**Give examples of how Internet and telecommunications technologies (e.g., mobile commerce [M-Commerce] and apps) have changed some of the services you use.**

Step 1:

Transportation, hospitals, shopping, sending or receiving letters or receiving money, and other basic daily activities are used by people.

These sectors have changed significantly as a result of internet and telecommunications technology (such as apps and mobile commerce [M-Commerce]), not just in this field but in other widely used fields as well.

Step 2: Example of use internet in transportation and shopping

In transportation field

The Industrial Internet of Things, or IIoT, can establish machine-to-machine connections in logistics and transportation that allow cars, packages, containers, loading equipment, and other devices and assets to communicate with one another along the supply chain.

Drivers are now able to reroute to avoid traffic or predict when their bus will arrive because to the massive expansion of data. With more powerful computers, more distribution choices, and the potential for airborne drone deliveries, freight movements are improving.

Passengers will gain from smart, linked public transit systems in a variety of ways. By providing real-time vehicle tracking, notifications in the event of an unforeseen event, and customised travel news to passengers, this technology will significantly enhance the riding experience on public transportation.

In Shopping field

Through the use of a web browser or a mobile app, consumers can directly purchase goods or services from sellers via the Internet through online shopping. Customers can find a product of interest by going to the retailer's website directly or by utilising a shopping search engine to look up alternative vendors. Shopping search engines show the availability and price of the same goods at several e-retailers. By 2020, users will be able to shop online utilising a variety of computers and gadgets, such as desktop computers, laptops, tablet computers and smartphones.

Business-to-consumer (B2C) online shopping is the act of purchasing goods or services from an online store in a manner physically similar to visiting a traditional "bricks-and-mortar" store or shopping mall. Business-to-business (B2B) online purchasing is the process of setting up an online store to allow businesses to purchase from other businesses. A typical online store enables the user to explore the selection of goods and services offered by the business, examine pictures or photographs of the goods, and access details such as prices, features, and specs.

In healthcare field

The Internet of Things will make it possible to gather data from lots of patients and identify trends based on their symptoms. to identify patterns in the progression of specific diseases and detect them in other patients.

The Internet gives healthcare professionals quick access to information that can help with the diagnosis of medical disorders or the creation of effective treatment strategies in clinical settings. It can enable access to patient information, test findings, and best practises right from the exam room.

In Education field

The traditional education industry has clearly undergone a change thanks to the use of the internet for education. It has promoted seamless remote learning and opened up channels for unrestricted resource and data sharing.

By utilising online learning effectively, educators can plan classes, students can widen their horizons of knowledge, and the quality of educational resources can be improved.

It enables teachers to assess each student's unique needs and design lessons that are appropriate for them.

The accessibility of classes even in isolated communities and rural places, where girls frequently experience educational inequality, is a significant advantage of using the internet for education.

Additionally, students' usage of the internet allowed them to continue their studies during the Coronavirus pandemic, which brought the world to a standstill.

**Why would growth in business services help individual firms and entire economies become more productive?**

Productivity improvements enable businesses to produce more for the same level of input, create more revenues, and ultimately yield a larger Gross Domestic Product.

Since 1947, the U.S. corporate sector has been able to create nine times more goods and services with only a little increase in labour hours thanks to productivity gains. An economy may create and consume more goods and services for the same amount of effort when productivity is growing.

Small firms account for 43.5% of the US gross domestic product and two-thirds of new jobs (GDP). Small businesses not only maintain the economy but also set the standard for innovation. In comparison to large patenting companies, small enterprises issue 16 times more new patents per employee.

Although we now have more knowledge about how business affects society, profits still matter. Good businesses innovate the market, which supports their expansion. Innovative, expanding businesses stimulate economic growth and employment, which significantly enhances people's quality of life.