

**Class :-12<sup>th</sup>      Information Technology Teacher : Mrs. Shilpa Kate**  
**Exercise solution : Lesson No.6 E-commerce and E-Governance**

**Q1. Fill in the blanks.**

1. E-commerce's scope is **Global**.
2. A customer can do shopping online using **Business to consumer** type of E-Commerce.
3. The Execution phase consist of **Order and Delivery**.
4. E-wallet is a type of **pre-paid** account in which a user can store his/her money for any future online transaction.
5. EDI is **electronic** exchange of information.
6. The **Government-to-Citizen** type of e-governance refers to the government services which enable citizens to get access to wide variety of public services.
7. The e-governance which provides safe and secure inter-relationship between domestic or foreign government is **Government-to-Government**.

**Q2. State True/False.**

1. C2C type of E-commerce deals with Business and Customer.  
Ans: **False** ( ans is B2C)
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** ( ans is G2E)
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** (ans is mobile or tablet)

**Q3. Multiple Choice Question. (1 correct answer)**

1. Invoice and payment are included in .....phase of trade cycle. a. Presale b. execution **c. settlement** d. After sales
2. License renewal is an example of .....e-governance. **a. G2C** b.G2B c.G2G d. G2B

**Q4. Multiple Choice Question. (2 correct answer)**

1. Encryption consist of two processes .....and ..... **a. encryption** b. signature **c. decryption** d. digitization e.Security
2. Social commerce is a subset of that involves social media like.....&..... **a.facebook** **b. Instagram** c.gmail d.Whtasapp e. software

**Q5. Match the following**

A B

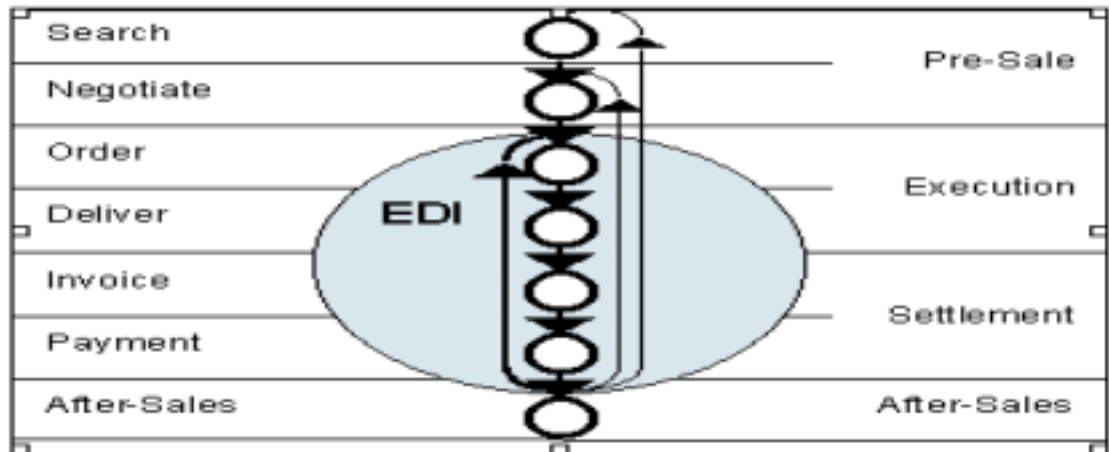
1. M-commerce a. coded form of data 2.Cipher Text b. B2B
- 3.EDI c. E bill payment 4. Business to Wholesaler d. Paperless exchange of information
5. License renewal services e. G2G
6. Online facility to employees like leave f. G2C
7. Government agencies share same database g.G2E

**Ans: 1 → c 2 → a 3 → d 4 → b 5 → f 6 → g 7 → e**

**Q6. 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.



**Figure 1: EDI Trade Cycle.**

**1.Pre-Sales :** Finding a supplier and agreeing the terms

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 followed by supplier.

**2. Execution :** Selecting goods and taking delivery.

Customer **sends an order** for the selected product and after processing the order, customer **receives delivery** of the product.

**3. 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.

**4.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:-** Buying and selling of goods and services through wireless handheld devices smartphones and tablets.

Ex. mobile banking, ticket booking, E-bill payment, online auctions,

### stock. 3. Describe process of encryption.

**Ans:** It protect users information being sent between a browser & server

Encryption:- It covertes plaintext(readable data) into cipher text(coded form of data)

Decryption: convert cipher text to plain text



### 4. What is E-governance.

**Ans:** Information technology is implemented in government processes and functions so as to cause SMART government i. e

S- Simple

M-Moral,

A-Accessible,

R-Responsive,

T-Transparent Government.

- It simplify processes for all, i.e. government, citizens, businesses etc. at National, State and local levels.

### 5. List out advantages of E-commerce.

**Ans: Advantages of E-commerce are:**

1.**Global scope:** the sellers with a global reach

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

**3. Cost Saving** : It helps in reducing the cost of searching a product.

**4. Anytime shopping** : A customer can shop 24×7.

**5. No intermediaries** : the customer and the business to be in touch directly

**6. Public services**: helps the government to deliver public services such as healthcare, education

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

**Ans:** -Types Of e-governance are:-

### 1. Government-to-Citizen (G2C)

- Which enable citizens to get access to wide variety of public services. • It helps the ordinary people to reduce the time and cost to conduct a transaction.
- A citizen can have access to the services anytime from anywhere. • Ex. services like license renewals and paying tax.

### 2. Government-to-Business (G2B)

- Services exchanged between business sectors and government.
- It aims at eliminating paper work, saving time, cost and establish transparency in the business environment, while interacting with government.

### 3. Government-to-Government (G2G)

- Interaction between different government departments, organizations and agencies.
- Government agencies share same documents using internet.
- Provides safe and secure inter-relationship between domestic or foreign government.

#### **4. Government-to-Employee (G2E)**

- It is internal part of G2G
- It aims to bring employee together & improve knowledge sharing
- Facilities to the employees like applying for leave, reviewing salary payment record and checking the balance of holiday.
- The G2E sector provides human resource training and development.

#### **7. State two examples of G2E services.**

**Ans :** Examples of Government to Employee Services are:

1. provides online facilities to the employees like applying for leave, reviewing salary payment record and checking the balance of holiday.
2. provides human resource training and development ex. e-learning ,e training

#### **8. Write any four advantages of e-governance.**

**Ans : Advantages of E-Governance:**

- Reduced corruption
- High transparency
- Increased convenience
- Direct participation of constituents
- Reduction in overall cost.