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The Future of Electronic Commerce: An Examination of the Related Issues of Internet Privacy and Security, the “Digital Divide,” and Employment

Abstract

Before e-commerce can fulfill its potential to become truly global, businesses need to address the issues of privacy and security, the technology gap between developed and less-developed nations, and the impact on employment. Of these three issues, most attention has focused on the first, with businesses and government actively seeking ways to assure e-commerce customers that their personal and financial information will be confidential and safe. However, further work needs to be done. The so-called digital divide has received some efforts and attention from business and government groups, but the lower living standards in less-developed countries mean that other, more basic needs have priority over electronic usage and literacy. Finally, the jury is out regarding whether e-commerce has a net positive or negative effect on a country's total employment, but evidence suggests it may be positive.

Carlyn Obringer, Monterey Institute of International Studies
