









emotional experience, achievement experience, mental experience, and spiritual experience. Spiritual experience refers to the experience generated in pursuing a spiritual destination, such as religious experience. Since it is difficult for consumption experience of e-sports products to reach this depth, this article focuses on the four dimensions of consumption experience: sensory experience, emotional experience, achievement experience, and mental experience.

**H1:** Consumption experience has a positive impact on the consumption willingness of e-sports product consumers.

Regarding the relationship between product characteristics, consumption experience and consumption willingness. Product characteristics are a series of elements that reflect the uniqueness of a particular product. For e-sports products, product characteristics refer to the traits that can attract consumers in addition to essential functions. The research of (Li, 2010) shows that product attributes positively impact consumption experience and consumption willingness of mobile game users. Compared with product attributes, product characteristics can better reflect the difference of products. Therefore, this study believes that product characteristics can positively impact consumption experience and willingness.

**H2:** Product characteristics have a positive impact on the consumption experience of e-sports product consumers.

**H3:** Product characteristics have a positive impact on the consumption willingness of e-sports product consumers.

Regarding the relationship between incentive factors, consumption experience and consumption willingness. Incentive factors are the concept of organizational behavior, which refer to those factors that can bring positive attitudes, satisfaction and motivation. Research objects mainly focus on corporate employees. This research focuses on the primary role of incentive factors, extending incentive factors as the marketing methods adopted by the suppliers of e-sports products to encourage consumers to consume e-sports products. Zhao (2017) shows that intelligent marketing can bring consumers a better consumption experience. Xiang (2018) finds that Weibo marketing factors positively influence consumption intentions through perceived value and trust. Therefore, this study believes that through specific incentives, e-sports product suppliers can not only improve consumers' consumption experience, but also enhance consumers' willingness to consume.

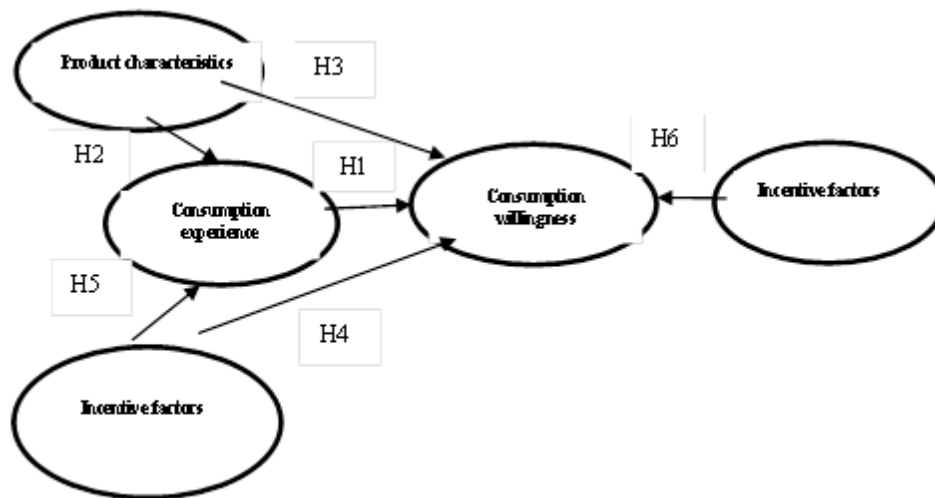
**H4:** Incentive factors have a positive impact on the consumption willingness of e-sports product consumers.

**H5:** Incentive factors have a positive impact on the consumption experience of e-sports product consumers.

Regarding the relationship between external environment and the consumption willingness. External environment refers to external factors that have nothing to do with the product's attributes. Wang (2016) indicates that the external environment of e-sports is divided into "hard" environment and "soft" environment. "Hard"

environment refers to the requirements of e-sports on electronic equipment and networks, and "soft" environment refers to opinions of public, relatives and friends on e-sports. External environment in this study refers to the surrounding environment that affects consumers' psychology and behavior, including social environment (public opinion), reference groups, consumption locations, time pressure and other factors. (Liu & Liu, 2017) points out that positive (or negative) online public opinions have a significant positive (or negative) impact on consumers' purchase intentions. Based on this, this study believes that external environment has a positive impact on consumers' willingness to consume e-sports products.

**H6:** External environment has a positive impact on the consumption willingness of e-sports product consumers.



**Figure 1: Analysis Model of Consumer Willingness.**

Based on above assumptions, this research constructs a conceptual model between product characteristics, incentive factors, external environment, consumption experience, and consumption willingness, as shown in (Figure 1).

### RESEARCH ANALYSIS AND RESULTS

This article combined online and offline methods to conduct a questionnaire survey. The online channel was the “King of Glory” game group, and the offline channel was mainly the scene of the “King of Glory” game, which to a large extent ensured that the subjects of the survey were the “King of Glory” players, thereby improving the effectiveness of data collection. In the end, 310 questionnaires were distributed and 284 valid questionnaires were returned.

In order to understand the basic distribution of the interviewed group, this study conducted a descriptive statistical analysis of the collected samples, including demographic characteristics and characteristics of the interviewed group.

From the results of demographic characteristics, the difference in the proportion of male and female players among the surveyed groups is not obvious, indicating that there is no significant gender difference in the acceptance of the

“King of Glory”. The 18-30 years old group accounts for the largest proportion. At present, the student group still constitutes the mainstream participant group of e-sports games, accounting for 56.3% of the total; followed by personnel from enterprises and institutions, accounting for 14.7% of the total. By summarizing the characteristics of the group, the common point is that the group is relatively young, has strong cognitive and learning abilities, and has a strong ability to accept new things.

**Table 1. Characteristics of the interviewed group.**

	Category	Percentage
<b>Average game time per day</b>	Under 1h	28.2%
	1-2h	36.6%
	2-3h	18.9%
	3h	16.4%
<b>Watch e-sports videos</b>	Yes	69.3%
	No	30.7%
<b>Activities except playing games</b>	Sports	54.2%
	series/Films	79.8%
	Reading	48.7%
	Travelling	42.9%
	Community activities	18.1%
	others	10.1%
<b>Activity location</b>	Home	62.6%
	Internet Bar	26.1%
	Dormitory	41.6%
	E-sports game scene	16.0%
	No specific place	24.8%
	others	5.9%

It can be seen in **Table 1** that most of the game players of “King of Glory” spend 1-2 hours a day on the game. At the same time, players will choose to watch e-sports related videos. These activities are mostly at home or dormitory. In addition to games, e-sports players have other hobbies. Nearly 79.8% of the informants will choose to watch series or films in their free time, and some will also choose to read or travel, indicating that playing games is just a part of daily leisure for most respondents.

According to the research hypothesis of this article, five latent variables are set as consumption experience, external environment, product characteristics, incentive factors, and willingness to consume with totally 31 observation variables. Using SPSS to analyze the returned data, the results are in (**Table 2**). The mean values are all above 3, and the questionnaire items can roughly reflect their willingness to consume. At the same time, the skewness is in the range of -1 to 1, the kurtosis is in the range of -3 to 3, and the skewness and kurtosis are both within a reasonable range, which satisfies the normal distribution assumption.

**Table 2: Descriptive statistical results of observed variables.**

Latent variables	Observation variables	Mean value	Standard deviation	Skewness	Kurtosis
Consumption experience	IE1	3.20	1.165	-.424	-.568
	IE2	3.00	1.189	-.206	-.828
	IE3	3.28	1.169	-.468	-.480
	IE4	3.28	1.075	-.448	-.243
	AE1	3.24	1.206	-.346	-.698
	AE2	3.34	1.157	-.512	-.484
	AE3	3.46	1.101	-.716	.053
	AE4	3.53	1.175	-.800	-.057
	AE5	3.75	1.084	-1.037	.769
	FE1	3.25	1.103	-.409	-.233
	FE2	3.54	1.101	-.701	.061
	FE3	3.29	1.157	-.403	-.432
	EE1	3.13	1.170	-.232	-.668
	EE2	3.48	1.146	-.643	-.269
	EE3	3.56	1.100	-.746	.114
EE4	3.50	1.113	-.639	-.127	
External environment	OE1	3.24	1.200	-.383	-.682
	OE2	3.30	1.132	-.555	-.408
	OE3	3.19	1.135	-.439	-.496
Product characteristics	PC1	3.39	1.167	-.587	-.431
	PC2	3.35	1.159	-.458	-.489
	PC3	3.39	1.184	-.464	-.617
	PC4	3.20	1.232	-.246	-.811
	PC5	3.27	1.152	-.307	-.622
Incentive factors	IF1	3.16	1.273	-.204	-.924
	IF2	3.34	1.135	-.524	-.404
	IF3	3.39	1.174	-.563	-.421
	IF4	3.17	1.146	-.215	-.589
Consumption willingness	CW1	3.38	1.195	-.385	-.652
	CW2	3.37	1.228	-.479	-.579
	CW3	3.11	1.258	-.131	-.568

KMO measurement and Cronbach index measurement were performed on the questionnaire samples. The results are shown in (Table 3). The Cronbach's Alpha values of the research data are all above 0.8, indicating that the questionnaire items have good consistency, and the KMO values are all above 0.7, which means good structure validity and meets the requirements of factor analysis. AVE's square



root of each index indicates that the overall dimension of the model has discriminative validity.

**Table 3: Reliability and validity analysis.**

Latent variables	Observation variables	Cronbach's Alpha	KMO value
Consumption experience	IE1	0.869	0.762
	IE2		
	IE3		
	IE4		
	AE1	0.929	0.892
	AE2		
	AE3		
	AE4		
	AE5		
	FE1	0.912	0.757
	FE2		
	FE3		
	EE1	0.918	0.849
	EE2		
EE3			
EE4			
External environment	OE1	0.924	0.761
	OE2		
	OE3		
Product characteristics	PC1	0.936	0.902
	PC2		
	PC3		
	PC4		
	PC5		
Incentive factors	IF1	0.918	0.838
	IF2		
	IF3		
	IF4		
Consumption willingness	CW1	0.918	0.748
	CW2		
	CW3		

Next, this research uses AMOS24.0 to further test the relationship between consumer experience, consumer willingness, product characteristics, external environment, and motivational factors, find the fitting index, and obtain the path

coefficient with the maximum likelihood estimation method. Calculating fitting index, the initial fitting results are shown in (Table 4).

Table 4: Fitting index.

	$\chi^2/df$	SRMR	RMSEA	GFI	AGFI	NFI	RFI	IFI	CFI	PGFI
<b>Ideal value</b>	<5	<0.05	<0.08	>0.9	>0.9	>0.9	>0.9	>0.9	>0.9	>0.5
<b>M1</b>	7.718	0.643	0.168	0.817	0.624	0.797	0.762	0.818	0.817	0.546
<b>M2</b>	2.149	0.0237	0.070	0.871	0.826	0.945	0.934	0.970	0.970	0.646

The fitting results show that the significance of the external environment to consumption willingness and consumption experience to consumption willingness fails to meet the standard, but the correction index (M1) gives a certain room for improvement. According to the modified index, the covariant relationship is added between the residual items, and the modified model is finally obtained. The fitting index of the modified model reaches the standard level.

The coefficient estimation results of the model are shown in (Table 5). P value shows the significance of the influence relationship of each path, and P value less than 0.05 means that the influence relationship of the path is established. It can be seen from the table that the four influence paths of incentive factors - consumption willingness, incentive factors - consumption experience, external environment - consumption willingness, and consumption experience-consumption willingness are not significant, so we reject H1, H4, H5 and H6.

Table 5: The coefficient estimation results of the model.

			Unstd.	S.E.	C.R.	P	Std.
<b>Consumption experience</b>	<---	Product characteristics	.562	.205	2.744	.006	.633
<b>Consumption experience</b>	<---	Incentive factors	.263	.193	1.361	.174	.312
<b>Consumption willingness</b>	<---	Product characteristics	.758	.263	2.883	.004	.708
<b>Consumption willingness</b>	<---	Consumption experience	.143	.152	.941	.347	-.117
<b>Consumption willingness</b>	<---	Incentive factors	.297	.220	1.353	.176	.996
<b>Consumption willingness</b>	<---	External environment	-.184	.118	-1.555	.120	-.385

The reason for rejecting H1 can be explained as that good consumption experience may not immediately provoke players' willingness to consume which will only be generated under the combined effect of their own economic conditions and other external environments. As a marketing tool, incentive factors have an impact on consumption willingness only under the synergistic effect of the product itself, making H4 and H5 insignificant. Due to the development and change of the

concept of social life, people are increasingly showing independent self-awareness and decision-making, which will weaken the external environmental impact of consumption choices to a certain extent, resulting in H1 insignificant. At the same time, the standardized regression coefficient of product characteristics on consumption experience is 0.633, and the standardized regression coefficient of product characteristics on consumption willingness is 0.708. Both are above 0, and the significance is up to the standard. Therefore, H2 and H3 are accepted.

## **CONCLUSIONS AND IMPLICATIONS**

The research results indicate that e-sports products' characteristics have a significant positive impact on consumption experience of e-sports products. In the field of sports, game products obviously have life cycle characteristics. To extend the life cycle of e-sports games, it is essential to continually improve players' experience, which needs relevant personnel to first pay attention to the characteristics of the product itself. Product characteristics also have a significant positive impact on consumption willingness of e-sports products. The first thing consumers pay attention to when purchasing products and services is the intrinsic properties. Both virtual products in games and derivative products of e-sports, such as e-sports events and peripheral products, should be developed starting with the quality and design of the products, including the fun and beauty of the game products, the artistic and creative nature of the peripheral products, and the appreciation of the event products. Product characteristics are an essential consideration in determining product consumption.

“King of Glory” is currently in a relatively hot state of market consumption, and it is still necessary to extend its mature development period. First of all, continuing to develop and update the details of the product is required and the development direction of product updates can be captured by investigating actual preferences of game players.

Second, it is suggested that analyzing and learning from the development experience of other game competitors. For example, LOL and DOTA hosted international events, which has dramatically increased consumer enthusiasm for e-sports games. Almost every international game can trigger a new round of confidence. At the same time, they also seized the industrial opportunity of incorporating e-sports products into 2022 Hangzhou Asian Games, which has promoted the renewal and development of the products themselves, and create a development path for international competitions. Finally, developers need to use marketing methods to stimulate consumption and increase experience such as celebrity endorsements, cultural and creative figures, etc. The economic value of e-sports products includes game products themselves and peripheral products and event products. From the perspective of game products, players consume virtual products, while peripheral products designed around virtual game products are physical. For example, limited products, commemorative products, and blind box creatives are effective means to activate virtual products.

This article made a preliminary study on the factors affecting the consumption intention of e-sports products. Subsequent investigation should expand research samples and consider consumers' economic status, values, cognitive status, and other influencing factors to further deepen and improve research results.

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