

4 E-Commerce and E-Governance

Q.1. Fill in the Blanks

- (1) E-Commerce stands for _____.
- (2) _____ is nothing but buying and selling of goods.
- (3) _____ became possible in 1991 when the Internet was opened to commercial use.
- (4) _____ can be broadly defined as the process of buying and selling of goods or services using an electronic medium such as Internet.
- (5) _____ is also referred as a paperless exchange of business information using EDI, E-mail, Electronic fund transfer etc.

Ans. (1) Electronic Commerce	(2) Commerce	(3) Electronic Commerce
(4) Electronic Commerce	(5) Electronic Commerce	

Q.2. True or False

- (1) E-Commerce stands for Electronic Commerce.
- (2) Science is nothing but buying and selling of goods.
- (3) Electronic Commerce became possible in 1991 when the Internet was opened to commercial use.
- (4) Electronic Commerce can be broadly defined as the process of buying and selling of goods or services using an electronic medium such as Internet.
- (5) Electronic Commerce is also referred as a paperless exchange of business information using EDI, E-mail, Electronic fund transfer etc.

Ans. (1) True	(2) False	(3) True	(3) True	(4) True
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Q.3. Multiple Choice Question (Single Choice)

- (1) E-Commerce stands for _____.
 (A) Electronic Commerce (B) Electronic Cash (C) Electric Car (D) Easy Cash
- (2) _____ is nothing but buying and selling of goods.
 (A) Commerce (B) Electronic Cash (C) Electric Car (D) Easy Cash
- (3) _____ became possible in 1991 when the Internet was opened to commercial use.
 (A) Electronic Commerce (B) Electronic Cash (C) Electric Car (D) Easy Cash
- (4) _____ can be broadly defined as the process of buying and selling of goods or services using an electronic medium such as Internet.
 (A) Electronic Commerce (B) Electronic Cash (C) Electric Car (D) Easy Cash
- (5) _____ is also referred as a paperless exchange of business information using EDI, E-mail, Electronic fund transfer etc.
 (A) Electronic Commerce (B) Electronic Cash (C) Electric Car (D) Easy Cash

Ans. (1) Electronic Commerce	(2) Commerce	(3) Electronic Commerce
(4) Electronic Commerce	(5) Electronic Commerce	

Q.5. Multiple Choice Three Correct Answers

(1) Electronic Commerce is also referred as a paperless exchange of business information using _____, _____, _____ etc.

- (A) EDI (B) E-mail (C) Electronic Fund Transfer (D) Electric Car (E) Easy Cash

Ans. (1) (A) EDI (B) E-mail (C) Electronic Fund Transfer

Q.6. Match the following

	Column 'A'		Column 'B'
(1)	Commerce	(a)	Nothing but buying and selling of good
(2)	Electronic Commerce	(b)	Referred as a paperless exchange of business information

Q.7. Answer Briefly**Q.1. What is E-Commerce.**

- (1) E-Commerce stands for **Electronic Commerce**.
- (2) **Commerce** is nothing but buying and selling of goods.
- (3) **Electronic Commerce** became possible in 1991 when the Internet was opened to commercial use.
- (4) **Electronic Commerce** can be broadly defined as the process of buying and selling of goods or services using an electronic medium such as Internet.
- (5) **Electronic Commerce** is also referred as a paperless exchange of business information using EDI, E-mail, Electronic fund transfer etc.

Q.1. Fill in the Blanks

- (6) _____ focuses on the ex-change of products and services through personal interactions so it is manual.
- (7) _____ trading activities are online via the internet and can be considered automatic.
- (8) _____ is limited to business hours, mostly during the day.
- (9) _____ is 24 × 7, it can be done anytime day and night.
- (10) As far as consumer interactions are concerned, _____ provides face to face interaction.
- (11) _____ can be termed as screen to face interaction.
- (12) _____ is limited to a particular geographical location.
- (13) _____ is global and has no physical limitation.
- (14) Modes of payment in _____ include cash, cheques and credit cards.
- (15) In _____ modes of payments are bank transfer, credit card, e-wallet, mobile payment and many more.
- (16) Goods and delivery of services is instant with _____.
- (17) In _____ delivery of goods or services takes some time.
- (18) _____ scope is local.
- (19) _____ scope is global.

Ans. (6) Traditional Commerce	(7) Electronic Commerce	(8) Traditional commerce
(9) Electronic Commerce	(10) Traditional Commerce	(11) Electronic Commerce
(12) Traditional commerce	(13) Electronic Commerce	(14) Traditional commerce
(15) Electronic Commerce	(16) Traditional commerce	(17) Electronic Commerce
(18) Traditional Commerce	(19) Electronic Commerce	

Q.2. True or False

- (6) Electronic Commerce focuses on the ex-change of products and services through personal interactions so it is manual.
- (7) Traditional Commerce trading activities are online via the internet and can be considered automatic.
- (8) Traditional commerce is limited to business hours, mostly during the day.
- (9) Traditional Commerce is 24 × 7, it can be done anytime day and night.
- (10) As far as consumer interactions are concerned, traditional commerce provides face to face interaction.
- (11) Electronic Commerce can be termed as screen to face interaction.
- (12) Electronic Commerce is limited to a particular geographical location.
- (13) Electronic Commerce is global and has no physical limitation.
- (14) Modes of payment in traditional commerce include cash, cheques and credit cards.
- (15) In Electronic Commerce modes of payments are bank transfer, credit card, e-wallet, mobile payment and many more.
- (16) Goods and delivery of services is instant with traditional commerce.
- (17) In Electronic Commerce delivery of goods or services takes some time.
- (18) Electronic Commerce scope is local.
- (19) Traditional Commerce scope is global.

Ans. (6) False	(7) False	(8) True	(9) False	(10) True
(11) True	(12) False	(13) True	(14) True	(15) True
(16) True	(17) True	(18) False	(19) False	

Q.3. Multiple Choice Question (Single Choice)

- (6) _____ focuses on the ex-change of products and services through personal interactions so it is manual.
- (A) Traditional Commerce (B) Electronic Commerce
(C) Organisation of Commerce (D) Chamber of Commerce
- (7) _____ trading activities are online via the internet and can be considered automatic.
- (A) Traditional commerce (B) Electronic Commerce
(C) Organisation of Commerce (D) Chamber of Commerce
- (8) _____ is limited to business hours, mostly during the day.
- (A) Traditional commerce (B) Electronic Commerce
(C) Organisation of Commerce (D) Chamber of Commerce

- (9) _____ is 24 × 7, it can be done anytime day and night.
 (A) Traditional commerce (B) Electronic Commerce
 (C) Organisation of Commerce (D) Chamber of Commerce
- (10) As far as consumer interactions are concerned, _____ provides face to face interaction.\
 (A) Traditional Commerce (B) Electronic Commerce
 (C) Organisation of Commerce (D) Chamber of Commerce
- (11) _____ can be termed as screen to face interaction.
 (A) Traditional Commerce (B) Electronic Commerce
 (C) Organisation of Commerce (D) Chamber of Commerce
- (12) _____ is limited to a particular geographical location.
 (A) Traditional Commerce (B) Electronic Commerce
 (C) Organisation of Commerce (D) Chamber of Commerce
- (13) _____ is global and has no physical limitation.
 (A) Traditional Commerce (B) Electronic Commerce
 (C) Organisation of Commerce (D) Chamber of Commerce
- (14) Modes of payment in _____ include cash, cheques and credit cards.
 (A) Traditional Commerce (B) Electronic Commerce
 (C) Organisation of Commerce (D) Chamber of Commerce
- (15) In _____ modes of payments are bank transfer, credit card, e-wallet, mobile payment and many more.
 (A) Traditional Commerce (B) Electronic Commerce
 (C) Organisation of Commerce (D) Chamber of Commerce
- (16) Goods and delivery of services is instant with _____.
 (A) Traditional Commerce (B) Electronic Commerce
 (C) Organisation of Commerce (D) Chamber of Commerce
- (17) In _____ delivery of goods or services takes some time.
 (A) Traditional Commerce (B) Electronic Commerce
 (C) Organisation of Commerce (D) Chamber of Commerce
- (18) _____ scope is local.
 (A) Traditional Commerce (B) Electronic Commerce
 (C) Organisation of Commerce (D) Chamber of Commerce
- (19) _____ scope is global.
 (A) Traditional Commerce (B) Electronic Commerce
 (C) Organisation of Commerce (D) Chamber of Commerce

Ans. (6)	Traditional Commerce	(7)	Electronic Commerce	(8)	Traditional commerce
(9)	Electronic Commerce	(10)	Traditional Commerce	(11)	Electronic Commerce
(12)	Traditional commerce	(13)	Electronic Commerce	(14)	Traditional commerce
(15)	Electronic Commerce	(16)	Traditional commerce	(17)	Electronic Commerce
(18)	Traditional Commerce	(19)	Electronic Commerce		

Q.5. Multiple Choice Three Correct Answers

- (1) Modes of payment in traditional commerce include _____, _____ and _____.
 (A) Cash (B) EDI (C) E-mail (D) Cheques (E) Credit cards

Ans. (1) (A) Cash (D) Cheques (E) Credit cards

Q.6. Match the following

	Column 'A'		Column 'B'
(1)	Traditional Commerce	(a)	Scope is local
(2)	Electronic Commerce	(b)	Scope is global

Q.7. Answer Briefly**Q.2. Difference between Traditional Commerce and E-Commerce.**

- (1) **Traditional Commerce** focuses on the ex-change of products and services through personal interactions so it is manual.
- (2) **Electronic Commerce** trading activities are online via the internet and can be considered automatic.
- (3) **Traditional commerce** is limited to business hours, mostly during the day.
- (4) **Electronic Commerce** is 24X7, it can be done anytime day and night.
- (5) As far as consumer interactions are concerned, **traditional commerce** provides face to face interaction.
- (6) **Electronic Commerce** can be termed as screen to face interaction.
- (7) **Traditional commerce** is limited to a particular geographical location.
- (8) **Electronic Commerce** is global and has no physical limitation.
- (9) Modes of payment in **traditional commerce** include cash, cheques and credit cards.
- (10) In **Electronic Commerce** modes of payments are bank transfer, credit card, e-wallet, mobile payment and many more.
- (11) Goods and delivery of services is instant with **traditional commerce**
- (12) In **Electronic Commerce** delivery of goods or services takes some time.
- (13) **Traditional Commerce** scope is local.
- (14) **Electronic Commerce** scope is global.

Q.1. Fill in the Blanks

- (20) _____ provides the sellers with a global reach.
- (21) _____ reduces the paper work and significantly lower the transaction cost.
- (22) _____ enables the use of credit cards, debit cards, smart cards, electronic fund transfer via bank's website.
- (23) _____ application provides users with more options to compare and select the cheaper and better option.
- (24) _____ has enabled rural areas to access services and products, which are otherwise not available to them.
- (25) In _____ one other great advantage is the convenience. A customer can shop 24 × 7.

- (26) _____ also allows the customer and the business to be in touch directly, without any intermediaries.
- (27) _____ helps the government to deliver public services such as healthcare, education, social services at a reduced cost.
- (28) In _____ the setup of the hardware and the software, the training cost of employees, the constant maintenance and upkeep are all quite expensive.
- (29) In _____ lack of a personal touch can be a disadvantage for many types of services and products like interior designing or the jewellery business.
- (30) In _____ security is another area of concern.
- (31) In _____ some problem with fulfilment of order. Even after the order is placed there can be problems with shipping, delivery, mix-ups etc.

Ans. (20) Electronic Commerce	(21) Electronic Commerce	(22) Electronic Commerce
(23) Electronic Commerce	(24) Electronic Commerce	(25) Electronic Commerce
(26) Electronic Commerce	(27) Electronic Commerce	(28) Electronic Commerce
(29) Electronic Commerce	(30) Electronic Commerce	(31) Electronic Commerce

Q.2. True or False

- (20) Traditional Commerce provides the sellers with a global reach.
- (21) Electronic Commerce reduces the paper work and significantly lower the transaction cost.
- (22) Electronic Commerce enables the use of credit cards, debit cards, smart cards, electronic fund transfer via bank's website.
- (23) Electronic Commerce application provides users with more options to compare and select the cheaper and better option.
- (24) Electronic Commerce has enabled rural areas to access services and products, which are otherwise not available to them.
- (25) In Electronic Commerce one other great advantage is the convenience. A customer can shop 24x7.
- (26) Electronic commerce also allows the customer and the business to be in touch directly, without any intermediaries.
- (27) Electronic commerce helps the government to deliver public services such as healthcare, education, social services at a reduced cost.
- (28) In Electronic Commerce the setup of the hardware and the software, the training cost of employees, the constant maintenance and upkeep are all quite expensive.
- (29) In Electronic Commerce lack of a personal touch can be a disadvantage for many types of services and products like interior designing or the jewellery business.
- (30) In Electronic Commerce security is another area of concern.
- (31) In Traditional Commerce some problem with fulfilment of order. Even after the order is placed there can be problems with shipping, delivery, mix-ups etc.

Ans. (20) False	(21) True	(22) True	(23) True	(24) True	(25) True
(26) True	(27) True	(28) True	(29) True	(30) True	(31) False

Q.3. Multiple Choice Question (Single Choice)

- (20) _____ provides the sellers with a global reach.
(A) Traditional Commerce (B) Electronic Commerce
(C) Organisation of Commerce (D) Chamber of Commerce
- (21) _____ reduces the paper work and significantly lower the transaction cost.
(A) Traditional Commerce (B) Electronic Commerce
(C) Organisation of Commerce (D) Chamber of Commerce
- (22) _____ enables the use of credit cards, debit cards, smart cards, electronic fund transfer via bank's website.
(A) Traditional Commerce (B) Electronic Commerce
(C) Organisation of Commerce (D) Chamber of Commerce
- (23) _____ application provides users with more options to compare and select the cheaper and better option.
(A) Traditional Commerce (B) Electronic Commerce
(C) Organisation of Commerce (D) Chamber of Commerce
- (24) _____ has enabled rural areas to access services and products, which are otherwise not available to them.
(A) Traditional Commerce (B) Electronic Commerce
(C) Organisation of Commerce (D) Chamber of Commerce
- (25) In _____ one other great advantage is the convenience. A customer can shop 24×7.
(A) Traditional Commerce (B) Electronic Commerce
(C) Organisation of Commerce (D) Chamber of Commerce
- (26) _____ also allows the customer and the business to be in touch directly, without any intermediaries.
(A) Traditional Commerce (B) Electronic Commerce
(C) Organisation of Commerce (D) Chamber of Commerce
- (27) _____ helps the government to deliver public services such as healthcare, education, social services at a reduced cost.
(A) Traditional Commerce (B) Electronic Commerce
(C) Organisation of Commerce (D) Chamber of Commerce
- (28) In _____ the setup of the hardware and the software, the training cost of employees, the constant maintenance and upkeep are all quite expensive.
(A) Traditional Commerce (B) Electronic Commerce
(C) Organisation of Commerce (D) Chamber of Commerce
- (29) In _____ lack of a personal touch can be a disadvantage for many types of services and products like interior designing or the jewellery business.
(A) Traditional Commerce (B) Electronic Commerce
(C) Organisation of Commerce (D) Chamber of Commerce
- (30) In _____ security is another area of concern.
(A) Traditional Commerce (B) Electronic Commerce
(C) Organisation of Commerce (D) Chamber of Commerce

- (31) In _____ some problem with fulfilment of order. Even after the order is placed there can be problems with shipping, delivery, mix-ups etc.
- (A) Traditional Commerce (B) Electronic Commerce
(C) Organisation of Commerce (D) Chamber of Commerce

Ans. (20) Electronic Commerce	(21) Electronic Commerce	(22) Electronic Commerce
(23) Electronic Commerce	(24) Electronic Commerce	(25) Electronic Commerce
(26) Electronic Commerce	(27) Electronic commerce	(28) Electronic Commerce
(29) Electronic Commerce	(30) Electronic commerce	(31) Electronic Commerce

Q.7. Answer Briefly

Q.3. State the advantages and disadvantages of E-Commerce.

- (1) **Electronic Commerce** provides the sellers with a global reach.
- (2) **Electronic Commerce** reduces the paper work and significantly lower the transaction cost.
- (3) **Electronic Commerce** enables the use of credit cards, debit cards, smart cards, electronic fund transfer via bank's website.
- (4) **Electronic Commerce** application provides users with more options to compare and select the cheaper and better option.
- (5) **Electronic Commerce** has enabled rural areas to access services and products, which are otherwise not available to them.
- (6) In **Electronic Commerce** one other great advantage is the convenience. A customer can shop 24 × 7.
- (7) **Electronic commerce** also allows the customer and the business to be in touch directly, without any intermediaries.
- (8) **Electronic commerce** helps the government to deliver public services such as healthcare, education, social services at a reduced cost.
- (9) In **Electronic commerce** the setup of the hardware and the software, the training cost of employees, the constant maintenance and upkeep are all quite expensive.
- (10) In **Electronic commerce** lack of a personal touch can be a disadvantage for many types of services and products like interior designing or the jewellery business.
- (11) In **Electronic commerce** security is another area of concern.
- (12) In **Electronic commerce** some problem with fulfilment of order. Even after the order is placed there can be problems with shipping, delivery, mix-ups etc.

Q.1. Fill in the Blanks

- (32) Full form of B2C is _____ .
- (33) In _____ model, business sells its products directly to a customer.
- (34) B2B stands for _____ .
- (35) In _____ model, business sells its products to an intermediate buyer who then sells the product to the final customer.
- (36) C2C stands for _____ .
- (37) In _____ model, consumer helps consumer to sell their assets like residential property, cars, motorcycles etc., or rent a room.
- (38) C2B stands for _____ .

- (39) In _____ model, consumers have products or services of value that can be consumed by businesses.

Ans. (32) Business to Consumer	(33) Business to Consumer	(34) Business to Business
(35) Business to Business	(36) Consumer to Consumer	(37) Consumer to Consumer
(38) Consumer to Business	(39) Consumer to Business	

Q.2. True or False

- (32) Full form of B2C is Business to Consumer.
- (33) In Business to Business model, business sells its products directly to a customer.
- (34) B2B stands for Business to Business.
- (35) In Business to Business model, business sells its products to an intermediate buyer who then sells the product to the final customer.
- (36) C2C stands for Consumer to Consumer.
- (37) In Business to Business model, consumer helps consumer to sell their assets like residential property, cars, motorcycles etc., or rent a room.
- (38) C2B stands for Consumer to Business.
- (39) In Consumer to Consumer model, consumers have products or services of value that can be consumed by businesses.

Ans. (32) True	(33) False	(34) True	(35) True	(36) True	(37) False
(38) True	(39) False				

Q.3. Multiple Choice Question (Single Choice)

- (32) Full form of B2C is _____ .
- (A) Business to Consumer (B) Bank to Consumer
(C) Business to Cinema (D) Brand to Consumer
- (33) In _____ model, business sells its products directly to a customer.
- (A) Business to Consumer (B) Bank to Consumer
(C) Business to Cinema (D) Brand to Consumer
- (34) B2B stands for _____ .
- (A) Business to Business (B) Bank to Bank
(C) Bank to Business (D) Business to Bank
- (35) In _____ model, business sells its products to an intermediate buyer who then sells the product to the final customer.
- (A) Business to Business (B) Bank to Bank
(C) Bank to Business (D) Business to Bank
- (36) C2C stands for _____ .
- (A) Consumer to Consumer (B) Consumer to Cinema
(C) Cinema to Cinema (D) Cinema to Consumer
- (37) In _____ model, consumer helps consumer to sell their assets like residential property, cars, motorcycles etc., or rent a room.
- (A) Consumer to Consumer (B) Consumer to Cinema
(C) Cinema to Cinema (D) Cinema to Consumer

(38) C2B stands for _____ .

- (A) Consumer to Business (B) Consumer to Bank
(C) Cinema to Bank (D) Cinema to Business

(39) In _____ model, consumers have products or services of value that can be consumed by businesses.

- (A) Consumer to Business (B) Consumer to Bank
(C) Cinema to Bank (D) Cinema to Business

Ans. (1) Business to Consumer (2) Business to Consumer (3) Business to Business
(4) Business to Business (5) Consumer to Consumer (6) Consumer to Consumer
(7) Consumer to Business (8) Consumer to Business

Q.6. Match the following

	Column 'A'		Column 'B'
(1)	Business to Consumer model	(a)	Business sells it's products directly to a customer
(2)	Business to Business model	(b)	Business sells it's products to an intermediate buyer
(3)	Consumer to Consumer model	(c)	Consumer helps consumer to sell their assets
(4)	Consumer to Business model	(d)	Consumers have products or services of value that can be consumed by businesses

Q.7. Answer Briefly

Q.4. State the types of E-Commerce

- (1) Full form of B2C is **Business to Consumer**.
- (2) In **Business to Consumer** model, business sells it's products directly to a customer.
- (3) B2B stands for **Business to Business**.
- (4) In **Business to Business** model, business sells it's products to an intermediate buyer who then sells the product to the final customer.
- (5) C2C stands for **Consumer to Consumer**.
- (6) In **Consumer to Consumer** model, consumer helps consumer to sell their assets like residential property, cars, motorcycles etc., or rent a room.
- (7) C2B stands for **Consumer to Business**.
- (8) In **Consumer to Business** model, consumers have products or services of value that can be consumed by businesses.

Q.1. Fill in the Blanks

- (40) A _____ is the series of exchanges, between a customer and supplier that take place when a commercial exchange is executed.
- (41) _____ consist of two steps like Search and Negotiate.
- (42) _____ phase consist of Order and Delivery.
- (43) _____ phase consist of Invoice (if any) and Payment.
- (44) _____ phase consists of warranty and After Sale Services.

Ans. (40) trade cycle **(41)** Trade cycle **(42)** Execution **(43)** Settlement **(44)** After-Sales

Q.2. True or False

- (40)** A Settlement is the series of exchanges, between a customer and supplier that take place when a commercial exchange is executed.
- (41)** Trade cycle consist of two steps like Search and Negotiate.
- (42)** Execution phase consist of Order and Delivery.
- (43)** Trade cycle phase consist of Invoice (if any) and Payment.
- (44)** After-Sales phase consists of warranty and After Sale Services.

Ans. (40) False **(41)** True **(42)** True **(43)** False **(44)** True

Q.3. Multiple Choice Question (Single Choice)

- (40)** A _____ is the series of exchanges, between a customer and supplier that take place when a commercial exchange is executed.
 (A) Trade cycle (B) Execution (C) Settlement (D) After-Sales
- (41)** _____ consist of two steps like Search and Negotiate.
 (A) Trade cycle (B) Execution (C) Settlement (D) After-Sales
- (42)** _____ phase consist of Order and Delivery.
 (A) Trade cycle (B) Execution (C) Settlement (D) After-Sales
- (43)** _____ phase consist of Invoice (if any) and Payment.
 (A) Trade cycle (B) Execution (C) Settlement (D) After-Sales
- (44)** _____ phase consists of warranty and After Sale Services.
 (A) Trade cycle (B) Execution (C) Settlement (D) After-Sales

Ans. (40) Trade cycle **(41)** Trade cycle **(42)** Execution **(43)** Settlement **(44)** After-Sales

Q.4. Multiple Choice Two Correct Answers

- (1)** Trade cycle consist of two steps like _____ and _____.
 (A) Order (B) Search (C) Delivery (D) Negotiate (E) Invoice
- (2)** Execution phase consist of _____ and _____.
 (A) Order (B) Search (C) Delivery (D) Negotiate (E) Invoice
- (3)** Settlement phase consist of _____ (if any) and _____.
 (A) Order (B) Search (C) Delivery (D) Invoice (E) Payment
- (4)** After-Sales phase consists of _____ and _____.
 (A) Warranty (B) Social media (C) After Sale Services (D) Online media (E) Invoices

Ans. (1) (B) Search (D) Negotiate **(2)** (A) Order (C) Delivery
(3) (D) Invoice (E) Payment **(4)** (A) Warranty (C) After Sale Services

Q.6. Match the following

	Column 'A'		Column 'B'
(1)	Trade cycle	(a)	Search and Negotiate
(2)	Execution phase	(b)	Consist of Order and Delivery
(3)	Settlement phase	(c)	Consist of Invoice and Payment
(4)	After-Sales phase	(d)	Consists of warranty and After Sale services

Q.7. Answer Briefly**Q.5. Discuss the trade cycle of E-Commerce**

- (1) A **trade cycle** is the series of exchanges, between a customer and supplier that take place when a commercial exchange is executed.
- (2) **Trade cycle** consist of two steps like Search and Negotiate.
- (3) **Execution** phase consist of Order and Delivery.
- (4) **Settlement** phase consist of Invoice (if any) and Payment.
- (5) **After-Sales** phase consists of warranty and After Sale Services.

Q.1. Fill in the blanks

- (45) _____ are the most common way for customers to pay online.
- (46) Merchants can reach out to an international market with _____, by integrating a payment gate-way into their business.
- (47) _____ offer a quick solution for customers to purchase on e-commerce websites.
- (48) _____ are also commonly used on donation portals, browser games and social media networks.
- (49) _____ is used when money is sent from one bank account to another.
- (50) _____ is a type of electronic card which is used for transactions made online through a computer or a smartphone.
- (51) _____ is a type of pre-paid account in which a user can store money for any future online transaction.

Ans. (45) Credit card	(46) Credit card	(47) Mobile payment	(48) Mobile payment
(49) Bank transfer	(50) Electronic Wallet	(51) Electronic Wallet	

Q.2. True or False

- (45) Hard Cash are the most common way for customers to pay online.
- (46) Merchants can reach out to an international market with credit card, by integrating a payment gate-way into their business.
- (47) Counter cash offer a quick solution for customers to purchase on e-commerce websites.
- (48) Mobile payment are also commonly used on donation portals, browser games and social media networks.
- (49) Bank transfer is used when money is sent from one bank account to another.

- (50) Business Card is a type of electronic card which is used for transactions made online through a computer or a smartphone.
- (51) Electronic Wallet is a type of pre-paid account in which a user can store money for any future online transaction.

Ans. (45) False (46) True (47) False (48) True (49) True (50) False (51) True

Q.3. Multiple Choice Question (Single Choice)

- (45) _____ are the most common way for customers to pay online.
 (A) Credit card (B) Mobile Payment (C) Bank transfer (D) Electronic Wallet
- (46) Merchants can reach out to an international market with _____, by integrating a payment gate-way into their business.
 (A) Credit card (B) Mobile Payment (C) Bank transfer (D) Electronic Wallet
- (47) _____ offer a quick solution for customers to purchase on e-commerce websites.
 (A) Credit card (B) Mobile Payment (C) Bank transfer (D) Electronic Wallet
- (48) _____ are also commonly used on donation portals, browser games and social media networks.
 (A) Credit card (B) Mobile Payment (C) Bank transfer (D) Electronic Wallet
- (49) _____ is used when money is sent from one bank account to another.
 (A) Credit card (B) Mobile Payment (C) Bank transfer (D) Electronic Wallet
- (50) _____ is a type of electronic card which is used for transactions made online through a computer or a smartphone.
 (A) Credit card (B) Mobile Payment (C) Bank transfer (D) Electronic Wallet
- (51) _____ is a type of pre-paid account in which a user can store money for any future online transaction.
 (A) Credit card (B) Mobile Payment (C) Bank transfer (D) Electronic Wallet

Ans. (45) Credit card (46) Credit card (47) Mobile payment (48) Mobile payment
 (49) Bank transfer (50) Electronic Wallet (51) Electronic Wallet

Q.6. Match the following

	Column 'A'		Column 'B'
(1)	Credit card	(a)	Most common way for customers to pay online
(2)	Mobile Payment	(b)	Offer a quick solution for customers to purchase on e-commerce websites
(3)	Bank transfer	(c)	Is used when money is sent from one bank account to another
(4)	Electronic Wallet	(d)	Type of electronic card which is used for transactions made online

Q.7. Answer Briefly

Q.6. Discuss the Modes of Payment in E-Commerce.

- (1) Credit card are the most common way for customers to pay online.
- (2) Merchants can reach out to an international market with **credit card**, by integrating a payment gate-way into their business.

- (3) **Mobile payment** offer a quick solution for customers to purchase on e-commerce websites.
- (4) **Mobile payment** are also commonly used on donation portals, browser games and social media networks.
- (5) **Mobile payment** are also commonly used on donation portals, browser games and social media networks.
- (6) **Bank transfer** is used when money is sent from one bank account to another.
- (7) **Electronic Wallet** is a type of electronic card which is used for transactions made online through a computer or a smartphone.
- (8) **Electronic Wallet** is a type of pre-paid account in which a user can store money for any future online transaction.

Q.1. Fill in the blanks

- (52) _____ is the buying and selling of goods and services through wireless handheld devices such as smartphones and tablets.
- (53) As a form of e-commerce, _____ enables users to access online shopping platforms without needing to use a desktop computer.
- (54) Some of application of _____ are mobile banking, ticket booking, E-bill payment, online auctions, stock market trading.
- (55) _____ is a form of electronic commerce that involves social media, online media that supports social interaction.
- (56) _____ is the use of networking websites such as Facebook, Instagram and Twitter as vehicles to promote and sell products and services.
- (57) The success of a _____ campaign is measured by the degree to which consumers interact with the company's marketing through retweets, likes and shares.

Ans. (52) Mobile Commerce (53) Mobile Commerce (54) Mobile Commerce
(55) Social Commerce (56) Social Commerce (57) Social Commerce

Q.2. True or False

- (52) Social Commerce is the buying and selling of goods and services through wireless handheld devices such as smartphones and tablets.
- (53) As a form of E-commerce, Mobile Commerce enables users to access online shopping platforms without needing to use a desktop computer.
- (54) Some of application of social commerce are mobile banking, ticket booking, E-bill payment, online auctions, stock market trading.
- (55) Social commerce is a form of electronic commerce that involves social media, online media that supports social interaction.
- (56) Social commerce is the use of networking websites such as Facebook, Instagram and Twitter as vehicles to promote and sell products and services.
- (57) The success of a social commerce campaign is measured by the degree to which consumers interact with the company's marketing through retweets, likes and shares.

Ans. (52) False (53) True (54) False (55) True (56) True (57) True

Q.3. Multiple Choice Question (Single Choice)

- (52) _____ is the buying and selling of goods and services through wireless handheld devices such as smartphones and tablets.
- (A) Mobile Commerce (B) Social Commerce
(C) Traditional Commerce (D) Electronic Commerce
- (53) As a form of e-commerce, _____ enables users to access online shopping platforms without needing to use a desktop computer.
- (A) Mobile Commerce (B) Social Commerce
(C) Traditional Commerce (D) Electronic Commerce
- (54) Some of application of _____ are mobile banking, ticket booking, E-bill payment, online auctions, stock market trading.
- (A) Mobile Commerce (B) Social Commerce
(C) Traditional Commerce (D) Electronic Commerce
- (55) _____ is a form of electronic commerce that involves social media, online media that supports social interaction.
- (A) Mobile Commerce (B) Social Commerce
(C) Traditional Commerce (D) Electronic Commerce
- (56) _____ is the use of networking websites such as Facebook, Instagram and Twitter as vehicles to promote and sell products and services.
- (A) Mobile Commerce (B) Social Commerce
(C) Traditional Commerce (D) Electronic Commerce
- (57) The success of a _____ campaign is measured by the degree to which consumers interact with the company's marketing through retweets, likes and shares.
- (A) Mobile Commerce (B) Social Commerce
(C) Traditional Commerce (D) Electronic Commerce

Ans. (52) Mobile Commerce (53) Mobile commerce (54) Mobile Commerce
(55) Social Commerce (56) Social Commerce (57) Social Commerce

Q.4. Multiple Choice Two Correct Answers

- (1) Social commerce is a form of electronic commerce that involves _____, _____ that supports social interaction.
- (A) Warranty (B) Social media (C) After Sale Services (D) Online media
(E) Invoices

Ans. (1) (B) Social media (D) Online media

Q.5. Multiple Choice Three Correct Answers

- (1) Social commerce is the use of networking websites such as _____, _____ and _____ as vehicles to promote and sell products and services
- (A) Facebook (B) Instagram (C) Twitter
(D) e-Mitra project (Rajasthan) (E) e-Seva project (Andhra Pradesh)

Ans. (1) (A) Facebook (B) Instagram (C) Twitter

Q.6. Match the following

	Column 'A'		Column 'B'
(1)	Mobile Commerce services	(a)	Buying and selling of goods and through wireless handheld devices such as smartphones and tablets.

Q.7. Answer Briefly**Q.7. State the Forms of E-Commerce.**

- (1) **Mobile Commerce** is the buying and selling of goods and services through wireless handheld devices such as smartphones and tablets.
- (2) As a form of e-commerce, **Mobile commerce** enables users to access online shopping platforms without needing to use a desktop computer.
- (3) Some of application of **Mobile Commerce** are mobile banking, ticket booking, E-bill payment, online auctions, stock market trading.
- (4) **Social commerce** is a form of electronic commerce that involves social media, online media that supports social interaction.
- (5) **Social commerce** is the use of networking websites such as Facebook, Instagram and Twitter as vehicles to promote and sell products and services.
- (6) The success of a **Social commerce** campaign is measured by the degree to which consumers interact with the company's marketing through retweets, likes and shares.

Q.1. Fill in the blanks

- (58) EDI stands for _____.
- (59) _____ is the electronic interchange of business information using a standardized format.
- (60) Many business documents can be exchanged using _____, two most common documents are purchase orders and invoices.

Ans. (58) Electronic Data Interchange (59) Electronic Data Interchange
(60) Electronic Data Interchange

Q.2. True or False

- (58) EDI stands for Electronic Data Interchange.
- (59) Information Technology is the electronic interchange of business information using a standardized format.
- (60) Many business documents can be exchanged using Electronic Data Interchange, two most common documents are purchase orders and invoices.

Ans. (58) True (59) False (60) True

Q.3. Multiple Choice Question (Single Choice)

- (58) EDI stands for _____.
 (A) Electronic Data Interchange (B) Electronic Data Internet
 (C) Electronic Digital Internet (D) Electronic Digital Interchange

- (59) _____ is the electronic interchange of business information using a standardized format.
- (A) Electronic Data Interchange (B) Electronic Data Internet
(C) Electronic Digital Internet (D) Electronic Digital Interchange
- (60) Many business documents can be exchanged using _____, two most common documents are purchase orders and invoices.
- (A) Electronic Data Interchange (B) Electronic Data Internet
(C) Electronic Digital Internet (D) Electronic Digital Interchange

Ans. (58) Electronic Data Interchange (59) Electronic Data Interchange
(60) Electronic Data Interchange

Q.4. Multiple Choice Two Correct Answers

- (1) Many business documents can be exchanged using EDI, two most common documents are _____ and _____.
- (A) Warranty (B) Social media (C) After Sale Services
(D) Purchase orders (E) Invoices

Ans. (1) (D) Purchase orders (E) Invoices

Q.6. Match the following

	Column 'A'		Column 'B'
(1)	Electronic Data Interchange	(b)	Electronic interchange of business information

Q.7. Answer Briefly

Q.8. Explain EDI.

- (1) EDI stands for **Electronic Data Interchange**.
- (2) **Electronic Data Interchange** is the electronic interchange of business information using a standardized format.
- (3) Many business documents can be exchanged using **Electronic Data Interchange**, two most common documents are purchase orders and invoices.

Q.1. Fill in the blanks

- (61) The basic purpose of _____ is to simplify processes for all.
- (62) _____ delivers SMART government. (S- Simple, M-Moral, A-Accessible, R-Responsive, T-Transparent Government)
- (63) G2C stands for _____.
- (64) The _____ refers to the government services which enable citizens to get access to wide variety of public services.
- (65) Many services like license renewals and paying tax are essential in _____.
- (66) G2B stands for _____.
- (67) The _____ is the exchange of services between Government and Business organizations.
- (68) _____ provides access to relevant forms needed to comply.

- (69) The _____ also consists of many services exchanged between business sectors and government.
- (70) _____ aims at eliminating paper work, saving time, cost and establish transparency in the business environment, while interacting with government.
- (71) G2G stands for _____.
- (72) The _____ refers to the interaction between different government departments, organizations and agencies.
- (73) In _____, government agencies can share the same database using online communication.
- (74) _____ services can be at the local level or the international level.
- (75) _____ provides safe and secure inter-relationship between domestic or foreign government.
- (76) G2E stands for _____.
- (77) The _____ is the internal part of G2G sector.
- (78) _____ aims to bring employees together and improvise knowledge sharing.
- (79) _____ provides online facilities to the employees like applying for leave, reviewing salary payment record and checking the balance of holiday.
- (80) The _____ sector provides human resource training and development.
- (81) _____ is also the relationship between employees, government institutions and their management.
- (82) Some effective examples of successful implementation of _____ projects are e-Mitra project (Rajasthan), e-Seva project (Andhra Pradesh) & CET (Common Entrance Test)

Ans. (61) Electronic governance	(62) Electronic governance
(63) Government to citizen	(64) Government to citizen
(65) Government to citizen	(66) Government to business
(67) Government to business	(68) Government to business
(69) Government to business	(70) Government to business
(71) Government to Government	(72) Government to Government
(73) Government to Government	(74) Government to Government
(75) Government to Government	(76) Government to Employee
(77) Government to Employee	(78) Government to Employee
(79) Government to Employee	(80) Government to Employee
(81) Government to Employee	(82) E-Governance

Q.2. True or False

- (61) The basic purpose of Electronic governance is to simplify processes for all.
- (62) Officer delivers SMART government. (S-Simple, M-Moral, A-Accessible, R-Responsive, T-Transparent Government).
- (63) G2C stands for Government to Citizen.
- (64) The corporate refers to the government services which enable citizens to get access to wide variety of public services.
- (65) Many services like license renewals and paying tax are essential in GST.
- (66) G2B stands for Government to Business.

- (67) The Government to Government is the exchange of services between Government and Business organizations.
- (68) Government to business provides access to relevant forms needed to comply.
- (69) The Business to Business also consists of many services exchanged between business sectors and government.
- (70) Government to business aims at eliminating paper work, saving time, cost and establish transparency in the business environment, while interacting with government.
- (71) G2G stands for Government to Government.
- (72) The Business to Business refers to the interaction between different government departments, organizations and agencies.
- (73) In Government to Government, government agencies can share the same database using online communication.
- (74) Government to Employee services can be at the local level or the international level.
- (75) Government to Government provides safe and secure inter-relationship between domestic or foreign government.
- (76) G2E stands for Government to Employee.
- (77) The Government to Employee is the internal part of G2G sector.
- (78) Government to Employee aims to bring employees together and improvise knowledge sharing.
- (79) Government to Employee provides online facilities to the employees like applying for leave, reviewing salary payment record and checking the balance of holiday.
- (80) The Government to Employee sector provides human resource training and development.
- (81) Business to Employee is also the relationship between employees, government institutions and their management.
- (82) Some effective examples of successful implementation of E-Governance projects are e-Mitra project (Rajasthan), e-Seva project (Andhra Pradesh) & CET (Common Entrance Test).

Ans. (61) True	(62) False	(63) True	(64) False	(65) False	(66) True
(67) False	(68) True	(69) False	(70) True	(71) True	(72) False
(73) True	(74) False	(75) True	(76) True	(77) True	(78) True
(79) True	(80) True	(81) False	(82) True		

Q.3. Multiple Choice Question (Single Choice)

- (61) The basic purpose of _____ is to simplify processes for all.
- (A) Electronic governance (B) Government to Citizen
(C) Government to Business (D) Government to Government
- (62) _____ delivers SMART government. (S- Simple, M-Moral, A-Accessible, R-Responsive, T-Transparent Government)
- (A) Electronic governance (B) Government to Citizen
(C) Government to Business (D) Government to Government
- (63) G2C stands for _____
- (A) Government to Citizen (B) Government to Charity
(C) Government to Citizenship (D) Guardian to Citizen

- (64) The _____ refers to the government services which enable citizens to get access to wide variety of public services.
- (A) Government to Citizen (B) Government to Charity
(C) Government to Citizenship (D) Guardian to Citizen
- (65) Many services like license renewals and paying tax are essential in _____.
- (A) Government to Citizen (B) Government to Charity
(C) Government to Citizenship (D) Guardian to Citizen
- (66) G2B stands for _____.
- (A) Government to Business (B) Government to Bank
(C) Government to Broker (D) Government to Bombay
- (67) The _____ is the exchange of services between Government and Business organizations.
- (A) Government to Business (B) Electronic governance
(C) Government to Citizen (D) Government to Civilian
- (68) _____ provides access to relevant forms needed to comply.
- (A) Government to Business (B) Electronic governance
(C) Government to Citizen (D) Government to Civilian
- (69) The _____ also consists of many services exchanged between business sectors and government.
- (A) Government to Business (B) Electronic governance
(C) Government to Citizen (D) Government to Civilian
- (70) _____ aims at eliminating paper work, saving time, cost and establish transparency in the business environment, while interacting with government.
- (A) Government to Business (B) Electronic governance
(C) Government to Citizen (D) Government to Civilian
- (71) G2G stands for _____.
- (A) Government to Groups (B) Government to Governance
(C) Government to GST (D) Government to Government
- (72) The _____ refers to the interaction between different government departments, organizations and agencies.
- (A) Government to Business (B) Electronic governance
(C) Government to Government (D) Government to Citizen
- (73) In _____, government agencies can share the same database using online communication.
- (A) Government to Business (B) Electronic governance
(C) Government to Government (D) Government to Citizen
- (74) _____ services can be at the local level or the international level.
- (A) Government to Business (B) Electronic governance
(C) Government to Government (D) Government to Citizen
- (75) _____ provides safe and secure inter-relationship between domestic or foreign government.
- (A) Government to Business (B) Electronic governance
(C) Government to Government (D) Government to Citizen

- (76) G2E stands for _____ -
 (A) Government to Enterprise (B) Government to Employee
 (C) Government to E-Commerce (D) Guarantee to Employee
- (77) The _____ is the internal part of G2G sector.
 (A) Government to Business (B) Government to Employee
 (C) Government to Government (D) Government to Citizen
- (78) _____ aims to bring employees together and improvise knowledge sharing.
 (A) Government to Business (B) Government to Employee
 (C) Government to Government (D) Government to Citizen
- (79) _____ provides online facilities to the employees like applying for leave, reviewing salary payment record and checking the balance of holiday.
 (A) Government to Business (B) Government to Employee
 (C) Government to Government (D) Government to Citizen
- (80) The _____ sector provides human resource training and development.
 (A) Government to Business (B) Government to Employee
 (C) Government to Government (D) Government to Citizen
- (81) _____ is also the relationship between employees, government institutions and their management.
 (A) Government to Business (B) Government to Employee
 (C) Government to Government (D) Government to Citizen
- (82) Some effective examples of successful implementation of _____ projects are e-Mitra project (Rajasthan), e-Seva project (Andhra Pradesh) & CET (Common Entrance Test)
 (A) E-Governance (B) Government to Employee
 (C) Government to Government (D) Government to Citizen

Ans. (61) Electronic governance	(62) Electronic governance
(63) Government to citizen	(64) Government to citizen
(65) Government to citizen	(66) Government to business
(67) Government to business	(68) Government to business
(69) Government to business	(70) Government to business
(71) Government to Government	(72) Government to Government
(73) Government to Government	(74) Government to Government
(75) Government to Government	(76) Government to Employee
(77) Government to Employee	(78) Government to Employee
(79) Government to Employee	(80) Government to Employee
(81) Government to Employee	(82) E-Governance

Q.4. Multiple Choice Two Correct Answers

- (1) The Government to citizen refers to the _____ services which enable to get access to wide variety of public services.
 (A) Government (B) Citizens (C) Business (D) Local level
 (E) International level

- (2) The Government to business is the exchange of services between _____ and _____ organizations.
- (A) Government (B) Citizens (C) Business (D) Local level
(E) International level
- (3) G2G services can be at the _____ or the _____.
- (A) Symmetric (Shared Secret Encryption) (B) Local level
(C) Asymmetric (Public-Key Encryption) (D) International level
(E) Identity certificate
- (4) Government to Employee is also the relationship between _____, _____ institutions and their management.
- (A) Employees (B) Government (C) Business (D) Local level
(E) International level

Ans. (1)	(A) Government	(B) Citizens
(2)	(A) Government	(C) Business
(3)	(B) Local level	(D) International level
(4)	(A) Employees	(B) Government

Q.5. Multiple Choice Three Correct Answers

- (1) Some effective examples of successful implementation of E-Governance projects are _____, _____ & _____.
- (A) Facebook (B) Instagram (C) e-Mitra project (Rajasthan)
(D) e-Seva project (Andhra Pradesh) (E) CET (Common Entrance Test)

Ans. (1)	(C) e-Mitra project (Rajasthan)	(D) e-Seva project (Andhra Pradesh)
	(E) CET (Common Entrance Test)	

Q.6. Match the following

	Column 'A'		Column 'B'
(1)	Electronic governance	(a)	Delivers SMART government
(2)	Government to citizen	(b)	License renewals and paying tax
(3)	Government to business	(c)	Government and Business organizations
(4)	Government to Government	(d)	Local level or the international level
(5)	Government to Employee	(e)	Relationship between employees & government institutions

Q.7. Answer Briefly

Q.9. Discuss E-Governance in detail

- (1) The basic purpose of **Electronic governance** is to simplify processes for all.
- (2) **Electronic governance** delivers SMART government. (S- Simple, M-Moral, A-Accessible, R-Responsive, T-Transparent Government).
- (3) G2C stands for **Government to Citizen**
- (4) The **Government to citizen** refers to the government services which enable citizens to get access to wide variety of public services.

- (5) Many services like license renewals and paying tax are essential in **Government to citizen**.
- (6) G2B stands for **Government to Business**.
- (7) The **Government to business** is the exchange of services between Government and Business organizations.
- (8) **Government to business** provides access to relevant forms needed to comply.
- (9) The **Government to business** also consists of many services exchanged between business sectors and government.
- (10) **Government to business** aims at eliminating paper work, saving time, cost and establish transparency in the business environment, while interacting with government.
- (11) G2G stands for **Government to Government**.
- (12) The **Government to Government** refers to the interaction between different government departments, organizations and agencies.
- (13) In **Government to Government**, government agencies can share the same database using online communication.
- (14) **Government to Government** services can be at the local level or the international level.
- (15) **Government to Government** provides safe and secure inter-relationship between domestic or foreign government.
- (16) G2E stands for **Government to Employee**.
- (17) The **Government to Employee** is the internal part of G2G sector.
- (18) **Government to Employee** aims to bring employees together and improvise knowledge sharing.
- (19) **Government to Employee** provides online facilities to the employees like applying for leave, reviewing salary payment record and checking the balance of holiday.
- (20) The **Government to Employee** sector provides human resource training and development.
- (21) **Government to Employee** is also the relationship between employees, government institutions and their management.
- (22) Some effective examples of successful implementation of **E-Governance** projects are e-Mitra project (Rajasthan), e-Seva project (Andhra Pradesh) & CET (Common Entrance Test)

Q.1. Fill in the blanks

- (83) _____ security refers to the principles which guide safe electronic transactions.
- (84) _____ is widely used on the internet to protect user information being sent between a browser and a server.
- (85) _____ converts Plain text (readable form of data) into Cipher Text (coded form of data) means non-readable form of data.
- (86) _____ is exactly opposite process of encryption. It converts Cipher text into Plain text.
- (87) _____ is of two types Symmetric (Shared Secret Encryption) & Asymmetric (Public-Key Encryption)
- (88) A _____ is also known as an electronic signature.
- (89) A _____ guarantees the authenticity of an electronic document.
- (90) _____ are used in e-commerce, software distribution, financial transactions.
- (91) PKI stands for _____.
- (92) A _____ is an electronic "password" that allows a person, organization to exchange data securely over the Internet.

(93) _____ is also known as a public key certificate or identity certificate.

Ans. (83) Electronic Commerce	(84) Encryption	(85) Encryption
(86) Decryption	(87) Encryption	(88) Digital signature
(89) Digital signature	(90) Digital signature	(91) public key infrastructure
(92) Digital Certificate	(93) Digital Certificate	

Q.2. True or False

- (83) Encryption security refers to the principles which guide safe electronic transactions.
- (84) Encryption is widely used on the internet to protect user information being sent between a browser and a server.
- (85) Electronic Commerce converts Plain text (readable form of data) into Cipher Text (coded form of data) means non-readable form of data.
- (86) Digital signature is exactly opposite process of encryption. It converts Cipher text into Plain text.
- (87) Encryption is of two types Symmetric (Shared Secret Encryption) & Asymmetric (Public-Key Encryption).
- (88) A decryption is also known as an electronic signature.
- (89) A digital signature guarantees the authenticity of an electronic document.
- (90) Digital signature are used in e-commerce, software distribution, financial transactions.
- (91) PKI stands for public key infrastructure.
- (92) A Digital Certificate is an electronic "password" that allows a person, organization to exchange data securely over the Internet.
- (93) Digital Certificate is also known as a public key certificate or identity certificate.

Ans. (83) False	(84) True	(85) False	(86) False	(87) True	(88) False
(89) True	(90) True	(91) True	(92) True	(93) True	

Q.3. Multiple Choice Question (Single Choice)

- (83) _____ security refers to the principles which guide safe electronic transactions.
- (A) Electronic Commerce (B) Encryption
(C) Decryption (D) Digital signature
- (84) _____ is widely used on the internet to protect user information being sent between a browser and a server.
- (A) Electronic Commerce (B) Encryption
(C) Decryption (D) Digital signature
- (85) _____ converts Plain text (readable form of data) into Cipher Text (coded form of data) means non-readable form of data.
- (A) Electronic Commerce (B) Encryption
(C) Decryption (D) Digital signature
- (86) _____ is exactly opposite process of encryption. It converts Cipher text into Plain text.
- (A) Electronic Commerce (B) Encryption
(C) Decryption (D) Digital signature
- (87) _____ of two types Symmetric (Shared Secret Encryption) & Asymmetric (Public-Key Encryption).

- (A) Electronic Commerce (B) Encryption
(C) Decryption (D) Digital signature
- (88) A _____ is also known as an electronic signature.
(A) Electronic Commerce (B) Encryption
(C) Decryption (D) Digital signature
- (89) A _____ guarantees the authenticity of an electronic document.
(A) Electronic Commerce (B) Encryption
(C) Decryption (D) Digital signature
- (90) _____ are used in e-commerce, software distribution, financial transactions.
(A) Electronic Commerce (B) Encryption
(C) Decryption (D) Digital signature
- (91) PKI stands for _____.
(A) Public Key Infrastructure (B) People Key Infrastructure
(C) Public Key Internet (D) People Keyboard Internet
- (92) A _____ is an electronic "password" that allows a person, organization to exchange data securely over the Internet.
(A) Electronic Commerce (B) Encryption
(C) Decryption (D) Digital Certificate
- (93) _____ is also known as a public key certificate or identity certificate.
(A) Electronic Commerce (B) Encryption
(C) Decryption (D) Digital Certificate

Ans. (83) Electronic Commerce	(84) Encryption	(85) Encryption
(86) Decryption	(87) Encryption	(88) digital signature
(89) digital signature	(90) Digital signatures	(91) public key infrastructure
(92) Digital Certificate	(93) Digital Certificate	

Q.4. Multiple Choice Two Correct Answers

- (1) Encryption is widely used on the internet to protect user information being sent between a _____ and a _____.
(A) Browser (B) Server (C) Plain (D) Cipher (E) Identity
- (2) Encryption converts _____ text (readable form of data) into _____ Text (coded form of data) means non-readable form of data.
(A) Browser (B) Server (C) Plain (D) Cipher (E) Identity
- (3) Decryption is exactly opposite process of encryption. It converts _____ text into _____ text.
(A) Cipher (B) Server (C) Plain (D) Browser (E) Identity
- (4) Encryption is of two types _____ & _____.
(A) Symmetric (Shared Secret Encryption) (B) Local level
(C) Asymmetric (Public-Key Encryption) (D) International level
(E) Identity certificate

- (5) Digital Certificate is also known as a _____ certificate or _____ certificate.
 (A) Public Key (B) Server (C) Plain (D) Browser (E) Identity

Ans. (1) (A) Browser, (B) Server (2) (C) Plain, (D) Cipher
 (3) (A) Cipher, (C) Plain
 (4) (A) Symmetric (Shared Secret Encryption) (C) Asymmetric (Public-Key Encryption)
 (5) (A) Public Key, Identity

Q.5. Multiple Choice Three Correct Answers

- (1) Digital signatures are used in _____, _____, & _____.
 (A) E-commerce (B) Software distribution
 (C) Financial transactions (D) Facebook (E) Instagram

Ans. (1) (A) E-commerce (B) Software distribution (C) Financial transactions

Q.6. Match the following

	Column 'A'		Column 'B'
(1)	Encryption	(a)	Converts Plain text into Cipher Text
(2)	Decryption	(b)	Converts Cipher text into Plain text.
(3)	Digital Signature	(c)	Electronic Signature.
(4)	Digital Certificate	(d)	Public key Certificate or Identity Certificate.

Q.7. Answer Briefly

Q.10. Explain Security Measures in E-Commerce.

- (1) **Electronic Commerce** security refers to the principles which guide safe electronic transactions.
- (2) **Encryption** is widely used on the internet to protect user information being sent between a browser and a server.
- (3) **Encryption** converts Plain text (readable form of data) into Cipher Text (coded form of data) means non-readable form of data.
- (4) **Decryption** is exactly opposite process of encryption. It converts Cipher text into Plain text.
- (5) **Encryption** is of two types Symmetric (Shared Secret Encryption) & Asymmetric (Public-Key Encryption)
- (6) A **digital signature** is also known as an electronic signature.
- (7) A **digital signature** guarantees the authenticity of an electronic document.
- (8) **Digital signature** are used in e-commerce, software distribution, financial transactions.
- (9) PKI stands for **public key infrastructure**.
- (10) A **Digital Certificate** is an electronic "password" that allows a person, organization to exchange data securely over the Internet.
- (11) **Digital Certificate** is also known as a public key certificate or identity certificate.

Textbook Exercise**Q.1. Fill in the blanks**

(1) E-Commerce's scope is _____.

Ans. Global

(2) A customer can do shopping _____ online using type of E-Commerce.

Ans. Business to Consumer

(3) The _____ phase consist of Order and Delivery.

Ans. Execution

(4) E-wallet is a type of _____ account in which a user can store his/her money for any future online transaction.

Ans. Prepaid

(5) EDI is _____ exchange of information.

Ans. Electronic

(6) The _____ type of e-governance refers to the government services which enable citizens to get access to wide variety of public services.

Ans. Government to Citizen

(7) The e-governance which provides safe and secure inter-relationship between domestic or foreign government is _____.

Ans. Government to Government

Q.2. True or False

(1) C2C type of E-commerce deals with Business and Customer.

Ans. False

(2) The lack of a personal touch can be a disadvantage for many types of services and products in E-commerce.

Ans. True

(3) Checking the balance of holiday is an example of G2C.

Ans. False

(4) E-commerce provides more options to compare and select the cheaper and better options.

Ans. True

(5) M-commerce can be used through desktop computer.

Ans. False

Q.3. Multiple Choice Question. (1 correct answers)

(1) Invoice and payment are included in _____ phase of trade cycle.

- (a) Presale (b) Execution (c) Settlement (d) After sale

Ans. Settlement

(2) License renewal is an example of _____ e-governance.

- (a) G2C (b) G2B (c) G2G (d) G2E

Ans. G2C

Ans. (1) Settlement (2) G2C

Q.4. Multiple Choice Question. (2 correct answers)

(1) Encryption consist of two processes _____ and _____ .

- (a) Encryption (b) Signature (c) Decryption (d) Digitization (e) Security

(2) Social commerce is a subset of electronic commerce that involves social media like _____ & _____ .

- (a) Facebook (b) Instagram (c) Gmail (d) Whatsapp (e) Software

Ans. (1) (a) Encryption (c) Decryption (2) (a) Facebook (b) Instagram

Q.5. Match the following

	Column 'A'		Column 'B'
(1)	M-commerce	(a)	Coded form of data
(2)	Cipher Text	(b)	B2B
(3)	EDI	(c)	E-bill payment
(4)	Wholesaler-to Retailer	(d)	Paperless exchange of information
(5)	License renewal services	(e)	G2G
(6)	Online facility to employees like leave	(f)	G2C
(7)	Government agencies share same database	(g)	G2E

Ans. (1) – c, (2) – a, (3) – d, (4) – b, (5) – f, (6) – g, (7) – e

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