***P5 Explain the impact of introducing an e-commerce system to an organisation***

**Task 2 .2 - *Produce a report that examines the social implications of e-commerce on society.***

Your report should have the following titles and information:

* Introduction
* Benefits of shopping online from the customers point of view
* Drawback of shopping online from the customers point of view
* Social implications from e-commerce - (Use statistics that you have found on the web to evidence impact on high street)
* Conclusion
* Sources

**Resources**

Benefits of e-commerce for customers:

* What is remote shopping & the e-commerce benefits to customers?
* What is access to goods & services for the housebound and the e-commerce benefits to customers?
* What is any time access & the e-commerce benefits to customers?
* What are internet discounts & the e-commerce benefits to customers?
* What are search facilities & the e-commerce benefits to customers?

Drawbacks of e-commerce for customers:

* What is payment security and the e-commerce drawbacks to customers?
* What is assessing quality/fit without actual product & the e-commerce drawbacks to customers?
* What is any time access & the e-commerce benefits to customers? What is reliance on delivery services & the e-commerce drawbacks to customers?

Social implications from e-commerce

* Impact of E-commerce on Customer Perspectives
  + What are some of the general perspectives of online shopping by customers and how can the following help to change them: providing added value; providing service, ease & security?
* Impact of E-commerce on Social & Economic factors (due to speed of changes)
  + What is social divide & how can access (or not) to computers & the internet create it?
  + What is high street unemployment & how can e-commerce affect it?
  + How has shopping changed since the introduction of 'bricks & clicks'?