



BOOK OF ABSTRACTS
**BUILDING SUSTAINABLE
BUSINESSES IN THE
PHYGITAL WORLD**

EDITORS:
Vithala R. Rao
Supriyo Ghose
Ambika Prasad Nanda
Pooja Gupta

BLOOMSBURY

BLOOMSBURY INDIA
Bloomsbury Publishing India Pvt. Ltd
Second Floor, LSC Building No. 4, DDA Complex,
Pocket C – 6 & 7, Vasant Kunj,
New Delhi 110070

BLOOMSBURY, BLOOMSBURY PRIME and the Diana logo are
trademarks of Bloomsbury Publishing Plc

First published in India 2022
This edition published 2022

Copyright © The Editors, 2022

The editors have asserted its right under the
Indian Copyright Act to be identified as the editor of this work

All rights reserved. No part of this publication may be reproduced or
transmitted in any form or by any means, electronic or mechanical,
including photocopying, recording or any information storage or
retrieval system, without the prior permission in
writing from the publishers

The book is solely the responsibility of the editors and the
publisher has had no role in creation of the content and does not have
responsibility for anything defamatory or libelous or objectionable.

Bloomsbury Publishing Plc does not have any control over, or
responsibility for, any third-party websites referred to or in this book.
All internet addresses given in this book were correct at the time of
going to press. The author and publisher regret any inconvenience
caused if addresses have changed or sites have ceased to exist,
but can accept no responsibility for any such changes

ISBN: 978-93-56402-57-7

2 4 6 8 10 9 7 5 3 1

Printed and bound in India by Replika Press Pvt. Ltd

To find out more about our authors and books, visit
www.bloomsbury.com and sign up for our newsletters

3. Design Thinking Case – Hair Extension 109
Muthusubramanian Hariharan
4. Enabling Design Thinking for ICT4D Success: Insights from GPower – An Accenture India Initiative with CINI 110
Kushal Saha, Anjan Ghosh and Rishikesan Parthiban
5. The Role of Design Thinking in Solving Social Problems – Insights from a Successful Social Innovation Project in India 111
Kamalika Chakraborty
6. Design Thinking: Transforming Education Curriculums 112
Vrushika C Ijardar

Track 6: Digital Economy

- Foreword by Track Chair 115
1. IGTV and its Competitive Space in Comparison to Online Video Service Platform: A Qualitative Research 117
Ankush Sharma and Priyanka Rawal
 2. Retail Management in the Metaverse 118
Ronnie Thomas
 3. Legal and Regulatory Aspects of Metaverse 119
Nithyananda KV
 4. Age of Digital Cameras and Business Ecosystems 120
Balaji Gopalan
 5. EdTech Applications and their Adoption in Indian Education Sector – A Systematic Analysis 121
Vaibhav Aaradhi
 6. Activistic Video Ads: The Role of Emotions and Inclusivity on YouTube Brand Ads Effect on Brand Outcomes 122
Johnson Clement Madathil, Nithya Murugan and Muhammed Niyas
 7. Developing Service Personalization through Machine Intelligence (AI, ML, XR): An Integrative S-D Logic Aligned Service Design/ Customer Engagement Model 123
Joseph Dolphin and Dipanjan Dey
 8. Impact of Visual Merchandising on Buying Behaviour of Optical Store Customers 124
Nitya Gupta
 9. FinTech Credit: Uncovering Knowledge Base, Intellectual Structure and Research Front 125
Nisha Mary Thomas, Priyam Mendiratta and Smita Kasbiramka
 10. Managing Student Engagement through Automated Google Sheets: A Covid-19 Experience 126
Irala Lokanandha Reddy, B. Rajashekhar and Pankhuri
 11. Digital Transformation Enabled by Knowledge Management and Emerging Technologies 127
Rahul Kumar

FinTech Credit: Uncovering Knowledge Base, Intellectual Structure and Research Front

Nisha Mary Thomas¹, Priyam Mendiratta² and Smita Kashiramka³

¹ International School of Management Excellence, Bangalore

² Indian Institute of Technology Delhi

³ Department of Management Studies

ABSTRACT

The study aims to understand the knowledge structure of the evolving segment of FinTech credit. The study performs a bibliometric analysis of peer-reviewed articles published from 2010 to 2021. The study conducts citation analysis of articles, journals, and authors to establish the knowledge base of the scholarly work on FinTech credit. The study undertakes keyword analysis, co-author analysis, and co-citation analysis to highlight the intellectual structure of FinTech credit. The bibliographic coupling aids in recognizing the research front on FinTech credit and presents the way forward to future scholars.

The key findings are the following:

- Majority of the studies on FinTech credit have focused on the markets of China, the UK, and the USA. The reasons for focusing on these three markets are (i) the public availability of FinTech credit data and (ii) the willingness of the FinTech firms in these regions to share the data. China leads the pack because it provides strong incentives to its scholars in terms of research grants. Further, the authorship analysis reveals that Chinese scholars have developed a strong collaboration network, which has led to more studies on the FinTech credit market in China.
- The most influential studies on FinTech credit have focused on the FinTech ecosystem, mobile banking, P2P lending, or crowdfunding.
- The co-citation analysis reveals that past studies have focused on the following three themes, i.e. (i) Factors that motivate consumers to adopt technological products and services, (ii) Attributes of borrowers and lenders that impact the fund-raising in FinTech credit platforms, and (iii) Transformation of FinTech market over the years.

Keywords: Bibliometric Analysis, Co-Citation Analysis, Fintech Ecosystem, Mobile Banking, P2P Lending, Crowdfunding.