

Blind consumers and ways forward: an up-to-date systematic literature review

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Cite as:

Madeira Adriana, PEREZ GILBERTO, MELO DOUGLAS, Shiraishi Guilherme (2025), Blind consumers and ways forward: an up-to-date systematic literature review. *Proceedings of the European Marketing Academy*, 54th, (125153)

Paper from the 54th Annual EMAC Conference, Madrid, Spain, May 25-30, 2025



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Abstract

Making spaces accessible is essential for everyone. Although accessibility is relevant, there are still few studies that focus on the consumer relationship of blind people in retail establishments, considering that these spaces also play a role in socialization, coexistence, and even leisure. This systematic literature review examines the current state of research on blind consumers from the perspective of Transformative Service Research and vulnerability. Through the analysis of 43 articles, the study reveals that the current literature on TSR in the context of blind consumers is scarce, and there is a predominance of studies focusing on technological accessibility solutions. Future research should focus on reducing vulnerability and TSR, addressing training programs and creating inclusive service models for physical retail environments. Changing spaces would also improve other people's views on disability and accessibility, thus encouraging socialization, which reduces vulnerability.

Keywords: *Blind Consumer, Transformative Service Research, Systematic Literature Review*

Track: Service Marketing & Service Innovation