

## **AEM 6140 Final Project**

### **Bridging the Green Gap: Leveraging Nudges to Promote Sustainable Consumer Behavior**

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#### **Introduction**

Nudges, a concept popularized by Richard Thaler and Cass Sunstein in their seminal book *Nudge* (2008), refer to subtle changes in choice architecture that influence behavior predictably without restricting freedom or significantly altering economic incentives. Examples include placing fruit at eye level to encourage healthier eating or pre-enrolling employees in retirement savings plans. Nudges are particularly valuable for addressing complex societal challenges, such as climate change, by guiding individuals toward sustainable choices without imposing mandates.

This case study examines the challenge consumer-goods companies face in encouraging customers to adopt climate-friendly products and services. While many consumers express pro-environment attitudes, their purchasing behaviors often fail to reflect these values, a disparity known as the "green gap." By analyzing behavioral biases contributing to this problem and exploring nudge-based solutions, this study highlights actionable strategies for fostering sustainability in consumer markets.

#### **The Business Problem**

Consumer-goods companies operate at the forefront of societal trends and must adapt to growing environmental concerns. Today, climate change has made sustainability a critical

business imperative, yet there exists a significant gap between consumer intentions and actions. This "green gap" reflects the challenge companies face in translating pro-environment attitudes into actionable behaviors, such as purchasing climate-friendly products and services.

According to a 2020 study by Globescan, while 70% of global consumers express a desire to adopt sustainable lifestyles, only 30% manage to align their purchasing decisions with these goals (UNEP, 2022).

This gap persists despite the availability of eco-friendly options, highlighting a disconnect between values and behavior. Reasons include:

- **Perceived High Costs:** Many consumers view sustainable products as expensive compared to conventional alternatives.
- **Convenience:** Eco-friendly options may require additional effort, such as choosing products with less packaging or refilling reusable containers.
- **Lack of Awareness:** Consumers are often unaware of the environmental impact of their choices or fail to identify sustainable alternatives due to inadequate labeling and marketing (UNEP, 2022)(Braun, 2022).

### **Business Implications**

For companies, the failure to bridge this gap represents not only missed revenue opportunities but also reputational risks. A growing number of consumers, particularly millennials and Gen Z, are holding brands accountable for their environmental practices. Companies that fail to offer or promote sustainable products may lose market share to competitors who effectively leverage sustainability as a selling point (Braun, 2022).

Moreover, governments and regulatory bodies are increasingly imposing stricter sustainability standards. Companies unprepared to meet these regulations may face penalties or restrictions, further underscoring the need for proactive adaptation (UNEP, 2022).

1. **Food Industry:** Meat consumption is a significant driver of greenhouse gas emissions, yet consumers frequently choose meat over plant-based alternatives due to convenience and taste preferences. Companies like Unilever and Beyond Meat are addressing this by introducing plant-based products prominently in menus and supermarket aisles (Braun, 2022).
2. **Energy Sector:** Many households stick with fossil fuel-based energy plans, despite the availability of renewable energy options. This inertia stems from status quo bias and the perception that switching plans is complicated (Braun, 2022)(UNEP, 2022).
3. **E-commerce Platforms:** Platforms like Amazon and Alibaba have extensive data on consumer preferences but face challenges in nudging customers toward sustainable products effectively. Efforts like Amazon's "Climate Pledge Friendly" initiative aim to overcome these hurdles by highlighting eco-certified products (UNEP, 2022).

The green gap represents a dual challenge for consumer-goods companies: meeting the rising demand for sustainable products while overcoming behavioral and structural barriers that hinder adoption. Addressing this issue requires innovative strategies, including the application of behavioral insights like nudges, which can subtly influence consumer decisions toward more sustainable outcomes. This sets the stage for examining how behavioral biases perpetuate this problem and the role of nudges in offering solutions.

## **Behavioral Bias Contributing to the Green Gap**

The ‘green gap’ is significantly influenced by various behavioral biases. Behavioral biases are predictable and ingrained judgmental patterns of deviation from rational decision-making, driven by psychological heuristics, cognitive limitations, and emotional influences (Rahul, 2023). These biases shape how consumers perceive information, evaluate trade-offs, and ultimately make purchasing decisions, which often results in a disconnection between their intentions and real actions. Within the context of adopting climate-friendly products and services, status quo bias stands out as one of the most pervasive biases contributing to the ‘green gap,’ as it leads customers to stubbornly favor existing purchasing and consumption habits over newer, more environmentally friendly options.

This section will explore the specific mechanisms behind status quo bias, such as regret avoidance, cognitive inertia, the endowment effect, and loss aversion. The in-depth analysis will uncover why customers are inclined to resist adopting sustainable products and services despite their expressed environmental consciousness. These insights, supported by real-world examples, will lay the foundation for proposing interventions in the following section that can nudge customers toward more sustainable choices.

### **Status Quo Bias: Definition and Key Psychological Underpinnings**

Status quo bias, first formalized by Samuelson and Zeckhauser (1988), refers to the natural tendency in decision-making to maintain the existing state or default option and avoid making a change, even when that change is highly likely to bring better outcomes. Several psychological mechanisms contribute to status quo bias in consumer behavior:

- 1. Regret avoidance:**

Regret avoidance can be explained as the fear of making a decision that could potentially lead to regret about its consequences. In an attempt to rule out potential regret in decisions with unpredictable outcomes, individuals tend to maintain the status quo, as negative outcomes resulting from new actions typically evoke stronger feelings of regret than those stemming from doing nothing at all (Nikolopoulou, 2023). In sustainable consumption, consumers are concerned that switching to eco-friendly products might result in a sacrifice of convenience, quality, or other unforeseen costs. Therefore, making no change provides them with a relatively safe option to avoid potential regret associated with a previously made "wrong" decision.

## **2. Cognitive inertia:**

Cognitive inertia describes the situation where individuals stay with familiar but typically suboptimal choices and show resistance to new information or changes in order to minimize cognitive efforts (D.C. Demetre, 2024). When presented with new options, like sustainable products, the evaluation of options becomes more complex in terms of information processing and thus requires additional mental resources, which many consumers are reluctant to invest in due to the brain's innate drive to optimize energy allocation and functional efficiency. An abundance of choices can further overwhelm consumers, leading to choice overload that reinforces their predisposition for familiar options (Pilat & Krastev, 2021). This reluctance may stem from the need to weigh complex attributes, such as environmental impacts and ethical considerations, which are not immediately clear. Consequently, cognitive inertia causes consumers to stick with conventional products instead of choosing eco-friendly alternatives.

## **3. Endowment effect:**

The status quo bias can also be induced by the endowment effect, where people are inclined to place excessive value on what they already own, making them unwilling to replace these items with new alternatives (Kahneman et al., 1991). For sustainable products, this means that consumers may irrationally overvalue their existing, less sustainable possessions while undervaluing greener options. This emotional attachment to current products discourages the shift toward eco-friendly alternatives.

#### **4. Loss aversion:**

Loss aversion is a behavioral economics concept indicating that people tend to fear losses more than they appreciate equivalent gains (Pilat & Krastev, 2021). While the status quo provides a sense of stability, alternatives feel riskier. This psychological orientation translates to an imbalance where we place more emphasis on potential downsides than on benefits when evaluating different options. In the context of sustainability, consumers may perceive switching to eco-friendly goods or services as a potential loss and therefore prefer established options despite the long-term benefits of more sustainable choices.

### **Empirical Evidence Illustrating Status Quo Bias in Sustainable Consumption**

Several real-world cases in business exemplify how status quo bias comes into play in customers' adoption of sustainable products and services across various industries:

This bias toward the status quo is evident in renewable energy adoption. Adoption of renewable plans remains low when they are presented as an opt-in choice. However, a German study found that nearly 94% of customers remained with renewable energy when it was set as the default (Pichert & Katsikopoulos, 2008). This contrast indicates that consumers are deterred by

the effort required to switch from conventional, fossil fuel-based plans to renewable energy plans.

Status quo bias also affects dietary choices. Despite the significant contribution of meat consumption to greenhouse gas emissions, many consumers default to their eating habits. Taste preferences and the perceived inconvenience of dietary adjustment reinforce this inertia.

However, a University of Cambridge study found that when plant-based options were offered as the default in university cafeterias, it effectively nudged the students toward more sustainable meal selection choices, thereby leading to an increase in plant-based meal adoption (Garnett et al., 2019). The finding of this study demonstrates how altering the status quo can effectively guide consumers toward environmentally friendly options.

### **Behavioral Solutions Using Nudges**

With regard to the choice of solutions, we will avoid limiting the choices of the consumer in order to ensure that the problem is solved in an appropriate way. Whether it is through subtle promotion or other forms, we hope to generate different solutions that meet the requirements to improve the situation. In terms of consumers' product choices, we want to create incentives from the information around them, the environment and other factors to achieve this.

First of all, we will encourage and remind the consumers to push their purchasing behavior. We may have some shoppers wandering around in front of supermarkets and in areas where consumers congregate to encourage and remind consumers to choose environmentally friendly products. At the entrance of the supermarket, shop assistants can remind consumers of the benefits of purchasing environmentally friendly products through greetings or simple slogans to repeat the reminder. In areas of the supermarket where consumers gather or where there are a

lot of environmentally friendly products, such as in the household goods section, the shopper can wander around and give advice to consumers on how to choose and encourage them to do so. Secondly, the number or percentage of consumers choosing these products can be displayed in real time on monitors or TVs in the store. On the one hand, many consumers have a herd mentality, and when they see this data, they tend to choose the product that more people are choosing. On the other hand, it creates a social norm and a tendency for consumers to follow it. This encourages some people to get this kind of guidance. A slightly different approach would be to place a slogan "Thank you for your contribution to green consumption and environmental protection" next to environmentally friendly products, which would imply the contribution and benefits of choosing environmentally friendly products and make the consumers who choose them feel valued for their actions. This will motivate people to choose the product by giving them a sense of honor for their contribution, similar to the pride people feel when they see their contribution in another project, especially if they only had to raise their hand to get that sense of accomplishment. For other solutions, we'd like to mention the push to set default options. On the website and shopping carts we've gone to the extent of pushing sustainable products as a default option or automatically including eco-friendly options.

Additionally, for automated checkout counters, etc., you can improve the situation by setting the default option of not having a paper bill or sending a digital receipt via email/mobile number. In addition to this, I would recommend taking a look at some of the tactics used by websites when asking consumers about their subscription needs, such as making the "agree to subscribe" option a more prominent color or changing the "unsubscribe" option to a lighter, less noticeable color. In an environment where you are asking if you need a shopping bag or an invoice, you can use this strategy to increase the likelihood that the consumer will choose a more



appropriate option when it is not necessary by changing the font style and color of the option. In many supermarkets or restaurants around us the interface that asks the consumer if they need a receipt provides an electronic receipt, paper receipt or not. However, many supermarkets' charging systems automatically choose to provide paper receipts in the first place so that some consumers who are too lazy to make a choice automatically choose paper invoices. However, when a paper receipt is provided, they may simply turn away with their purchases. I think a change in options at this point in the chain would drive many consumers to make more sustainable choices without having to have a paper invoice.

Finally, we'd like to mention some adjustments that could be made in terms of product placement and layout. Placing sustainable products in locations that are more noticeable and more accessible may be very effective. Some sustainable products can be placed at moderate heights on shelves, such as within easy reach of people's eyes and clear of obstacles, to make it easier for consumers to make choices as they pass by. At the Trader Joe's near the University of Washington (Seattle), some of the shelves are very cluttered and sustainable products may be located on very low shelves. This has led to some consumers automatically ignoring products when selecting items and choosing items that are easier to reach. At the same time, some cluttered shelves may cause consumers to worry about dropping other products when they reach for them, which is of course an awkward and annoying scenario. In this case, adjustments in product placement can also be a good way to allow consumers to make choices about the sustainable products in front of them.

## **Conclusion**

Nudges, as subtle yet impactful tools, offer immense potential for addressing the "green gap" in sustainable consumer behavior. This case study has explored how behavioral biases, particularly status quo bias, cognitive inertia, and loss aversion, contribute to the disconnect between consumers' intentions and their actual purchasing choices. These insights underscore the importance of tailoring interventions to overcome these psychological barriers.

By implementing well-designed nudges—such as setting eco-friendly defaults, leveraging social norms, offering timely reminders, and optimizing product placement—companies can guide consumers toward sustainable decisions without restricting their freedom of choice. Examples from the energy, food, and e-commerce sectors demonstrate that even small changes in choice architecture can lead to significant environmental benefits.

However, the success of nudges depends on several critical factors, including transparency, cultural adaptability, and long-term impact. Ethical considerations must guide their design to ensure that nudges respect consumer autonomy and align with societal values. Furthermore, businesses should complement nudging strategies with education and incentives to reinforce sustainable behaviors over time.

Ultimately, leveraging nudges effectively requires a balanced approach that integrates behavioral science with innovation and accountability. As climate concerns continue to rise, companies that embrace these strategies not only position themselves as leaders in sustainability but also contribute meaningfully to global environmental goals. By aligning business practices with consumer values and environmental priorities, nudges can pave the way for a more sustainable future.

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