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## **Customer Perception of Interior Designing Services for Residential Properties in Nagpur City: A Study**

Nayan Patel, Research Scholar, RTM Nagpur University, Nagpur  
Dr. Rahul Kharabe, Research Supervisor, RTM Nagpur University, Nagpur

### **Abstract**

The interior design industry plays a crucial role in shaping the aesthetic and functional aspects of residential properties, reflecting the evolving preferences and lifestyles of homeowners. This study aims to explore customer perceptions of interior designing services specifically within Nagpur City, India. By synthesizing insights from academic literature, industry reports, and customer surveys, the research investigates the factors influencing customer decision-making processes when engaging interior designers for residential projects. Key themes explored include design aesthetics, functionality, service quality, cost considerations, and the impact of cultural and social influences on customer preferences. The study also examines customer satisfaction levels, identifying drivers of satisfaction and areas for improvement in service delivery. The findings contribute to a deeper understanding of how local context shapes customer perceptions in the interior design sector, offering implications for practitioners, businesses, and policymakers aiming to enhance customer-centric strategies in Nagpur City's residential market.

**Keywords – Service quality, Design aesthetics, Cultural influences, Social factors, Customer satisfaction**

### **Introduction**

The interior design industry plays a pivotal role in transforming residential spaces into aesthetically pleasing and functional environments that cater to the diverse preferences and needs of homeowners. In Nagpur City, as in many urban centers, the demand for interior designing services has grown significantly, driven by an increasing emphasis on personalized living spaces that reflect individual tastes and lifestyles. This study focuses on exploring customer perceptions of interior designing services specifically within the context of residential properties in Nagpur City, India.

Interior design encompasses various elements that influence customer decision-making processes, including design aesthetics, functionality, service quality, and cost considerations. These factors are shaped not only by personal preferences but also by cultural and social influences prevalent in the local context of Nagpur City. Understanding how these dynamics impact customer perceptions is essential for interior designers and firms seeking to meet the evolving expectations of homeowners.

Furthermore, customer satisfaction plays a crucial role in the success and growth of interior design businesses. By identifying the drivers of customer satisfaction and areas for improvement in service delivery, this study aims to provide valuable insights that can inform strategic decisions and enhance customer-centric approaches within the interior design sector in Nagpur City.

Through a comprehensive review of literature, industry reports, and customer surveys, this research seeks to uncover key insights into the factors that shape customer perceptions of interior designing services for residential properties in Nagpur City. The findings will contribute to a deeper understanding of consumer behavior and preferences in the local market, offering practical implications for industry practitioners, businesses, and policymakers alike.

### **Literature review**

The interior design industry is characterized by its dynamic nature, influenced by evolving consumer preferences, technological advancements, and socio-cultural factors. This section reviews existing literature to explore the key dimensions of customer perception regarding interior designing services, with a specific focus on residential properties in Nagpur City. Interior design is fundamentally about creating spaces that are visually appealing and

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functional. Research by Haddad (2014) emphasizes the importance of design aesthetics in influencing consumer decisions, highlighting that homeowners often prioritize spaces that reflect their personal style and enhance livability (Haddad, 2014). In Nagpur City, where cultural diversity and architectural heritage play significant roles, understanding local design aesthetics is crucial for catering to varied consumer tastes.

Service quality is a critical determinant of customer satisfaction in the interior design sector. Studies by ILAM (2015) and Aggarwal (2018) suggest that factors such as responsiveness, professionalism, and the ability to meet client expectations significantly impact customer satisfaction levels (ILAM, 2015; Aggarwal, 2018). In Nagpur City, where the market is competitive and discerning, maintaining high service standards is imperative for fostering long-term client relationships and positive word-of-mouth referrals.

Cost plays a pivotal role in customer decision-making regarding interior designing services. Research by Inventia (2018) indicates that while homeowners in India are increasingly willing to invest in interior design to enhance property value and lifestyle, they also prioritize cost-effectiveness and transparency in pricing structures (Inventia, 2018). Understanding perceived value and aligning pricing strategies with client expectations are critical for gaining competitive advantage in Nagpur City's interior design market.

Cultural and social factors significantly influence consumer preferences and choices in interior design. McClymont (2018) and Solanki (2019) highlight the role of social media platforms like Instagram in shaping design trends and influencing consumer perceptions of interior spaces (McClymont, 2018; Solanki, 2019). In Nagpur City, where cultural diversity and traditional values coexist with modern influences, interior designers must navigate these dynamics to create culturally resonant and socially appealing designs.

The interior design industry is constantly evolving, driven by technological advancements and changing consumer lifestyles. Trends identified by Peterson (2019) and Lauren (2020) point towards sustainable design practices, smart home technologies, and personalized interiors as key drivers shaping future consumer preferences (Peterson, 2019; Lauren, 2020). For interior designers in Nagpur City, staying abreast of these trends is essential for innovation and staying competitive in the dynamic market landscape.

This literature review underscores the multifaceted nature of customer perception in the interior design sector, highlighting the importance of design aesthetics, service quality, cost considerations, and cultural influences in shaping consumer preferences. By synthesizing insights from existing literature, this study aims to provide a comprehensive understanding of customer perception of interior designing services for residential properties in Nagpur City, offering practical implications for industry practitioners and stakeholders.

#### **Objectives of the study**

- Investigate the role of cultural and social factors in shaping customer preferences and design choices.
- Analyze how local cultural norms and social trends influence interior design decisions in Nagpur City.
- Identify emerging trends and innovations in residential interior design that resonate with homeowners in Nagpur City.

#### **Research methodology**

This study employs a mixed-methods approach to investigate customer perception of interior designing services for residential properties in Nagpur City. Initially, a comprehensive literature review was conducted to gather existing knowledge and insights from academic articles, industry reports, and relevant publications. The literature review served to identify key factors influencing customer preferences, satisfaction levels, and decision-making processes in the context of interior design services. Subsequently, primary data collection was conducted through semi-structured interviews and surveys with homeowners and clients who have

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engaged interior designers in Nagpur City. The interviews focused on exploring participants' experiences, perceptions of service quality, design preferences, and the influence of cultural and social factors on their decision-making. Quantitative data from surveys supplemented qualitative insights, providing a holistic understanding of customer perspectives. Sampling techniques ensured a diverse representation of homeowners across different socio-economic backgrounds and residential areas within Nagpur City. Data analysis involved thematic coding of qualitative responses and statistical analysis of survey results to identify patterns, correlations, and trends. Ethical considerations were adhered to throughout the research process, ensuring participant confidentiality and voluntary participation. The findings from this research aim to contribute valuable insights into enhancing service delivery and meeting the evolving needs of homeowners in Nagpur City's interior design market.

#### **Data analysis and discussion**

**Table 1. Evaluation of the dimensions using the Modified Delphi Method**

Dimension	SD	Mean	CV	Absolute Value
Value creation	0.656	4.9	0.247	0.944
Economic advantage	0.617	4.3	0.235	0.9
Designer	0.731	4.1	0.260	0.2
Environmental	0.780	3.8	0.290	0.5

#### **Analysis of Dimensions Using the Modified Delphi Method**

The evaluation of dimensions related to interior designing services in Nagpur City was conducted using the Modified Delphi Method, focusing on key aspects including value creation, economic advantage, designer expertise, and environmental considerations. Each dimension was assessed based on three criteria: standard deviation (SD), mean score, coefficient of variation (CV), and the absolute value of these metrics.

Value creation emerged as the most consistent dimension, with a SD of 0.656 indicating moderate variability among responses, yet maintaining a high mean score of 4.9, suggesting strong agreement among participants on its importance. The coefficient of variation (CV) of 0.247 indicates a relatively stable consensus among stakeholders regarding the role of value creation in interior design services.

Economic advantage received a SD of 0.617 with a mean score of 4.3, indicating slightly lower variability but still significant agreement on its relevance. The CV of 0.235 suggests a stable perception among participants regarding the economic benefits associated with interior design services in Nagpur City.

Designer expertise, with a SD of 0.731 and a mean score of 4.1, showed higher variability compared to the previous dimensions, yet it remained pivotal with a CV of 0.260, highlighting differing opinions among stakeholders regarding the expertise and qualifications expected from interior designers.

Environmental considerations received a SD of 0.780 and a mean score of 3.8, indicating moderate variability and a lower mean score compared to other dimensions. The CV of 0.290 underscores varying perspectives on the importance of environmental sustainability in interior design practices within Nagpur City.

Overall, the Modified Delphi Method provided a structured approach to evaluating these dimensions, offering insights into the perceived importance and consensus among stakeholders. This analysis informs strategic decisions for enhancing interior design services, ensuring alignment with stakeholder expectations and market demands in Nagpur City.

#### **Discussion**

The evaluation of dimensions related to interior designing services in Nagpur City, conducted through the Modified Delphi Method, provides valuable insights into the perceptions and priorities among stakeholders in this sector. This discussion focuses on the findings and

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implications of the analysis, considering each dimension: value creation, economic advantage, designer expertise, and environmental considerations.

### **Value Creation:**

Value creation emerged as a highly rated dimension, with a mean score of 4.9 and a relatively low standard deviation of 0.656, indicating a strong consensus among participants on its importance. This suggests that stakeholders in Nagpur City recognize the significance of interior designing services in enhancing the overall value and appeal of residential properties. The low coefficient of variation (CV) further reinforces the stability of this perception across different respondent groups. Enhancing value creation through innovative design solutions and personalized approaches could further strengthen customer satisfaction and market competitiveness for interior designers in the region.

### **Economic Advantage:**

The dimension of economic advantage also received favorable ratings, with a mean score of 4.3 and a SD of 0.617. This indicates a robust acknowledgment among stakeholders regarding the financial benefits associated with investing in interior design services. The lower CV of 0.235 suggests consistent agreement on the economic advantages, such as property value appreciation and improved marketability, which are crucial considerations for homeowners and real estate developers in Nagpur City. Interior designers can leverage this understanding to emphasize cost-effective solutions and tangible returns on investment in their service offerings.

### **Designer Expertise:**

Designer expertise exhibited a higher variability with a SD of 0.731 and a mean score of 4.1, indicating varying perceptions among respondents regarding the skill and proficiency expected from interior designers in Nagpur City. The moderate CV of 0.260 suggests that while there is recognition of the importance of designer expertise, there are differing opinions on the specific qualifications and credentials required. This highlights the need for continuous professional development and accreditation within the industry to meet diverse client expectations and maintain standards of excellence.

### **Environmental Considerations:**

Environmental considerations received a lower mean score of 3.8 and a higher SD of 0.780, indicating moderate variability and a somewhat lower prioritization among stakeholders in Nagpur City. The CV of 0.290 suggests differing perspectives on the integration of sustainable practices and eco-friendly design solutions within interior designing services. As global awareness of environmental issues grows, there is an opportunity for interior designers to promote sustainable design practices that align with local regulations and community expectations, thereby enhancing their relevance and appeal in the market.

### **Implications and Future Directions:**

Overall, the findings from this study provide actionable insights for interior designers and industry stakeholders in Nagpur City. Emphasizing value creation and economic advantages while addressing varying perceptions of designer expertise and environmental considerations can enhance service delivery and client satisfaction. Future research could explore strategies for integrating sustainable practices more effectively and understanding evolving consumer preferences in interior design within Nagpur City's dynamic market landscape.

In conclusion, the Modified Delphi Method facilitated a structured evaluation of key dimensions influencing customer perception of interior designing services in Nagpur City. By addressing these dimensions, interior designers can tailor their services to better meet client needs and expectations, thereby fostering long-term success and sustainability in the competitive marketplace.

### **Conclusion**

This study has examined and analyzed customer perceptions of interior designing services for residential properties in Nagpur City, aiming to provide a comprehensive understanding of stakeholder preferences and priorities within the local interior design market. Through a

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structured approach that included a literature review, Modified Delphi Method analysis, and interpretation of key findings, several significant insights have emerged.

The findings from this study provide actionable insights for interior designers, firms, and industry stakeholders in Nagpur City. Emphasizing value creation, economic benefits, and addressing varying perceptions of designer expertise and sustainability can enhance service delivery, client satisfaction, and market competitiveness. Strategies focusing on innovation, sustainability, and client-centric approaches are pivotal for achieving long-term success in the dynamic interior design market.

Future research endeavors could explore evolving consumer preferences, technological advancements in interior design practices, and the impact of socio-cultural influences on design choices within Nagpur City. Additionally, investigating strategies for integrating digital technologies and advanced methodologies to enhance customer engagement and service delivery would be beneficial for industry advancement and innovation.

In conclusion, this study contributes valuable insights into customer perceptions of interior designing services for residential properties in Nagpur City, offering a nuanced understanding of stakeholder priorities and guiding principles for fostering excellence in the local interior design industry. By aligning with client expectations, leveraging economic benefits, and embracing sustainability, interior designers can navigate challenges and capitalize on opportunities in the evolving market landscape of Nagpur City.

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