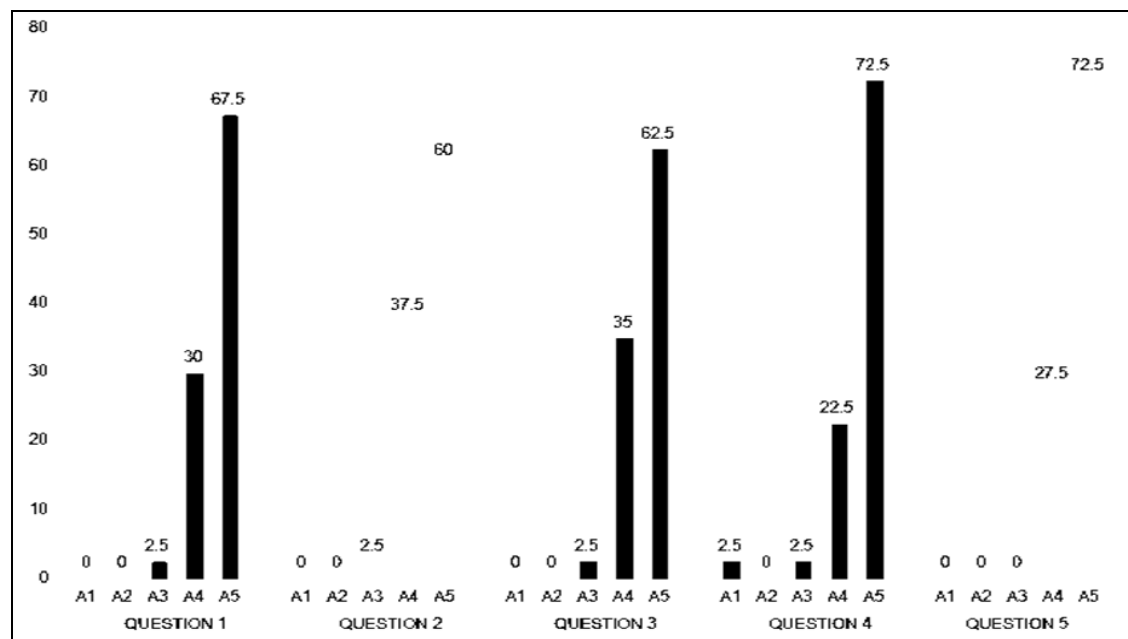
Responses: A1: Strongly Disagree, A2: Disagree, A3: Neutral, A4: Agree and A5: Strongly Agree

Fig 3. Role of Online Reviews and Testimonials in Shaping Consumer Trust Towards Products and Brands

Further critical analysis reveals that respondents placed significant emphasis on authenticity and detail. With 72.5% agreeing that well-constructed reviews increase trust, it is evident that credibility, not merely volume or positivity, is a key driver of trust formation. This supports theoretical frameworks on eWOM that distinguish between informational and normative influence (Guo et al., 2020, as cited in Chen et al., 2022). However, the findings also suggest that participants may not consistently discriminate

between subtle differences in review quality; the high agreement across all items could indicate that respondents rely on heuristics, such as the presence of any positive review, rather than critically evaluating the content. This finding underscores the complex cognitive processes underlying online trust, which may vary across demographic segments or product categories.

The findings can be further explained through Source Credibility Theory, which emphasises that trust is shaped by the perceived expertise and reliability of the reviewer (Hovland & Weiss, 1951). The Elaboration Likelihood Model also provides insight, suggesting that students may process reviews either through the central route, by carefully evaluating authenticity and detail, or through the peripheral route, by relying on cues such as the number of positive ratings (Petty & Cacioppo, 1986). Finally, the Theory of Planned Behaviour highlights that trust derived from credible reviews influences attitudes and behavioural intentions, thereby reinforcing the likelihood of purchase decisions (Ajzen, 1991). Together, these theories strengthen the interpretation that authentic and credible online reviews are pivotal in shaping consumer trust and purchase intentions among Malaysian university students.



Q1: I am more confident in a product when many customers leave positive reviews.

Q2: Online reviews help me trust a product or brand before making a purchase.

Q3: Customer testimonials influence my perception of a brand's reliability

Q4: I tend to avoid products that have many negative online reviews.

Q5: Authentic and detailed reviews make me trust the brand more.

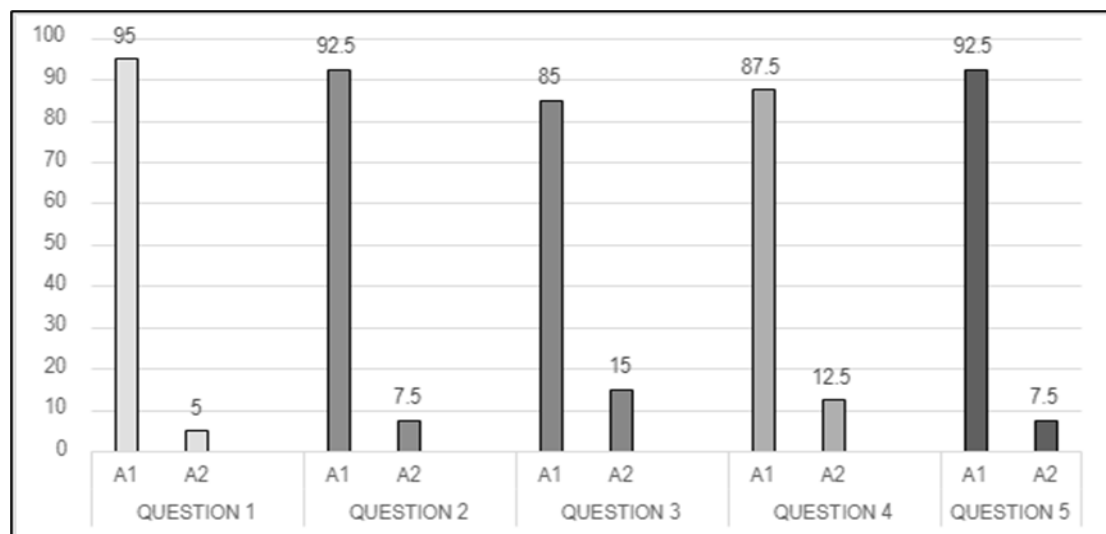
Responses: A1: Strongly Disagree, A2: Disagree, A3: Neutral, A4: Agree and A5: Strongly Agree

Fig 4. Role of Online Reviews and Testimonials in Shaping Consumer Trust Towards Products and Brands

4.3 To examine how the credibility of online reviews relates to consumers' purchase intentions

The relationship between review credibility and purchase intentions, shown in Figure 4, further reinforces the centrality of trustworthiness in online decision-making. A substantial majority (95%) reported considering review credibility before purchase, and similar proportions acknowledged that credible reviews increase their likelihood of buying a product. Nevertheless, the presence of some dissenting responses (7.5–12.5%) highlights persistent skepticism toward online reviews. This skepticism could reflect awareness of fake or biased reviews (Salminen et al., 2022) or indicate that consumers also weigh other factors, such as price, brand familiarity, or peer recommendations, when making decisions. This nuanced interpretation suggests that while review credibility is important, it operates within a broader constellation of factors influencing purchase behaviour.

Critically, the findings also raise questions about overreliance on online reviews. While positive, credible reviews clearly bolster trust, the data indicate that negative or suspect reviews elicit strong reactions, potentially disproportionate to their informational content. This aligns with research on negativity bias in consumer decision-making, where consumers overweight negative information when evaluating products (Guo et al., 2020, as cited in Chen et al., 2022). The study thus suggests a dual implication: businesses must ensure product quality and transparency, but consumers also need better digital literacy to critically assess review authenticity.



Q1: Do you consider a review's credibility before deciding to buy a product?

Q2: Does seeing a trustworthy review make you more likely to purchase a product?

Q3: Do you hesitate to buy a product if the reviews seem fake or unreliable?

Q4: Do verified -purchase reviews increase your intention to buy an item?

Q5: Do you rely on credible reviewers or trusted platforms when deciding what to purchase?

Responses: A1: Yes, and A2: No

Fig 5. Credibility of Online Reviews Related to Consumers' Purchase Intentions.

Overall, the results confirm that online reviews and testimonials are critical drivers of consumer trust and purchase intention, but they also reveal complexities and limitations. Trust is influenced not only by review volume and positivity but also by perceived authenticity, detail, and credibility. At the same time, demographic factors and potential biases affect how consumers interpret reviews, suggesting avenues for future research to explore differences across age, gender, and cultural contexts. The study contributes to the literature by providing empirical evidence of the interplay between credibility, trust, and purchase behaviour in a Malaysian university student sample, highlighting both practical implications for e-commerce platforms and theoretical insights into consumer decision-making.

The findings are further supported by the theories. Source Credibility Theory suggests that the persuasiveness of reviews depends on the perceived trustworthiness and expertise of the reviewer, which explains why credible reviews strongly influence purchase intentions (Hovland & Weiss, 1951). The Elaboration Likelihood Model indicates that students may process reviews either through the central route, by carefully evaluating authenticity and detail, or through the peripheral route, by relying on cues such as verified purchase labels or the volume of reviews (Petty & Cacioppo, 1986). The Theory of Planned Behaviour adds that trust derived from credible reviews shapes attitudes, aligns with perceived social norms, and strengthens behavioural intentions, thereby increasing the likelihood of purchase (Ajzen, 1991). Together, these theories reinforce the interpretation that credibility in online reviews is a decisive factor in shaping consumer trust and purchase behaviour among Malaysian university students.

5. CONCLUSION AND RECOMMENDATIONS

The findings of this study underscore the significant role of online reviews and testimonials in shaping consumer trust and purchase intentions in digital marketplaces. Online reviews serve as a primary source of information, particularly in environments where consumers cannot physically inspect products or interact directly with sellers. Positive and credible reviews not only enhance consumer confidence but also motivate purchasing behaviour, while negative or unreliable feedback introduces uncertainty, discouraging purchases. These results corroborate previous research emphasizing the influence of eWOM on trust formation and decision-making (Jonathan, 2024; Guo et al., 2020, as cited in Chen et al., 2022).

Critically, the study reveals that while consumers are highly reliant on online reviews, they may lack the necessary skills to distinguish between authentic and misleading content. This gap exposes them to potential risks of deception, leading to suboptimal purchase choices, dissatisfaction, and erosion of trust. From the perspective of businesses, unfair or fraudulent reviews can significantly damage reputation and sales, even when product quality is high. This finding highlights a dual vulnerability in e-commerce: consumer susceptibility to misinformation and seller exposure to reputational harm.

Furthermore, the study demonstrates that review credibility is not merely a function of positivity or volume but depends on perceived authenticity, detail, and trustworthiness. However, the predominance of young, female university students in the sample suggests that these insights may not fully capture the perspectives of other demographic groups. Future research should consider age, gender, cultural, and experiential differences to better understand how diverse consumer segments interpret online reviews.

In light of these findings, several practical recommendations emerge. First, businesses should encourage honest, detailed customer feedback by providing clear guidelines and awareness campaigns emphasizing the impact of truthful reviews. Second, online platforms should implement robust verification systems, such as verified buyer labels and automated detection of fraudulent content, to enhance review reliability and consumer confidence. Third, promoting transparency and accountability through professional responses to both positive and negative reviews can further strengthen trust. Finally, platforms should provide support mechanisms for consumers affected by misleading reviews, including accessible reporting tools, customer support, and clear refund policies.

Ultimately, understanding the interplay between online review credibility, consumer trust, and purchase intentions is critical for creating a safer, more transparent, and trustworthy digital marketplace. By fostering cooperation among consumers, businesses, and platforms, e-commerce environments can better safeguard decision-making processes, improve consumer confidence, and enhance fair competition.

6. ACKNOWLEDGEMENTS/FUNDING

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7. CONFLICT OF INTEREST STATEMENT

This research has no conflict of interest in terms of self-benefits, commercial or financial conflicts.

8. AUTHORS' CONTRIBUTIONS

Tuan Sarifah Aini Syed Ahmad: Conceptualisation, writing the article (abstract and literature review), proofreading, editing, and submission; **Soo Kum Yoke:** Conceptualisation, data collection, writing the article (introduction, literature review, results, discussion and conclusion); **Zhang Yaqui:** Conceptualisation.

9. DECLARATION OF GENERATIVE AI IN THE WRITING PROCESS

During the preparation of this work, the authors used **MICROSOFT COPILOT** and **GEMINI AI** for finding relevant past literature and generating ideas, and **EDITOR IN MICROSOFT OFFICE WORD** and **MICROSOFT COPILOT** for editing the content as needed and take full responsibility for the content of the publication.

10. DATA AVAILABILITY/SUPPLEMENTARY MATERIALS

The datasets used and/or analysed during the current study are available from the corresponding author on reasonable request.

11. ETHICS STATEMENT

Informed consent was obtained from all participants, and data anonymity was strictly maintained throughout the study.

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