

# Qualitative Depth as a Missing Dimension in Parcel Locker Research: A Research Synthesis on Parcel Locker Studies

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## **Abstract**

The rapid expansion of e-commerce has made parcel lockers a pivotal component of sustainable city logistics. This study presents a systematic literature review (SLR) and bibliometric analysis of 184 scientific articles retrieved from Scopus and Web of Science, covering research up to September 2025. The analysis identifies a significant methodological imbalance: approximately 83% of existing studies rely exclusively on quantitative methods, while only 8.7% (16 studies) utilize qualitative approaches. This dominance of quantitative metrics has led to a fragmented understanding of the field. Key findings highlight critical research gaps in three areas: methodological limitations, economic and operational aspects, and consumer behavior. Furthermore, the study outlines major challenges regarding location optimization, social inclusion, and environmental impact. The paper concludes that to address these challenges, future research must prioritize qualitative and mixed-method approaches. Such a shift is essential for developing predictive placement models and fostering the multi-stakeholder collaboration necessary for effective, sustainable parcel locker networks.

**Keywords:** SLR, parcel lockers, qualitative research, last-mile delivery.