

A SYSTEMATIC REVIEW ON RIGHT TO REPAIR – FOCUS ON CUSTOMER PERSPECTIVE

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Abstract

In developed countries consumers habitually choose independently to repair their electric and electronic products to extend their product life, invariably towards the control factors given by manufacture. The “Right to Repair” movement tries to build repair culture among consumers and leads to strengthen circular economy. Based on this background, this study emphasises on systematic literature review that examines the up-to-date proceeding of Right to Repair globally and explores India’s circumstances & arguments related to right to repair movement. The objectives 1. identifies & categorize right to repair research collections using bibliometrics, 2. Discloses the evolving research direction & pathway which includes number article published, most cited countries etc, 3. scrutinize the most relevant keywords or co-occurrence words, 4. Pinpoints unmapped research space for future study. By following PRIAMA 2020 guidelines, this study sketched the growth and enhancement of the basic impression in the consumer perspective towards right to repair literature quest was conducted across Web of Science, Scopus database. Over 292 publications with 5183 citations between the year 1995 to 2025 were screened. Dataset were examined using bibliometric tool (Biblioshiny). Through mapping it is observed “circular economy”, “repair intension”, “market factor”, “barriers”, “consumer experiences”, “legal advocacy”, “environment” and “consumer behaviour” are the most frequently dwelling words in literatures. By exploring the roots in detail, a framework with themes are linked for further study the perception of Indian consumers towards right to repair. In order to highlight more research on consumer perception towards right to repair, that instigate positive connotation among policy makers to make corporate strategies for a successful repair friendly atmosphere.

Keywords: Right to Repair, Circular Economy, Repair Culture, Consumer Perception, Systematic Literature Review, Bibliometrics.

INTRODUCTION

In this quickly advancing hi-tech condition, electronic and electrical appliances, gadgets & tools progressed into essential aid in routine life. Staring from electrical appliances like heater, toaster, kettles, electric motors like refrigerator, fan, cleaning appliances like washing machines & vacuum cleaner, cooking appliances and electric appliances like smartphones, laptops, television etc. Consumers are hooked up with the modern and fast-growing advancement in all electronic and electrical products since it is nailed with human life and earnt comfort among each and everyone. But the unease with these advanced products is its lifespan. A report from global E waste monitor 2020 links that growing E waste volume globally is in line towards decreasing product lifespan (Adrian et al., 2020). The global drift denotes that the lifespan of electric & electronic products is fleeting. This has foremost consequences on environment and e-waste generation. The treatment towards the product during the end-of-life is to be done by product Lifecycle information to manage the e-waste (Andersen & Halse, 2023). Empowering the consumer to access the information and provide the required components & spare parts to extend the lifespan of EEP will reduce e-waste. Th Right to repair have gained global traction, not only with welfare

societies but also civil societies and government supports Right to repair with programs and policies. (Armstrong Soule C.A.; Ortega Egea J.M., 2024).

Source: (Baldé et al., 2024)

Table: 1 Representation of right to repair key factors in major countries.

COUNT RY	ACTION	YEAR	FOCUS AREA	KEY FACTORS	SOURCE
Australia	Law Passed	July 1, 2022	Automotive	Mandates repair info for original equipment manufacturers to all independent/ individual dealers or service providers.	(Manwaring et al., n.d.)
Belgium	Proposal	2022	Smartphones /Tablets	EU repair index proposed for smartphones and tablets.	(Navigating the New Repairability Index in Belgium: Key Updates and Deadline, 2025)
Brazil	Bill Introduced	2024	General	Under the Consumer Protection Code - the Article 12 Excludes planned obsolescence by raising the parts/tools/info access from manufactures side and safeguards consumer and services providers.	(Júnior et al., 2024)
Canada	Bills in Debate	-	General	Bills C-244 & C-294 act as a consultation and support consumers to keep their product work for longer period.	("Government of Canada Launches Consultation on Right to Repair to Better Meet Canadian Consumers' Needs," 2024)
New Zealand	Constitution Proposal	2024	General	Presented its first Right to Repair bill in 2024. It's intention is to ensure availability of repair information and repair components and spare parts to consumers,	(Consumer Guarantees (Right to Repair) Amendment Bill, 2024)

R2R IN INDIA:

India is holding 17.78% of population of the world total population and ranks 3rd in consumer market with 12% of expenditure growth rate. It is found that there are resources constraints with the desired growth rate. To overcome or to tackle this complexity of resource scarcity, India had unbolted the circular economy. The precise implementation of circular economy will indeed reduce the resource scarcity and environmental issues. The Indian government strongly endorses about 7 R's (Reduce, Reuse, Recycle,

Redesign, Remanufacture, Refurbish, and Repair) the pillar to achieve circular economy. This article primarily focuses on Repair.

(Right to Repair in India, 2022) To reduce the e-waste, Indian government had taken great measures by building a framework on Right to Repair in the year 2022. This framework gives an opportunity to the consumers to repair their electric and electronic products rather than purchasing new products. This portal not only bring consumer into the framework; it also connects major manufactures to display their product, product related components, spare parts details where in consumers can repair their product by self or via third party. This framework also encourages small repair business to boost the local economies. Another major step taken by Indian government is Repairability Index, this act as a regulation system which helps the consumer to know more about the product repairability. The RI system mandates the manufacturers to display the repairability index as rating or label format. Therefore, this system encourages consumer to extend the electric and electronic product life, bring in sustainable products and reduces e-waste.

ROLE OF CONSUMER PERSPECTIVE:

(Sabbaghi & Behdad, 2016) according to this study consumers are ready to repair their malfunctioning product to increase the product lifespan until the repair cost does not overdo their edge. In some cases, consumers replace their old product to new ones due to business obsolescence. (Baker et al., 2022) This study explores consumer perception on Product Lifespan extension in attention on consumers attitude, values, belief and motives. Understanding the consumers feeling about right to repair will lead to better practice.

Consumers tend to practice repair to extend the lifespan of products. In this study attitude and perception of consumers from America and Spain are examined to determine the awareness level in both the countries. The main recommendation is to increase the awareness of product life span extension among consumers (Armstrong Soule C.A.; Ortega Egea J.M., 2024).

Consumer perceived barriers lead to non-practices repair(Roskladka et al., 2023). (Ackermann et al., 2018)Product care led to product life extension and that is triggered but motivating factors among consumers. The study from (Sonogo et al., 2022)reveals that institutional ingenuities that discourse product reparability, is the key reinforcement to practices reparability among consumers.

AIM OF THE REVIEW:

The objective of this study is to vitally integrate and examine the prevailing study and research on Right to Repair, with a precise focus on perspectives of consumer towards repair and awareness about the right to repair, institutional policies and developments, association towards environmental aspects, market response, and manufacturer attitude. This systematic review strives to find and categorize the key topics, unexplored area and recommendations for future policies and consumer encouragement efforts, mainly within the framework of sustainable practices.

The consumer perspective aims to examine in what way the right to repair is practices and what are the barriers and gaps which delays in execution of repair practices among consumers. These perspectives have the features of studying, in the most inclusive way, which should be explored. In this view, this systematic paper wishes to riposte few explicit research questions:

RQ1: What are the research collections in the bibliometrics of right to repair?

RQ2: What are the new research directions?

RQ3: Which research pathway like journals, authors and institutions are the most significant and substantial?

RQ4: What are most relevant keywords used in research that stipulate the context and content of research?

RQ5: What is the unexplored research space under consumer perspective towards right to (Haddaway et al., 2022)repair for further work?

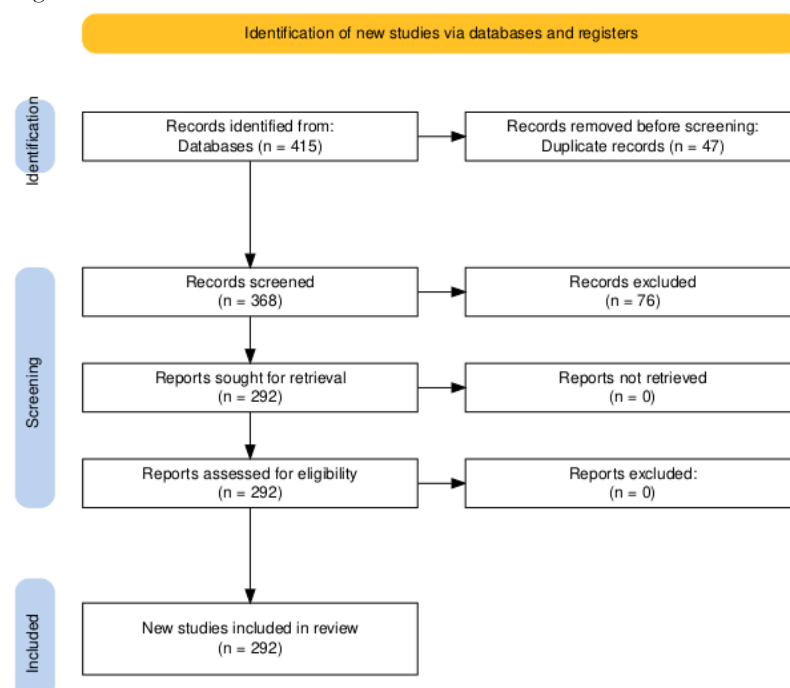
To answer the above research questions, the foremost we gathered systematic literature review on the actual literature from 1995 to 2025, using bibliometric analysis to explore and analysing large volume of data(Donthu, Kumar, Mukherjee, et al., 2021). Secondly, through the analysis, four research clusters are identified and highlighted the perspective of the right to repair field and how it is progressed over a period of time. Third, by using Bibliometrix package in R, research possibilities and potentials were fostered to progress the research contributions.

RESEARCH METHODOLOGY

To explore the first research, question the researchers collected various literature for the systematic literature review and reviewed(Åström et al., 2009). The papers were found by probing in Scopus using the appropriate subject words for literature review and “Right to Repair”(Ozturkcan, 2024)(Sinha et al., 2024) (Boniface et al., 2024; Pérez-Belis et al., 2017)The goal of this preliminary work is to locate to the possible progressive of the repair and consumer behaviour towards their rights(Bovea et al., 2018; Pérez-Belis et al., 2017). And further consumer perception, attitude was evaluated, studying the high consequence of barriers to exercise it(Armstrong Soule C.A.; Ortega Egea J.M., 2024; Perzanowski, 2020). The Inclusion of articles journal, book chapters, books, and conference publications (Meline, 2006)mainly reviewing and examining on consumer perception and behaviour on right to repair, barriers, environmental consequences due to non-repair practices, manufacturer policies, behaviour towards repair.

The researchers have constructed the screening and data extraction using PRISMA-style flow diagram to conduct the systematic review collection and screening of papers and credentials for bibliometric analysis(Haddaway et al., 2022). From a preliminary set of 415 data set was recognised through database request from various platforms like Scopus and google scholars, wherein 47 duplicates were detached. Subsequently screening for significance and metadata fullness, 292 documents were estimated suitable and incorporated in the systematic review analysis. This included articles, books, journals, reviews, and papers from conference incorporating assorted elements and factors of the Right to Repair.

Fig 1: PRISMA Model Process



BIBLIOMETRIC ANALYSIS

In recent years bibliometric analysis has gained significant interest among research scholars and academicians(Khan et al., 2021)(Donthu, Kumar, Pattnaik, et al., 2021). This is due to large volume of data analysis and effective presentation of high impact(Donthu, Kumar, Mukherjee, et al., 2021). In this review, the authors have explored the intellectual knowledge and significant information through bibliometric methodology. Another reason for conducting bibliometric analysis is to identify the author throughput, publication trend, most cited documents, keywords etc.

The table 2 determines that the annual growth rate towards the study of right to repair is 10.68%, this indicates a steady progress rate. The average citation 32.42 indicates the high level of research involvement towards the field.

Table 2: Representation of Main Information about Data

Description	Results
Timespan	1995:2025
Sources (Journals, Books, etc)	246
Documents	292
Annual Growth Rate %	10.68
Document Average Age	4.3
Average citations per doc	32.42
References	0
Source: using Biblioshiny package R	

DOCUMENT CONTENTS	
Description	Results
Keywords Plus (ID)	1689
Author's Keywords (DE)	889
Source: using Biblioshiny package R	

AUTHORS COLLABORATION	
Description	Results
Single-authored docs	70
Co-Authors per Doc	3.52
International co-authorships %	27.05
Source: using Biblioshiny package R	

DOCUMENT TYPES	
Description	Results
Article	118
Article Book	2
Book	101
Book Chapter	13
Conference Paper	20
Editorial	1
Review	36
Review Book	1
Source: using Biblioshiny package R	

Fig 2: Articles Publications between 1995 and 2025. Researcher's explanation using Biblioshiny package R

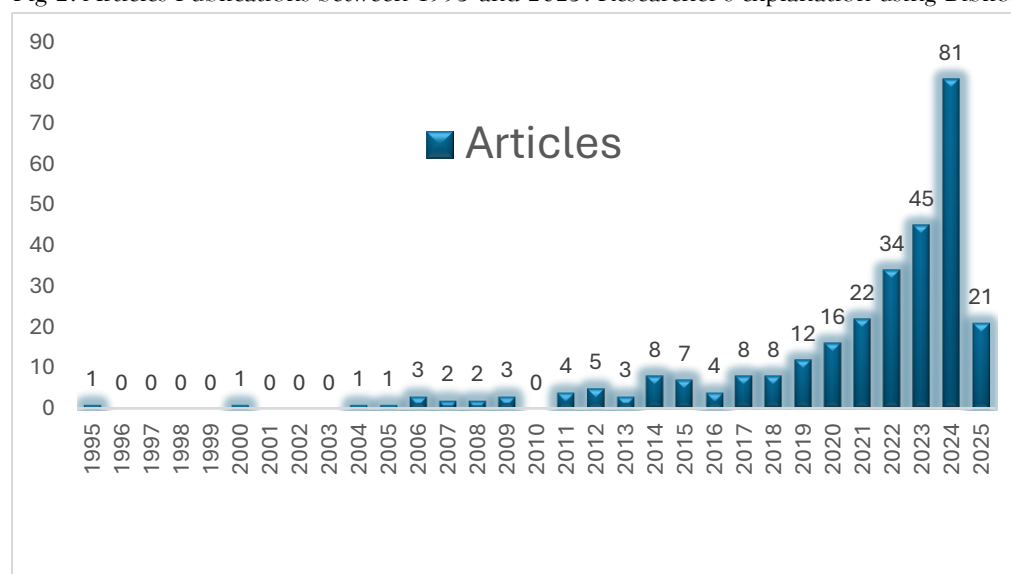
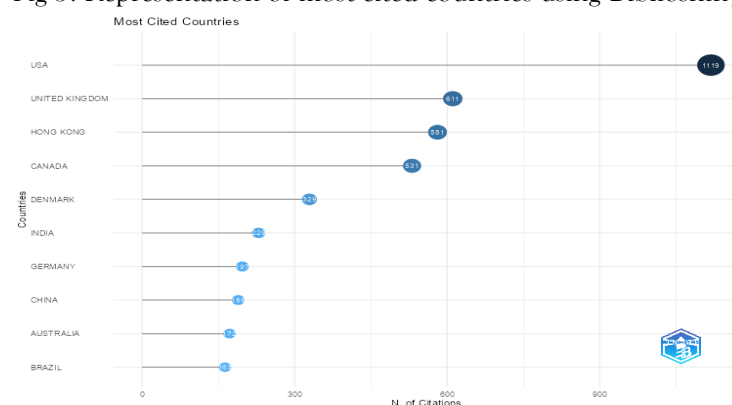
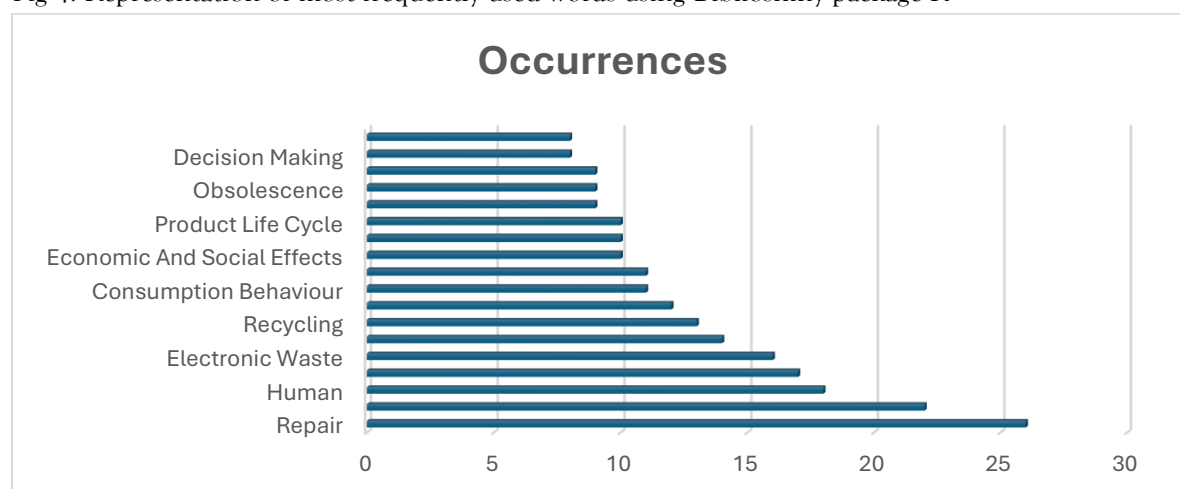


Fig 3: Representation of most cited countries using Biblioshiny package R



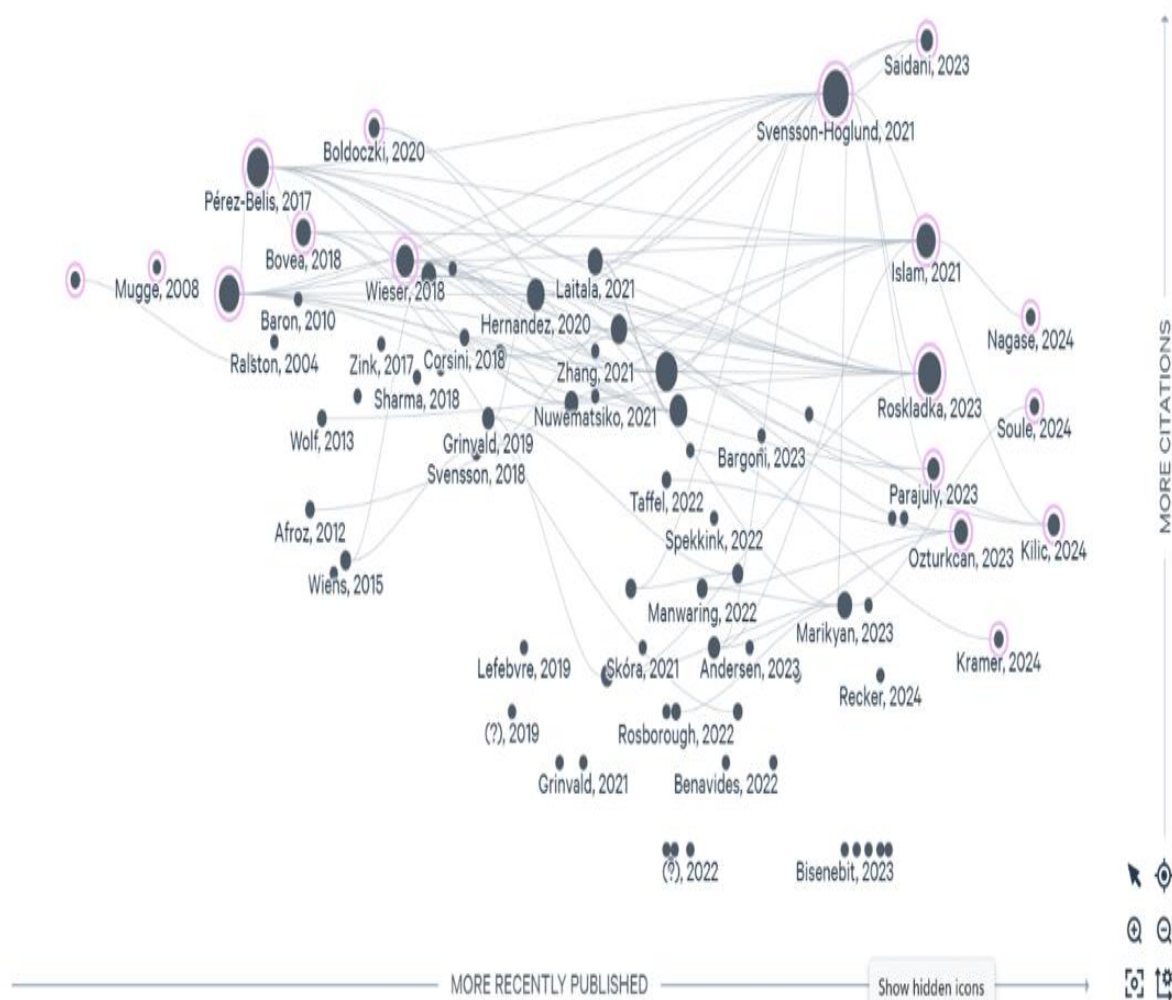
Country wise bibliometric distribution of research contribution on right to repair was conducted. The result shows the considerable interest among scholars globally. The United States tops the arena with the total of 1119 citations this defines the region's concentration on right to repair. Next is followed by United Kingdom with 611 total citations, Hong Kong 581 citation, Canada 531, Demark 329 total citations, India with 229 total citations. This distribution is based on the 292 journal articles collected by the author. The result highlights that globally study on right to repair has inclusive impact in leveraging sustainability.

Fig 4: Representation of most frequently used words using Biblioshiny package R



For analyzing the comprehensive data, Biblioshiny an R package was used to figure out the most frequently used keywords under the required topic. Repair and Human words are most frequent occurred words from the review. The listed keywords with the occurrence ensure the researcher with pertinent theocratical pathway and helps for quick notion about the research work(Corrin et al., n.d.).

Fig 5: Visual representation of Litmaps



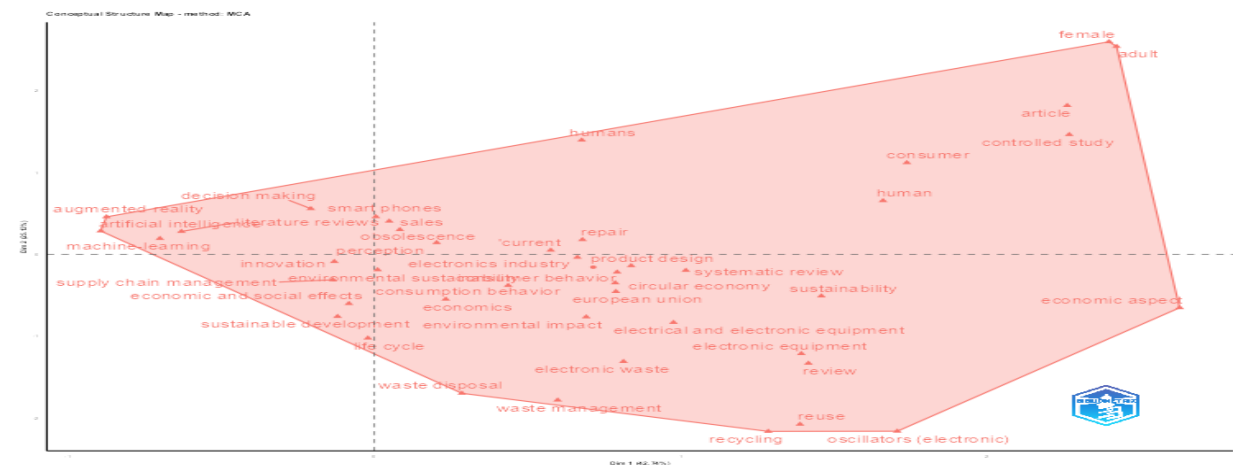
To empathise the research construction and prominent impacts connected with the studies and literature on the Right to Repair, an analysis was conducted to explore citation graph with the source Litmaps.com (Litmaps, 2025). The predicted LitMaps of Right to Repair focusses significant and sizable articles, this graphical representants interconnections and time-based development of right to repair. The vertical axis specifies the citation volume and the horizontal axis denotes publication timeline.

There are several nodes which lead the map as dominant and significant work. Specifically, (Svensson-Hoglund et al., 2021) with high citation and relevance related to repair and its study. This act as the key connection between several studies. Other leading research participants like (Roskladka et al., 2023b), (Perzanowski, 2020), (Wieser & Tröger, 2018) are well associated with upright citation. The map exposes a compact and solid collection of research particularly from the year 2020 to 2024, it is evident that there is strong attention towards right to repair.

IDENTIFICATION OF THEMES

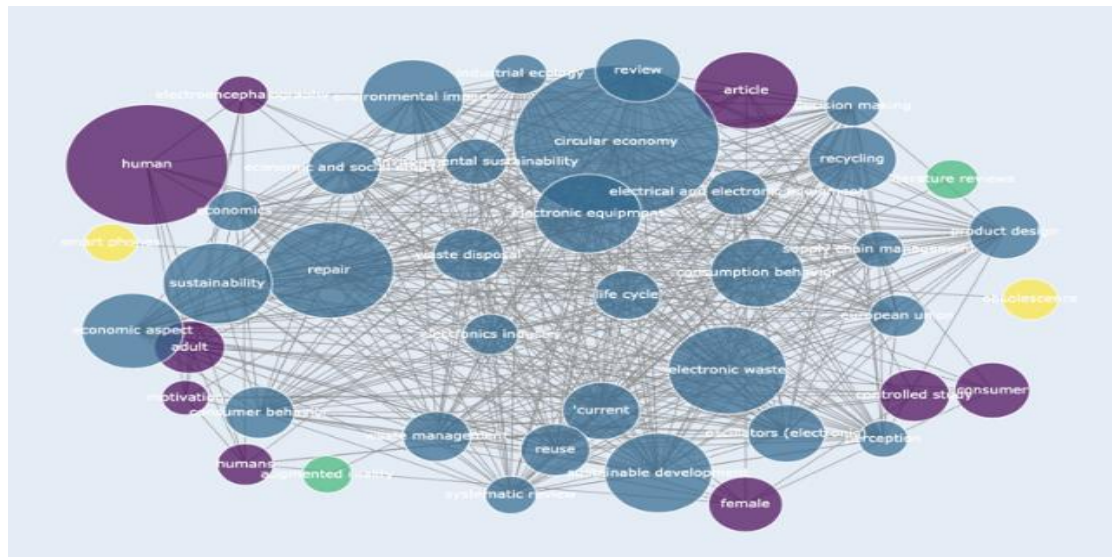
With the strong literature search and relevant database, the thematic analysis was developed for mapping the research theme (Naeem et al., 2023). This enabled to capture the relevant dimensions for the study.

Fig 6: Representation of conceptual structure map using Biblioshiny package R



The above map is exhibited with X axis as Centrality and Y axis as Density. The top right section is Motor theme with high density and high centrality. The keen phase reproduces on consumer behaviour related studies probable with demographic variables. The top left section of the map, which as high Density and low centrality. This phase is well developed but with less association. The keywords are augmented reality, machine learning, sales, smartphone etc. Next the bottom right, which indicates low density and high centrality is a basic theme. This is encircled with repair, reuse, electronic waste, circular economy etc., these are the fundamental and practical terms for the study, but thematic penetration seems to be weak. The researchers can prob in this area and deploy more in this field.

Fig 7: Representation of Co- Word Network using Biblioshiny package R



From the bibliographic analysis using biblioshiny package R, the network diagram has been extracted which spots the themes or co-occurring variables. Through meta-analytic researchers explore the research theme and the variables to understand the future direction (H. Zhang et al., 2025). In this study the researcher analyzes the research themes for understanding the preliminary themes for future study. Across the literatures, the central network appears strongly around 1. Circular Economy (Right to Repair lead to Circular economy (Singh & Rosencranz, n.d.), 2. Intention to repair (Lefebvre, 2019), 3. Market Factors (Tischner & Stasiuk, 2023) (Dortz & Wagner, 2025)(like cost, spare parts, services etc.), 4. Barriers (Svensson-Hoglund et al., 2021)(Green & Proctor, 2021), 5. Consumer Experience(Laitala et al., 2021), 6. Product design (MUGGE et al., 2008), 7. Culture and Peer groups(Krebs & Weber, n.d.). With the themes we have construed the variables highly used from various literature reviews in Table 3

Construct	Variables	Source
Consumer Behaviour	Intention to Repair	(Fachbach et al., 2022), (Marikyan & Papagiannidis, 2023)
	Product Connection	(Marikyan & Papagiannidis, 2023)
	Environmental aspects	(Jin et al., 2023; Sabbaghi & Behdad, 2016)
Repair Experience	Past Experience	(Sabbaghi et al., 2016)(Raihanian Mashhadi et al., 2016)
	Repair Reliance	(Bozic, 2017), (Huang et al., 2016)
	Access to Repair	(de la Cruz Tomás, 2024) , (Green & Proctor, 2021) (RAJESH KUMAR et al., 2023)
Market Factor	Availability of Spare parts	(Lefebvre, 2019), (Tischner & Stasiuk, 2023), (Vítová, 2024), (S. Zhang et al., 2021)
	Cost Barriers	(Maleyeff & Xu, 2024), (Dortz & Wagner, 2025), (Roskladka et al., 2023b) (Logeswari & Kannan, 2024) (Jin et al., 2020)
	Services	(Svensson-Hoglund et al., 2021), (Güsser-Fachbach et al., 2023),
Product Factors	Product Design	(Svensson-Hoglund et al., 2021),
	Certainty on Planned obsolescence	(Vítová, 2024), (Pihlajarinne, 2021)
Legal awareness	Right to Repair awareness	(Terry, 2019), (Kramer & Lechner, 2024)
	Warranty utilisation	(Smith & Smith, 2024)
	Trademark	(Gambino, n.d.), (Cunningham, 2023)
Social & Cultural	Repair culture	(Krebs & Weber, n.d.), (Marikyan & Papagiannidis, 2023)
	Peer group influence	(Lefebvre, 2019)
	Repair as environmental act	(Crosby & Stein, 2020)
Demographic	Age	(Baker et al., 2022), (Fachbach et al., 2022)
	Income	(Jin et al., 2023), (Ozturkcan, 2024)

DISCUSSION

From the selected 292 articles, bibliometric analysis indicates that there is an evolving pattern in the discipline of right to repair globally. Through biblioshiny package in R highlighted the co-occurrence words and distinct network with the themes in the study. The most prominent finding in this systematic review of literature is the core theme is supported by circular economy. The movement of right to repair leads to promote sustainable consumption among consumer and encourages in reducing e-wastage. A further key clusters like repair intension towards repair and consumer behavior, which drives more concentration in studying about motivational factors. Another accepts which is notable is repair barriers, prominently authors review about consumer undergoes lack of information about repair, availability of spare parts and cost. Finally, less familiar themes were found such as machine learning, smart device and augmented reality to locate and enable repair facility.

CONCLUSION

This systematic literature review proposed a complete thematic impression of 292 articles on the right to repair and along with consumer perception of this discipline. The network cluster argues with strong initial themes like repair intension, cost, spare part, reuse, recycling etc. this gives an opportunity for the researchers to investigate further to understand more about consumer perception. The review also emphasizes the possible connection for future research in incorporating technologies with repair accessibility, this would influence on right to repair laws.

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