



## Impact of e-Commerce on Consumers and Small Firms

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The change from old to new technologies has fundamentally changed the relationship between the consumer and the firm. This book is at the frontier of behavioural research into how these new commercial realities are borne out in practice, examining the adoption of e-commerce by small firms and the transactional phenomenon that entails access to the Internet.

In analyzing the process of e-commerce adoption and why e-commerce actors behave as they do, its coverage includes the adoption of information and communication technologies (ICT) by small firms; the use of ICT applications to support marketing and sales transactions; and the factors that influence consumers' online purchasing decisions.

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