

4. E-Commerce and E-Governance

Q.1 Fill in the blanks.

1. E-Commerce's scope is

Ans: Globle

2. A customer can do shoppingonline using type of E-Commerce.

Ans: B2C

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: G2C

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

Ans: G2G

Q.2 State True/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. Invoice and payment are included inphase of trade cycle.

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

Ans: c) Settlement

2. License renewal is an example of e-governance.

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

Ans: a) G2C

Q.4 Multiple Choice Question.

1. Encryption consist of two processes..... and

- a) encryption
- b) signature
- c) decryption
- d) digitization
- e) security

Ans: (a), (c)

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: (a), (b)



Q.5 1) Match the following.

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

Ans:

A	B
1. M-commerce	c) E-bill payment
2. Cipher Text	a) Coded form of data
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Q.6 Answer in brief.

1. Explain phases of trade cycle.

Ans: A trade cycle is the series of exchanges, between a customer and supplier that take place when a commercial exchange is executed. A general trade cycle consists of following phases

(i) Pre-Sales : It consist of two steps like Search and Negotiate. Customer search for required website for product to be purchased. In Negotiate step customer find a supplier who offers good quality product at cheaper price and then customer agrees the terms forwarded by supplier.

(ii) Execution : This phase consist of Order and Delivery. Customer sends an order for the selected product and after processing the order, customer receives delivery of the product.



(iii) Settlement: This phase consist of Invoice (if any) and Payment. Invoice means customer will receive a bill for purchased product and after confirmation of received product, customer will pay for the same.

(iv) After-Sales: This phase consists of warranty and After Sale Services. In warranty period, customer will get all maintenance services for free or at minimum cost. After sale services means customer will do complaints (if any) about the performance of product and get maintenance service from the supplier

2. Explain M-Commerce.

Ans: (a) M-commerce is buying and selling of goods and services through wireless devices such as smart phones and tablets

(b) M-Commerce enables the user to access online shopping platforms without

(c) using desktop computers. Applications of M-Commerce are Mobile banking, E-bill payment, ticket booking etc

3. Describe process of encryption.

Ans: (i) Encryption is widely used on the internet to protect user information being sent between a browser and a server.

(ii) This includes passwords, payment information and other personal information that should be considered private.

(iii) Encryption converts Plain text into Cipher text means non readable form of data.

(iv) Decryption is opposite of encryption i.e. it converts Cipher text into Plain text. Encryption is of two types : Symmetric and Asymmetric

4. What is E-governance.

Ans: (i) E-Governance signifies the implementation of Information Technology in the Government processes.

(ii) The basic purpose of E-Governance is to simply processes for all, i.e government, citizens, businesses etc. at all levels.



(iii) E-Governance delivers SMART (S-Simple, M-Moral, A-Accessible, R-Responsive, T-Transparent Government).

5. List out advantages of E-commerce.

Ans: Advantages of E-Commerce :

(i) **Global scope** : E-commerce provides the sellers with a global reach. Now sellers and buyers can meet in the virtual world, without barrier of place.

(ii) **Electronic transaction** : E-commerce reduces the paper work and significantly lower the transaction cost.

(iii) **Anytime shopping** : The great advantage of E-Commerce is the convenience. A customer can shop 24 x 7.

(iv) **No intermediaries** : Electronic commerce also allows the customer and the business to be in touch directly, without any intermediaries.

6. Which are the different types of e-governance?

Ans: E-Governance is of 4 types depending on the specific types of services:

1. Government to Citizen (G2C):

(i) The Government to citizen refers to the government services which enable citizens to get access to wide variety of public services.

(ii) Most of the government services fall under G2C.

(iii) A citizen can have access to the services anytime from anywhere.

(iv) Services like license renewals and paying tax are essential in G2C.

(v) It also focuses on geographic land barriers.

2. Government to Business (G2B):

(1) G2B is the exchange of services between Government and Business organizations

(ii) G2B provides access to relevant forms needed to comply.

(iii) The G2B consists of many services exchanged between business sectors and government



(iv) It aims at eliminating of paper work, cost and establish transparency in the business environment while interacting with government.

3. Government to Government (G2G):

(i) The Government to Government refers to the interaction between different government departments, organizations and agencies.

(ii) In G2G government agencies can share the same database using online communication

(iii) The government departments can work together.

(iv) G2G services can be at the local level or international level.

(v) It provides safe and secure inter relationship between domestic or foreign government.

4. Government to Employee (G2E):

(i) The Government to Employee is the internal part of G2G sector.

(ii) G2E aims to bring employees together and improvise knowledge sharing.

(iii) G2E provides online facilities to the employees like applying for leave, reviewing salary payment record and checking the balance of holiday.

(iv) This sector provides human resource training and development

(v) Examples of successful implementation of E-governance are e-Mitra, e-Seva project, CET (Common Entrance Test).

7. State two examples of G2E services. Or Government to Employee services

Ans: (i) The Government to Employee is the internal part of G2G sector.

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8. Write any four advantages of e-governance.

Ans: Advantages of E-Governance are :

1. Improves delivery and efficiency of government services
2. Improved government interactions with business and industry
3. Citizen empowerment through access to information
4. More efficient government management
5. Less corruption in the administration
6. Increased transparency in administration
7. Greater convenience to citizens and businesses
8. Cost reductions and revenue growth
9. Increased legitimacy of government
10. Improved relations between the public authorities and civil society

