PEOPLE: International Journal of Social Sciences ISSN 2454-5899

Natcha Sirikhvunchai, 2023

Volume 9 Issue 2, pp. 34-51

Received: 21st February 2023

Revised: 24th May 2023, 05th June 2023

Accepted: 13th June 2023

Date of Publication: 15th July 2023

DOI- https://doi.org/10.20319/pijss.2023.92.3451

This paper can be cited as: Sirikhvunchai, N. (2023). Aesthetic Value: Attachment to Digital Experience and

Real-Life Experience. PEOPLE: International Journal of Social Sciences, 9(2), 34-51.

This work is licensed under the Creative Commons Attribution-NonCommercial 4.0 International License. To view a copy of this license, visit http://creativecommons.org/licenses/by-nc/4.0/ or send a letter to Creative Commons, PO Box 1866, Mountain View, CA 94042, USA.

AESTHETIC VALUE: ATTACHMENT TO DIGITAL EXPERIENCE AND REAL-LIFE EXPERIENCE

Natcha Sirikhvunchai

Ph.D. in Design Candidate, Faculty of Decorative Arts, Silpakorn University, Bangkok, Thailand ntchnew@gmail.com

Abstract

The purpose of this academic article was to proof the phrase "Phygital Experiences" by present the merging of digital experiences and real-life experiences in the view of value and aesthetics through 5 roles of digital approach, namely, the role of digital age towards education, the role of digital age towards work, the role of digital age towards economy, the role of digital age towards art and culture, and the role of digital age towards tourism. The study results revealed that technological evolution brings about new forms of interaction that people across the world consume and treat each other. Though digital experience enables people to have comfort, access information and communicate with each other more easily, people do not have profundity and meticulousness to understand experience. On the contrary, real-life experiences offer more experiences of participation in terms of sensory perception or emotional perception. However, they are unable to offer borderless connection and data accessibility as comfortable as digital experiences. Therefore, it can be said that digital experiences and real-life experiences cannot be separated since both of them can fulfill human's good experiences in a different way, making humans feel fulfilled and enjoyable while they can admire

things surrounding themselves. Humans receive benefits from technologies while connecting to the world they can touch.

Keywords

Digital Experiences, Real-Life Experiences, Value, Aesthetics

1. Introduction

Experience is considered special and powerful force in human life. It determines belief, personality, perception of the world, and create long-lasting memories (Jung, 1915). Two things being the important elements of experience are value and aesthetics which connect to each other in a complex way, leading to completeness and meaning in life.

The value of experiences is the importance and value that persons give to such experiences, which can be seen from many things, such as memories created, lessons learned, and personal growth resulting from experience. The value of experience is most likely something personal. What someone values may not be valuable to others; for example, experience in mountain climbing is highly valuable to those love outdoor and adventurous activities while people who do not like exercise may view this experience less valuable. On the contrary, Baumgerten, as cited in (Gregor, 1983), said that aesthetics is the logic of sense perception and emotions related to experience including many things like visual beauty, the voice of nature, the skin sensation of sun exposure, and the taste of well-cooked food. Aesthetics plays an important role in the enjoyment of human's experience and the overall value persons give to those experiences.

The merging of value and aesthetics bring about a lot of experiences that make one's life colorful and shape one's self. For example, experience in visiting a museum is being both value and aesthetics since it gives people to have a new idea and mindset through amazing pieces of art and exhibitions that stimulate ideas. Similarly, experience in travelling to a new country is valuable since it helps people to broaden their horizon and gain a new perspective and aesthetics at the same time from seeing beautiful scenery and prosperous cultural heritage. Consequently, the value and aesthetics of experiences are two forces that connect to each other and lead to completeness and meaning of life. Understanding and seeing the value of the roles that both of them have on people's experience shall encourage people to create more meaningful and fulfilled experience and spend their life deeply and truly in the world. Whether people are going to discover a new land, a new idea or

just enjoy the beauty of nature, the value and aesthetics of their experience shall shape themselves and the way they get exposed to surroundings.

Recently, there are emerging of the phrase "Phygital Experiences" which means to the combination of digital experiences and real-life experiences has emerge widely. Such as in retailing (Sita et al, 2021), tourism (Ballina et al, 2019), customer services (Batat, 2023), or education (Goretti, 2022). It makes the researcher would like to proof and expand concept about it in terms of aesthetic values and experiences. Therefore, knowledge about the benefit and the different between digital experiences and real-life experiences is the value that the reader would receive from this article.

2. Technology and Human Interaction

Technology has changed the life of people in many aspects from communication method, work method, data accessibility and self-entertaining. One of the most important changes that technology brings the scope of human interaction shall be presented how technology creates human interaction and how this change affects people's social life.

What can be outstandingly observed that technology has changed human interaction is a vast increase in digital communication by the occurrence of social media. Instant messaging and video chat enable people around the world to connect with each other in real time, regardless of physical distance. This can maintain a long-distance relationship, build a new relationship, and make contact with friends and families more easily. However, there is concern about effects of digital communication on people skills to build a deep and meaningful relationship including the quality of face-to-face communication. The other thing that technology shall affect human interaction is an increase in automation and artificial intelligence (AI) when machines are more advanced. Those machines can work for humans, such as customer services (Khan & Iqbal, 2020), data analysis (Tawalbeh et al., 2016), and medical diagnosis (Fujita, 2020). Though technology makes people's life easier, there is concern about effects of automation on employment and the role of humans in the future of work (Muro et al., 2019). Though these challenges occur, technology brings new opportunities for human interaction, especially in the form of virtual reality (VR) that allows people to be exposed to realistic interactive environment in real time as if they are in the same physical area. This thing has potential to bring about a revolution in the way people interact with each other, including methods of exposure to entertainment, education and different forms of media.

Technology has had profound effects on human interaction in terms of challenges and opportunities. Though there is concern about effects of digital communication and automation on people's social life, there are new and exciting ways that technology allows people to connect to each other in a more meaningful form while technology has been developed continuously. The important thing is effects on people's relationship should be critically assessed and a method to utilize technology potential should be sought to improve the quality of interaction with others.

3. When Virtual-Reality Meets Real-Life

Virtual-reality (VR) and physical-reality (PR) are two kinds of reality that give different experiences and benefits. PR offers a tangible experience while VR offers a simulated experience that can be adjusted to meet individuals.

Physical-reality has better advantages than virtual-reality in many aspects. The first one is a tangible experience. It means that people are able to really correspond with objects and environment in a meaningful way. Besides, PR is more likely to have less technical problems and operation error since it does not depend on technology. The last one is PR offers more real-life experience since people are able to engage more with the real world than a simulated environment. However, PR also has disadvantages in terms of physical limitations, such as distance and distance and accessibility. In addition, PR is not always safe. People may confront danger like diseases, injuries, and crimes. The last one, PR is under the laws of physics. It means that things beyond a scope of possibilities in the physical world cannot be touched. VR has many advantages better than PR. The first one is VR offers high adjustability, making people able to touch an environment and simulation beyond a scope of possibilities in the real world. Besides, VR has less physical limitations as a chance to receive experiences, such as flights and space travel in a virtual reality environment. The last one is VR is quite safer than physical-reality since people do not face with danger in reality, such as diseases or injuries. The disadvantages of VR are technical problems or operation error as it depends on technology. Besides, VR can be separated since people do not actually interact with real people in a real environment. The last one is VR is less realistic than PR since it is a simulated situation instead of a tangible experience (Flavián et al., 2019).

It can be concluded that both VR and PR have different advantages and disadvantages. Though PR offers tangible experiences, VR offers simulated and adjustable experiences while technology has been continuously developed. VR will get more advanced and will offer more exciting

and indulging experiences. The important thing is effects of VR on the life of people should be critically assessed and a way to balance between benefits and physical-reality should be sought.

4. The Influence of The Digital World and Social Effects

Digital technology has considerably changed the life of people in the past decades, affecting communication method, work method, data accessibility and self-entertaining. Though there is no rejection of massive benefits of digital technology for the life of people, there is concern about social effects. One of the most obvious effects digital technology has on people's life is the scope of communication. An increase in social media platforms, instant messaging and video chat can connect people all over the world in real time more easily than before, regardless of physical distance. This can maintain a long-distance relationship, build a new relationship, and make contact with friends and families more easily. However, there is concern about effects of digital communication on people skills to build a deep and meaningful relationship including the quality of face-to-face communication (Lee et al., 2011).

A huge effect digital technology has on working is automation and artificial intelligence (AI) that makes work more efficient and effective, saving time and resources that can be used to serve other objectives. However, such technological advancement shall lead to job losses since machines can replace humans for many jobs, causing concern about the future of work and the human role in future economic system. In addition, digital technology has a huge effect on data accessibility on the internet. Data on almost every topic can be searched by clicking. It also revolutionizes methods of learning and receiving information. Nonetheless, convenience in data accessibility leads to the spread of false information, similar to a decline in critical thinking skills since people rely on data technology more and more (Cladis, 2018).

Digital technology has an effect on how entertainment is created. Due to the rise of online streaming services, online games, and virtual reality, unlimited choices of entertainment are accessible, giving rise to concern about negative effects of excessive screen time on physical and mental health (Cao et al., 2011) and effects on abilities in real-world activity participation and building a meaningful relationship.

Digital technology profoundly affects the society, both advantages and disadvantages. Though it allows communicating with others, data accessibility, and self-entertaining to be easier, there is concern about effects on people's relationship, work, and health. Technology has been

continuously developed, the assessment of social effects in a critical manner is important. A method to utilize the potential of changes in a positive way should be sought while negative effects should be reduced as much as possible.

5. Human Relationships in The Digital Age

One of the most important benefits of digital technology and digital communication is convenience in connecting with other people. The rise of social media and instant messaging can maintain a relationship among friends and family members living far away and build a new relationship with people from every corner of the world, though the life of people is filled with the hustle and bustle. Another advantage of digital communication is the ability in connecting with people who have the same ideas and building a community according to shared interests and shared values. Online forum and social media groups help people to get together to discuss about interests and participate in meaningful conversation though they live far from each other.

Although technology is tremendously useful in people's relationship, there is concern about its effects. One of the biggest disadvantages of digital communication is a decrease in face-to-face interaction as people depend on digital communication devices increasingly. People may lose the quality and profundity of relationship including abilities in connecting with others by means of a meaningful method. The other concern about technology and human connection is an increase in loneliness (Vega & Brennan, 2000). Connecting with other people is easier than it used to be, many people found an online relationship is not a deep and meaningful relationship. This can lead to loneliness and a lack of connection though people are spending more time online. It is possible that digital communication is addictive and disturbs people' abilities in building and maintain a relationship in the real world through notifications, messages, and up-dates that flow uninterruptedly. It is difficult for people to disconnect from digital devices and pay attention to a relationship in the real world. This will lead to neglect in an important relationship, similar to increased anxiety and stress.

Technology and digital communication are extremely useful to people's relationship and connection. However, concern about their effects arises as well since people rely on communication technology and connection. Advantages and disadvantages must be balanced while a method to instill a profound and meaningful online relationship and offline relationship should be found to ensure digital interaction will be better instead of reducing human connection.

6. Research Methods

This article used qualitative methods of literature review as main methodology. The process consists of three-phases that are collecting data, analyzing, and synthesizing. **The first phase** is conducting research by collect data from the reliable and standard sources such as ScienceDirect, JSTOR, Taylor & Francis, Elsevier, and Google Scholar. **The second phase** is selected the researches which are most relate with the research purposes, then analyzed. **The third phase** is to synthesized by separate data into group and present it in forms of article.

7. The Role of Digital Age in Education: Online Learning and In-Class Learning

In the recent years, digital technology has a huge effect on the way people learn and the way knowledge is given from online curriculum to virtual reality class. Digital experiences are changing the appearance of education and the way people are given knowledge. This part presents the role of digital experiences in education by focusing on opportunities and challenges.

One of the advantages of digital experiences in education is an increase in data accessibility and resources with the internet. Students are able to access a large variety of data, resources and learning media regardless of places or financial resources. It has potential to elevate playground levels and access to quality education in an equal manner for all students. The other benefit of digital experiences in education is the customization and adaptation of educational methods and techniques by using technology to suit each individual student (Personalization). Students are able to learn according to their own rhythm, style and schedule. These will help them focus on spaces they found challenging. Meanwhile, an opportunity is given to let them explore deeply a topic they are interested in. Moreover, digital experiences in education give students an opportunity to work collaboratively and have interaction with others. Virtual reality classroom, online discussion online and social media platforms encourage students to have participation with their classmates and teachers, share ideas and experiences, and build a good relationship. In addition to benefits mentioned earlier, there are challenges related to digital experiences in education. One of them is to ensure students are able to access technology and the internet, especially in disadvantaged communities (Lembani et al., 2020). By the way, there is concern about the quality and reliability of online data sources including potential in distraction and procrastination using technology. The other challenge is potential of digital experiences to replace or reduce the importance of in person education (traditional teaching). Though digital experiences have potential to elevate an education level, they should not be deemed to replace face-to-face interaction, practice-based learning, and other traditional classes (Fischer et al., 2023) (Bonfield et al., 2020).

From the results of study and the researcher's experience in teaching and learning, it can be sum up that digital experience as an advantage of using technology in classroom help teachers to elevate their class experiences by increase motivation, engagement, and collaboration of the students. But in the other side, education sector should maintain their curriculum to provide real-life experiences to their students because it plays as the main role in their sensory learning.

8. The Role of Digital Age at Work: Work from Home and Work from Office

Digital technology has considerably changed the workplace in recent years. Today, a lot of jobs require a high level of technology knowledge and digital skills, from distance work and virtual reality meetings to automation and artificial intelligence. Digital experiences are becoming a vital part of a modern workplace. This part presents the role of digital experiences in a workplace. Emphasis is placed on opportunities and challenges.

One of the major benefits of digital experiences in the workplace is increasing efficiency and effectiveness using technology. Employees can work faster, more efficiently and more precisely, making them have more time for other jobs. For example, automation and artificial can help improve work processes and reduce human errors (Rajagopal et al., 2022). The second advantage of digital experiences in workplace is working from anywhere, anytime, telework, virtual reality meetings and online collaboration tools, enabling employees to work from home, work while traveling or work from anywhere with internet connection. This gives more flexibility and work-life balance, including an opportunity to work with colleagues and customers from all over the world. Moreover, digital experiences in workplace promote collaborative working and interaction with other people. Virtual reality meetings, online discussion forum and social media platforms enable employees to participate with colleagues and customers, share ideas and experiences and build a relationship. Though those advantages exist, there are challenges related to digital experiences in workplace. One of those challenges is to ensure that employees are able to access technology and the internet, especially in the areas with limitations of internet connection. Besides, there is concern about cyber security and the potential of digital experiences to be used for the objective of danger. The other challenge is the potential of digital experiences to replace or reduce the importance of in person interaction and in person work. Though digital experiences have potential to improve collaborative working and efficiency, they should not be used to replace face-to-face interaction and other forms of in person communication.

From the results of study and the researcher's experience in working, it can be sum up that technology or digital experiences from using digital platforms in work and collaboration help the employees can work more convenient and faster. They can communicate from anywhere and anytime but in the contrary it is obstacle sometimes to understand another people's opinion through online platform. So, it is very important to consider balance between digital experiences and real-life experiences.

9. The Role of Digital Age in The Economy: Stores and Online Trading

The rise of digital technology has changed the landscape of retail trade and commerce in the recent years, affecting from purchasing methods consumers use and methods of payment to methods retailers and stores use to manage their supply chains and access to customers. This part presents the role of digital experiences in retail trade and commerce. Emphasis is placed on opportunities and challenges.

One of the major benefits of digital experiences in retail trade and commerce is abilities to access a broader customer base by using e-commerce platform and online market. Retailers and traders are able to sell their products to customers everywhere in the world, 24 hours, every day. Businesses are more noticeable and accessible, providing customers more convenience. The other benefit of digital experiences in retail trade and commerce is an ability to collect and analyze data related to customer behavior and preference by using various tools, such as customer service software and big data analysis. Businesses shall receive valuable in-depth data about their customers for improving marketing, presenting their products and services to customers. Other than the benefits mentioned earlier, digital experiences in retail trade and commerce also deliver an opportunity for a personal shopping experience and a participatory experience increasingly by using augmented reality (AR) technology and virtual reality (VR) technology. Customers are able to try on clothes, view home furniture or explore goods in a showroom virtually before making purchase decision. Among these benefits, there are challenges related to digital experiences in retail trade and commerce. One of the challenges is how to ensure businesses have necessary infrastructure and resources for delivering high quality digital experiences, such as high—speed and reliable internet connection and a secure

payment system. Besides, there is concern about how to keep customer data safe and the potential of digital experiences to be used for the objective of danger. The other challenge is the potential of digital experiences that shall replace or reduce the importance of traditional way of shopping. Though digital experiences have the potential to improve the landscape of retail trade and commerce, they should not be viewed to replace traditional retail stores and personal experiences that people can actually encompass.

Digital experiences have great potential to elevate the landscape of retail trade and commerce including how people spend their money and buy products. The important thing is careful consideration should be made in terms of arising opportunities and challenges. A way to merge technology and digital experiences into retail trade and commerce in a form that promotes and supports should be sought instead of replacing traditional way of spending and shopping. By doing this, it can be ensured that technology is a valuable tool for retail trade and commerce instead of being an obstacle.

10. The Role of Digital Age in Art and Culture: Intangible and Tangible

The digital age has brought an important change to the way people get exposed to art and culture from online museums and virtual reality exhibitions to digital performance and corresponding installation. Digital experiences are widespread in the world of art and culture. This part presents the role of digital experiences in art and culture. Emphasis is placed on improvement and change in creative landscape.

One of the major benefits of digital experiences in art and culture is the ability to reaching broader audiences by using online museums and virtual reality exhibitions. People from every corner of the world are able to reach and get exposed to art and cultural objects conveniently at home. It helps them connect to world cultural heritage in a new and exciting form. The other benefit of digital experiences in art and culture is the ability to create a new performance form by using digital devices and technology. Artists and creators are able to explore and test media, techniques, and new forms to expand the scope of feasibility in the world of art and culture. Furthermore, digital experiences in art and culture give an opportunity of participation and interaction by using augmented reality technology and virtual reality technology. Audiences are able to get exposed to an art experience and cultural invention in a new and responsive way with participation that they have never had before. Though there are a lot of benefits, challenges about digital experiences in art and culture occur. One of the

major challenges is to ensure that digital experiences are able to access and comprehensively cover everyone, regardless of age, ability or financial and social background. In addition, there is concern about digital art and cultural innovation conservation and the potential of digital experiences to be used for the objective of danger. The other challenge is the potential of digital experiences that shall replace or reduce the importance of the traditional way of in-person experience. Though digital experiences have the potential to improve the landscape of art and culture, they should not be viewed to replace traditional way of expression and personal experiences that people can actually encompass.

Digital experiences have great potential to elevate the landscape of art and culture including a way people get exposed to and connect to art and culture. However, the important thing is careful consideration should be made in terms of arising opportunities and challenges. A way to merge technology and digital experiences into art and culture in a form that promotes and supports should be sought instead of replacing traditional way of expression and experiences. By doing this, it can be ensured that technology is a valuable tool for art and culture instead of being an obstacle.

11. The Role of Digital Age in Tourisms: Virtual Reality Tourism and Travelling

Tourism has been considerably affected from the digital age. Digital experiences are more important to exploring and exposure to the world from online travel booking platforms to virtual reality tours. Digital technology revolutionizes people's planning methods and travel experiences. This part presents the role of digital experiences in tourism and how they change the way people explore and get exposed to the world.

One of the major benefits of digital experiences in tourism is the ability for travel planning and booking more easily and efficiently; for example, an online platform for travel booking that helps travelers to compare prices and find destinations and book flights, hotels, and activities by a small number of clicks. By doing this, people are able to make an accessible travel plan more conveniently. They are able to make their ideal travel plan and spend more time their travel experiences. The other benefit of digital experiences in tourism is the ability for exploring and exposure to destinations in a new and creative form through virtual tours. Travelers or tourists can take virtual walking tours to historical sites, museums and cultural places of interest to understand and admire their destinations deeply. Moreover, an application and augmented reality tool help tourists see historical or cultural data in real time. They are given impressive experiences and more knowledge. Furthermore, digital experiences in tourism give an opportunity for participation and interaction with local communities

by using social media and online tourism communities. Tourists can connect with local people and other tourists to learn about their experiences and gain in-depth data about local culture and tradition. Though those advantages exist, there are challenges related to digital experiences in tourism. One of those challenges is to ensure that digital experiences are accessible and comprehensively cover everyone, regardless of age, ability or financial and social background. In addition, there are concerns about the potential of digital experiences that shall distract people's interest from personal and actual travel experiences and greater effects of digital technology on local communities and environment. The other challenge is the potential of digital experiences to maintain the pattern and simplicity too much about destinations and culture, especially the part related to online tourism communities and social media. The important thing is to ensure digital experiences in tourism promote participation, cultural meticulousness and presentation of destinations and culture correctly and precisely.

Digital experiences have great potential to elevate travel experiences, making travel planning and destination exploration accessible and more convenient. However, the important thing is careful consideration should be made in terms of arising opportunities and challenges. A way to merge technology and digital experiences into tourism in a way that promotes and supports should be sought instead of distracting interests from personal and actual travel experiences. By doing this, it can be ensured that technology is a valuable tool for tourism instead of being an obstacle.

12. Discussion

From the above content, the knowledge, aesthetic value, and experience of two parts between digital and real-life experiences can be summarized, as shown in Table 1 and Figure 1 below.

Table 1: Discussion of Benefits and Weakness from Phygital Experience in Each of Topic

Topic	Digital Experiences	Real-life Experiences
1. Education Aspects	Motivation	Sensory Integration
	Engagement	Connection
	Collaboration	Learning from environments
	Lack of Sensory Integration	Lack of motivation
2. Work Aspects	Convenient	Sensory Integration
	Fast	Connection
	Anywhere & Anytime	Understanding

	Lack of Sensory Integration	Do not fast and convenient
3. Economy Aspects	Motivation	Touchpoint with real product
	Understanding	Accuracy
	Engagement	
	Sensory Integration	
	Lack of touchpoint with re	Lack of motivation
	products	
4. Art and Culture Aspects	New Experiences	Sensory Integration
	Wider Connection	In-place aesthetics
	Intangible to tangible	In-person interaction
	Lack of Sensory Integration	Lack of connection
5. Tourism Aspects	Immersive Experiences	Sensory Integration
	Digital Therapy	Sensory Therapy
	Lack of Sensory Integration	Lack of New experiences
6. Common	Additional Aesthetics	True Aesthetics

(Source: Authors' Own Illustration)

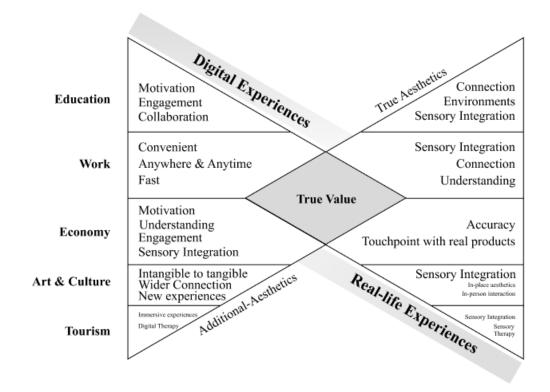


Figure 1: Real-life Experience vs. Digital Experience

(Source: Authors' Own Illustration)

13. Conclusion

Since technology has played an important role in the life of people. Being obsessed with digital experiences may reduce real-life experiences. However, seeking appropriate balance between digital experiences and real-life experiences is vital for well-being, social connection and overall quality of life. In order to seek a balance between digital experiences and real-life experiences, the important thing is to consider how each type of experience has a role in individual's life. For example, digital experiences can be a valuable tool for learning and making contact with friends and families but they should not replace real-life interaction and experiences. Similarly, consideration should be made to screen time and activities performed in real life, such as exercise, hobby, and socialization. Another method used to find a balance between digital experiences and real-life experiences is intention to use technology. It means consideration of the purpose behind the use of technology and the intention of when and how technology will be used; for example, choosing to limit the use of social media or to turn off the ringing sound on telephone while having meals or during family time.

This can be supported by the idea of philosopher, Eli Siegel, the founder of Aesthetics Realism, saying that real aesthetics is to see the world as the aesthetic oneness of opposites. Therefore, seeking an appropriate balance and making oneself to live among digital experiences and real-life experiences are important. Digital experiences and real-world experiences have different characteristics, values, aesthetics, strengths, and weaknesses. From the research, it can be seen that the two parts are inseparable, because regardless of Eli Siegel's ideas. Or as evidenced by Buddhist beliefs, digital technology, robots, and even artificial intelligence are all based on nature. Both humans and technology are innate. View technology as an assistant to support faster human work. This is more meaningful than technology taking over work or destroying humanity. If humans and technology could live together as good friends, help each other, and create balance between each other. We will have a modern and livable future world.



Figure 2: Real-life Experience vs. Digital Experience (Source: Authors' Own Illustration)

14. Scope of Future Research

The scope of future research on this issue can be suggested in 3 approaches: The quantitative studies, the other qualitative studies, and innovative development as follows;

14.1. The Quantitative Studies

Researchers can use the knowledge gained in this article to conduct quantitative research on finding relationships or variables, create new models of experiential and aesthetic values for both digital and real-world experiences, such as: Evaluate relationships and rank empirical variables that affect the value of human life experience. It can be completed as a single experience and a joint experience.

14.2. The Other Qualitative Studies

Researchers can use the knowledge in this article to conduct qualitative research to check and expand research results, such as: Conduct research by interviewing different populations or comparing the differences in artificial intelligence capabilities that represent the digital world. And humans representing the real world.

14.3. The Innovative Development

Researchers can use the knowledge in this article to conduct qualitative research to check and expand research results, such as: Conduct research by interviewing different populations or comparing the differences in artificial intelligence capabilities that represent the digital world. And humans representing the real world.

15. Research Limitations

Because this study was conducted through a review of relevant literature and was limited to collecting and analyzing data. In terms of aesthetic value and experiences generated solely by digital and real-world experiences. Therefore, there are two research limitations: The limitation of data and the limitation of scope as follows;

The limitation of data: due to the collection of sufficient information for innovative development, the results of this study may not yet be conclusive. Due to the fact that research only collects data through the collection and review of documents, if future research adopts a quantitative research process, or other forms of data collection quality may provide more comprehensive information that can be further innovated in the future.

The limitation of scope: since this research focuses on research on comparative studies. and proved the balance between digital experience and real-life experience only. So, the research therefore works on only one angle. which should be further studied in the future.

REFERENCES

- Ballina, F. J., Valdes, L. and Del Valle, E. (2019), "The Phygital experience in the smart tourism destination", International Journal of Tourism Cities, Vol. 5 No. 4, pp. 656-671. https://doi.org/10.1108/IJTC-11-2018-0088
- Batat, W. and Hammedi, W. (2023), "The extended reality technology (ERT) framework for designing customer and service experiences in phygital settings: a service research agenda", Journal of Service Management, Vol. 34 No. 1, pp. 10-33. https://doi.org/10.1108/JOSM-08-2022-0289
- Bonfield, C. A., Salter, M., Longmuir, A., Benson, M., & Adachi, C. (2020). Transformation or evolution? Education 4.0, teaching and learning in the digital age. Higher Education Pedagogies, 5(1), 223-246. https://doi.org/10.1080/23752696.2020.1816847

- Cao, H., Qian, Q., Weng, T., Yuan, C., Sun, Y., Wang, H., & Tao, F. (2011). Screen time, physical activity and mental health among urban adolescents in China. Preventive Medicine, 53(4), 316-320. https://doi.org/10.1016/j.ypmed.2011.09.002
- Cladis, A. E. (2018). A shifting paradigm: An evaluation of the pervasive effects of digital technologies on language expression, creativity, critical thinking, political discourse, and interactive processes of human communications. E-Learning and Digital Media, 17(5), 341-364. https://doi.org/10.1177/2042753017752583
- Fischer, G., Lundin, J., & Lindberg, O. J. (2023). The challenge for the digital age: making learning a part of life. The International Journal of Information and Learning Technology, 40(1), 1-16. https://doi.org/10.1108/IJILT-04-2022-0079
- Flavián, C., Ibáñez-Sánchez, S., & Orús, C. (2019). The impact of virtual, augmented and mixed reality technologies on the customer experience. Journal of Business Research, 100, 547-560. https://doi.org/10.1016/j.jbusres.2018.10.050
- Fujita, H. (2020). AI-based computer-aided diagnosis (AI-CAD): the latest review to read first.

 Radiological Physics and Technology, 13(1), 6-19. https://doi.org/10.1007/s12194-019-00552-4
- Goretti G. (2022). Mediatization in Fashion: A Focus on the Rise of Reflective Emotions Within China's Digital Ecosystem. Creative Industries and Digital Transformation in China. 10.1007/978-981-19-3049-2_5. (83-115). https://doi.org/10.1007/978-981-19-3049-2_5
- Gregor, M. J. (1983). Baumgarten's "Aesthetica". The Review of Metaphysics, 37(2), 357-385. http://www.jstor.org/stable/20128010
- Jung, C. G. (1915). The Theory of Psychoanalysis. Psychoanalytic Review, 2, 29-51Pp. 133.
- Lee, P. S. N., Leung, L., Lo, V., Xiong, C., & Wu, T. (2011). Internet Communication Versus Face-to-face Interaction in Quality of Life. Social Indicators Research, 100(3), 375-389. https://doi.org/10.1007/s11205-010-9618-3
- Lembani, R., Gunter, A., Breines, M., & Dalu, M. T. B. (2020). The same course, different access: the digital divide between urban and rural distance education students in South Africa.

 Journal of Geography in Higher Education, 44(1), 70-84.

 https://doi.org/10.1080/03098265.2019.1694876

- Muro, M., Maxim, R., Whiton, J., & Hathaway, I. (2019). Automation and artificial intelligence: how machines are affecting people and places. In (pp. 107 p. (report) + 110 p. (executive summary) + 101 Excel document + 101 infographic). Washington: Brookings Institution.
- Rajagopal, B. R., Anjanadevi, B., Tahreem, M., Kumar, S., Debnath, M., & Tongkachok, K. (2022, 28-29 April 2022). Comparative Analysis of Blockchain Technology and Artificial Intelligence and its impact on Open Issues of Automation in Workplace. 2022 2nd International Conference on Advance Computing and Innovative Technologies in Engineering (ICACITE). https://doi.org/10.1109/ICACITE53722.2022.9823792
- Mishra, S., Malhotra, G., Chatterjee, R. & Shukla, Y. (2021) Consumer retention through phygital experience in omnichannel retailing: role of consumer empowerment and satisfaction, Journal of Strategic Marketing. https://doi.org/10.1080/0965254X.2021.1985594
- Tawalbeh, L. A., Mehmood, R., Benkhlifa, E., & Song, H. (2016). Mobile Cloud Computing Model and Big Data Analysis for Healthcare Applications. IEEE Access, 4, 6171-6180. https://doi.org/10.1109/ACCESS.2016.2613278
- Vega, G., & Brennan, L. (2000). Isolation and technology: the human disconnect. Journal of Organizational Change Management, 13(5), 468-481.
 https://doi.org/10.1108/09534810010377435