

# A Study on the Systematic Review of Recent Trends in E-Commerce from a Quality Perspective

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**Abstract:** *The purpose of this paper was to conduct a systematic review of the newly emerging research on e-commerce and synthesise any learnings for e-commerce system development from a quality perspective. Using Google Scholar, a systematic review of 39 shortlisted papers was carried out. The review yielded the following findings: It is impossible to ignore the rapid expansion of the e-commerce sector in 2020. As situational requirements varied across nations, so did demand for various products. A few nations couldn't carry out internet business really because of absence of trust and certainty of clients on web-based exchanges and feeble regulations and guidelines to safeguard them. A few speculations like Maslow's various leveled needs and Ajzen's arranged contemplated activity and arranged conduct might apply to client goals for online buy as a couple of results demonstrate. On the supplier's side, a variety of digital technologies have been used to make product displays, safety information, e-ordering, and payment methods easier, and new methods are being tested. In this regard, reports and guidelines have been published by international consulting firms like McKinsey and EU organizations like WHO. One of my firm beliefs is that the pandemic will continue to establish a new normal in all aspects of work and life long after the threat has passed. From the perspective of the quality of e-commerce system development, this research has the implication that the system will need to have the following characteristics: aligning the system with best practices for online transactions will help you gain customers' trust and confidence; make use of the right digital technologies to make the display of products, safety information, e-ordering, and payment easier; and make sure the products offered are available in sufficient quantities.*

**Keywords:** E-commerce, systems, development, and quality trends are the key words.

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