**Social or business impact:**

**Social Impact:**

1. **User Empowerment:** An improved product search experience on healthcare service platforms contributes to user empowerment. Users can efficiently find the products they need, leading to a more satisfying and empowering shopping experience.
2. **Digital Inclusion:** A user-friendly product search functionality promotes digital inclusion by making online shopping more accessible to a broader audience, including individuals who may have limited digital literacy skills or are new to healthcare service.
3. **Time Savings:** Enhanced search capabilities save users time, allowing them to quickly locate and purchase desired products. This time-saving aspect positively impacts users' daily lives, enabling them to focus on other activities or responsibilities.
4. **Consumer Education:** An improved search experience may encourage users to explore a wider range of products, leading to increased consumer education. Users are more likely to discover new and diverse offerings, fostering informed purchasing decisions.
5. **Trust in CURA Healthcare :** A reliable and efficient product search process builds trust in healthcare service platforms. Users are more likely to trust platforms that consistently deliver accurate search results and a seamless shopping experience, leading to increased confidence in online transactions.

**Business Impact:**

1. **Increased Conversion Rates:** A user-friendly product search functionality contributes to higher conversion rates as users can easily find and purchase products. This positively impacts the revenue generated by the healthcare service platform.
2. **Customer Retention:** Improving the search experience enhances customer satisfaction, leading to increased customer retention. Satisfied customers are more likely to return for future purchases, fostering long-term relationships with the platform.
3. **Competitive Advantage:** Healthcare service platforms with superior search capabilities gain a competitive advantage in the market. As users value efficient search features, platforms that excel in this area are more likely to attract and retain customers compared to competitors.
4. **Data-Driven Insights:** Enhanced search functionalities provide valuable data on user preferences, search patterns, and popular products. This data can be leveraged to make informed business decisions, optimize inventory, and tailor marketing strategies.
5. **Brand Reputation:** A positive user experience, including efficient product search, contributes to a favorable brand reputation. Satisfied customers are more likely to recommend the platform to others, leading to positive word-of-mouth marketing.
6. **Operational Efficiency:** Streamlining the product search process improves operational efficiency by reducing the need for manual interventions and customer support related to search issues. This efficiency translates to cost savings and optimized resource utilization.
7. **Adoption of New Features:** Platforms that actively address search-related challenges are more likely to successfully introduce and adopt new features. Users are more receptive to updates and enhancements when they perceive that the platform is responsive to their needs.

In summary, both social and business impacts are intertwined when it comes to improving product search functionality on healthcare service platforms. While social impacts focus on empowering users and fostering positive digital experiences, business impacts highlight the tangible benefits for the e-commerce platform, including increased revenue, customer loyalty, and competitive advantage.