



Cambridge IGCSE™

GLOBAL PERSPECTIVES

0457/12

Paper 1 Written Exam

October/November 2025

INSERT

1 hour 25 minutes

INFORMATION

- This insert contains all the sources referred to in the questions.
- You may annotate this insert and use the blank spaces for planning. **Do not write your answers** on the insert.



This document has **4** pages. Any blank pages are indicated.

Source 1

Living in a digital world affects our lives in many ways. The internet has become an important part of the way we shop. In 2021, the value of online sales reached \$5211 billion. Online sales are predicted to increase by 56 per cent and will reach a value of \$8 148 billion by 2026. This shows the importance of online shopping.

Advantages of online shopping	
For customers	For businesses
• Available 24 hours a day • Wide range of brands • Possibility of lower prices • Can shop from home	• Reaches more customers globally • Saves money on renting shops • Provides greater range of products • Customers may spend more online

Source 2

I advise customers on their rights. Whilst there are advantages to online shopping, there are also many dangers. I receive many complaints about poor service, goods being lost and security issues.

Some customers buy the wrong product because they cannot see it before they buy it. Goods are difficult to return and you cannot speak to anyone about problems. There are also security issues, for example identity theft, fraud and hacking. I think customers deserve better treatment. It is right that online shops look after their customers and protect their interests.

We advise people to have antivirus software, secure passwords and buy from well-known and trusted websites.

Part of an article about online shopping written by a customer advisor

Source 3: The value of online shopping

I designed a short questionnaire for my online shopping research project.

My mother has a business with 55 employees. She allowed me to give the questionnaire to a sample of 25 employees. I also used the same questionnaire for an online survey of the public.

My mother's factory is very noisy, so I gave the questionnaire to her workers during their break. One of the employees had problems with language. I read the questionnaire and wrote down her answers.

I discovered that people like online shopping because it saves money and provides greater choice. Both samples confirmed this finding. However, there are disadvantages to online shopping. Some people still enjoy going to local shops, especially with friends and family.

From a student's business studies research report in India, 2024

Source 4: A discussion about online shopping**Viran**

I work in a warehouse which stores goods for a large online shopping company. I have seen new digital technology every day, for example, artificial intelligence, automation, robotics and drones used for delivery. These create new jobs and improve efficiency to reduce prices and increase profits.

We stock goods from around the world and supply these everywhere, usually within a few days. This develops huge choice and means we can share cultures.

A report from the World Bank highlights online shopping as one of the most important trends in economic development. A new digital world awaits us!



A drone delivering goods

Anesha

You should be more concerned about small, local shops like ours. Our sales have been affected by online shopping and it is difficult to make a profit. Fewer people enter the shop and we are worried that we will have to close completely.

We should shop in our local communities to support local businesses. This will prevent our skills and jobs being lost. Our taxes can be used by the local government for schools and hospitals. A local politician is campaigning to encourage us all to shop in our neighbourhood.

When goods travel long distances, this uses more fuel and creates pollution. More packaging and plastics are needed. We need to protect our environment by reducing our carbon footprint. Buy Nearby, a campaign group, supports buying community goods because these goods are better quality and more original in design.

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