PG DEPARTMENT Of COMMERCE (CA)

QUESTION BANK

COURSE: B.Com (CA) **SEMESTER :** VI

SUBJECT CODE: 16UCC624 **SUBJECT:** E-Commerce

K1 Level

1. Electronic data interchange is necessary in _____
   - a. B2C E-commerce
   - b. C2C E-commerce
   - **c. B2B E-commerce**
   - d. Commerce using internet

2. EDI requires _____
   - **a. Representation of common business documents in computer readable forms**
   - b. Data entry operators by receivers
   - c. Special value added networks
   - d. Special hardware at co-operating business premises

3. EDIFACT Standard was developed by ____
   - a. American Natural Standard Institute
   - b. International Standard Institute
   - c. European Common Market
   - **d. United Nations Economic Commission for Europe**

4. In economic cash payment
   - a. A debit card payment is used
   - **b. A customer buys several electronic coins which are digitally signed by coin issuing bank**
   - c. A credit card payment is used
   - d. RSA cryptography is used in the transactions

5. By electronic commerce we mean _____

a. Commerce of electronic goods

b. Commerce which depends on electronic

c. Commerce which is based on the use of internet

d. Commerce which is based on transactions using computer connected by telecommunication network

6. E-commerce is normally associated with _____

a. Watching videos

b. Buying & selling

c. Making friends

d. Receiving products

7. Which one of the following is not one of the major types of e-commerce?

a. C2B

b. B2C

c. B2B

d. C2C

8. Which of the following is not considered to be one of the three phases of e-commerce?

a. Innovation

b. Consolidation

c. Preservation

d. Reinvention

9. Which of the following is not one of the stages of the development of the internet?

a. Innovation

b. Institutionalization

c. Globalization

d. Commercialization

10. Which segment is Ebay an example?

a. B2B

b. C2B

c. C2B

d. None of these

11. The two entities directly affected by E-Commerce are _____

a. Business enterprises and customers

b. Employers and customers

c. Suppliers and enterprises

d. Companies and employees

12. The entities a company interacts with are _____

a. Suppliers

b. Customers

c. Channel partners

d. All of these

13. The customers may not interfaces with the company directly, but through the____

a. Service providers

b. Channel partners

c. Employees

d. Consumer

14. ______ is a generic terms for distributors, dealers, retailers etc…

a. Service provider

b. Supplier

c. Channel partners

d. Regulatory authority

15. The-------of business process fades the boundary separating them and they gradually integrate

a. Electronification

b. Organization

c. Computerization

d. Transaction process

16. The two entities directly affected by e-commerce are _____

a. Business Enterprises and customers

b. Employees and customers

c. Suppliers and enterprises

d. Companies and employees

.17. Copying the materials published on the internet as one's own without proper acknowledgement is called ______

a. Internet plagiarism

b. Internet reference

c. Internet surfing

d. Internet publishing

18. Expand DSS.

a. Decision Support Solution

b. Decision Support System

c. Delivery Support System

d. Delivery Support Solution

19.______ is the exchange of structured business information between application.

a. EDI

b. KWS

c. OAS

d. MIS

20. EDI is major components are ____

a. Trading partners

b. Translation software

c. Communications

d. All of these

21. Benefit of enrollment, claim trading, eligibility inquires is in ____

    a. Insurance

    b. Marketing

    c. Manufacturing

    d. Purchasing

22. The underlying _____of these products was cost containment, processing to account information reconciliation.

    a. CRS

    b. USP

    c. MIS

    d. OAS

23. In which year credit card companies had spread across the globe and the member merchant establishment numbered millions

    a. 1970's

    b. 1980's

    c. 1960's

    d. 1969's

24.___ is need to own or have access to a computer and be online and know to use the internet.

    a. Customers

    b. Servicer

    c. Marketing

    d. Business

25. EC is the application of technology toward the automatic of business transactions and work flow of ______

    a. Business process perspective

    b. Service perspective

    c. Online perspective

    d. Communication perspective

26.___ is the generic term for all agencies responsible for law enforcement

a. Service providers

b. Regulatory authority

c. Suppliers

d. Channel partners

27. The entities a company interacts with are _____

a. Suppliers

b. Business

c. Consumer

d. None of these

28. EDI uses private communication networks is called as _____

a. Knowledge work system

b. Executive support system

c. Office automation system

d. Value added networks

29. A value added networks is a private network providers sometimes called as _____

a. Turnkey communications line

b. Trading partners

c. Intranet and extranet

d. Electronic mail

30. The two companies or groups which exchanged information through EDI are called the _

a. Channel partners

b. Trading partners

c. Customer

d. Marketing

31. EDI was born in the year of ______

a. 1980

b. 1970

c. 1960

d. 1940

32.___ is the e-commerce enable use of credit card, debit card, smart card etc...

a. Advertisement

b. Non cash payment

c. Support

d. Inventory management

33._____ is an electronic data interchange.

a. B2B

b. B2C

c. C2C

d. C2B

34.____are tools or option available to hackers whereby they can not only monitor but also control any data communications.

a. Less privacy

b. Infrastructure

c. Less security

d. Physical proximity

35._____can put review commands about a product and see the review comments of other customers before making a final buy.

a. Customers

b. Service

c. Business

d. None of these

36. The business process depends on ___ standard format

a. MIS

b. EDI

c. KWS

d. OAS

37. .___ emphasis the generation and exploitation of new business opportunities over internet

a. E-commerce

b. Business

c. Customers

d. Marketing

38. ________system have become increasingly popular due to widespread use of the internet based shopping and banking

a. EPS

b. EDI

c. B2C

d. C2B

39. Trust is the basis of the _______as a form of EPS.

a. E-cash

b. E-wallet

c. Smart card

d. Credit card

40. Which of the following is not considered to be one of the three phases of e-commerce?

a. Innovation

b. Consolidation

c. Preservation

d. Reinvention

41. ____ is a system which helps the customer or user to make a online payment for their Shopping.

a. EPS

b. EDI

c. CCT

d. All of these

42. _____ methods of traditional payment

a. 2

b. 3

c. 5

d. 4

43._____ methods are an electronic payment

a. 5

b. 6

c. 4

d. 3

44. A system that allows a person to pay for goods or services by transmitting a number from one computer to another called_____

a. E-pay

b. E-cash

c. E-wallet

d. Credit card

45._____ is anonymous and reusable.

a. E-cash

b. Wallet

c. Credit card

d. Debit card

46. ______ is any pocket-sized card with embedded integrated

a. Debit card

b. Credit card

c. E-wallet

d. Master card

47. Which one of the following is not one of the major types of e-commerce?

a. C2B

b. B2C

c. B2B

d. C2C

48. Which segment does e-bay amazon.com belong?

a. B2BS

b. B2CS

c. C2BS

d. C2CS

49. Base problems to sell in b2c e-commerce _____

a. Small products

b. Digital products

c. Speciality products

d. Fresh products

50. Which form of e-commerce currently accounts for about 97 % of all e-commerce revenues?

a. B2B

b. B2C

c. C2B

d. C2C

51. _____ is a global e-commerce business allowing payment and money transfer to be made through the internet

a. PayPal

b. Bank payment

c. Credit card

d. Wallet

52. Which is the fastest growing from at online advertising?

a. Banner adds

b. Popup adds

c. Rich media/video adds

d. Pop-under adds

53. What is the percentage of customers who visit a website and actually buy some thing

called?

a. Attitude programs

b. Click-throws

c. SPGM

d. Conversion ratio

54. _________ have become one of the most common forms of payment for e-commerce transactions.

a. Credit card

b. Debit card

c. Smart card

d. E-cash

55. Plastic card containing an embedded microchip and available for over 10 year is called _

a. Smart card

b. Credit card

c. Debit card

d. PayPal

56. _______ is popular method of online payment.

a. Debit card

b. Credit card

c. E-pay

d. Wallet

57._______charges internet for using the banks money.

a. Credit card

b. Debit card

c. Wallet

d. PayPal

58. __________is a plastic card which provides an alternative payment method to cash when

making purchases

a. Credit

b. Debit

c. E-cash

d. Wallet

59. European community members are also planning do levy processing for non ____ documentation

a. EDI

b. CCT

c. EPS

d. None of the above

60. ______is a stage in the evolution of information management techniques.

a. E-commerce

b. EDI

c. EPS

d. Internet

61. EDI is about _______electronic transaction.

a. Business to business

b. Business to customer

c. Customer to business

d. Customer to customer

62. EDI major components which one is not included ____

a. Trading partner

b. Translation software

c. Translation of business data

d. Communication

63. ______ is a collection of facts organized in such a way that they have additional value

beyond the value of the facts themselves.

a. Software Systems Data

b. Digital data

c. Software Information Data

d. Software Information Systems Data

64. Unusually slow network performance is the ______ issue of ecommerce.

a. Technical

b. Authentication

c. Privacy

d. Non-Technical Attacks

65. DOS stands for

a. Digital of Service

b. Denial of Security

c. Denial of Service

d. Data of Service

66. Online banking also known as _____ banking.

a. Internet banking

b. Mobile banking

c. E-banking

d. Banking

67. The ______ will typically connect to or be part of the core banking.

a. Internet banking system

b. Mobile banking system

c. E-banking system

d. Online banking

68. _____is networking of branches, which enables Customers to operate their accounts.

a. Core banking system

b. Core banking solution

c. Both a &b

d. None of the above

69. In CBS customers becomes the _____ Customer

a. Banks

b. Online

c. Retail

d. Core

70. Core means to______

a. Centralized Online Retail Exchange

b. Centralized Online Real-time Ecommerce

c. Centralized Online Real-time Exchange

d. Commerce Online Real-time Exchange

71. Core banking functions will include_____

a. Transaction accounts

b. Loans, mortgages

c. Payments

d. All the above

72. Core allows banks to access applications from _____ data centre.

a. Commercialized

b. Centralized

c. Century

d. Corelized

73. _____ offers invariably all information that a bank's customers need.

a. CBS

b. CBC

c.CBR

d. CRE

74. Core Banking Solutions are developed to perform____

a. Recording of transactions

b. Passbook maintenance

c. Interest calculations

d. All of the above

75.______ knows the identity of the buyer

a. Electronic Payment Systems

b. CBS

c. DOS

d. All the above

76. ______ assists customers in retaining their identity rather than remembering passwords, codes, or secret questions.

a. Biometric

b. Retail

c. Core marketing

d. Security

77. Biometric replaces the traditional verification methods

a. Model

b. Digital

c. Traditional

d. Online

78. India's first cyber police station was started at _______

a. Chennai

b. Bangalore

c. New Delhi

d. Mumbai

79. The president of India who gave assent to Information Technology Act 2000 _____

a. APJ Abdul Kalam

b. K.R Narayanan

c. Pratibha Patil

d. None of these

80. Cyber crime can be defined as _____

a. A crime committed online

b. Stealing of a computer

c. Organizing theft in a computer shop

d. None of these

81. The most common security threat is _____

a. Phishing attacks

b. Money thefts

c. Data misuse

d. All the above

82. E-commerce security is a set of protocols that safely guide ___ transactions

a. E-commerce

b. Retail

c. Digital

d. Economic

.

83. ____ is one of the most important and interesting e-commerce issues.

a. Reintermediation

b. Disintermediation

c. Intermediation

d. Both a & b

84._____ replaces the traditional verification methods of showing identity cards or entering passwords with the scanning of fingerprints, face, or a palm.

a. Security

b. Biometric

c. Model verification method

d. None of the above

85. ______ is the process of giving someone permission to do or have something

a. Authorization

b. Confidentiality

c. Bio-metric

d. Authority

86.______ is the protection of personal information.

a. Authorization

b. Confidentiality

c. Security

d. Publicity

87. ______ helps an ecommerce website to tighten their security measures by replacing old and easily crack able authentication procedures.

a. Bio-metric modalities

b. Security

c. Google

d. E-banking

88. E-commerce ____ refers to the principles which guide safe electronic transactions.

a. Transactions

b. Authorization

c. Security

d. Authority

89. Which of the following is the common legal issue faced by ecommerce?

a. Incorporation Problem

b. Copyright Protection Issue

c. Transaction Issues

d. All the above

90. _____ is the major issue that can create problems both for the business and customers.

a. Privacy

b. Security

c. Bio-metric

d. Legal issues

91. _____is an activity which a person or firm uses the existing domain name belong to the well-known organization .

a. Bio-metric

b. Legal issues

c. Cyber squatting

d. Ethical issues

92. _____ is an electronic deception relates to the Internet

a. Web spoofing

b. Cyber-squatting

c. Privacy

d. Security

93. Expand UCE ____

a. Un Commercial E-mail

b. Unsolicited Commercial E-commerce

c. Unsolicited Commercial E-mail

d. Unsolicited Co E-mail

94. The ____ occur when the personal details belong to consumers are exposed to the unauthorized party.

a. Private invasion

b. Public invasion

c. Privacy invasion

d. Security invasion

95. ____ is an essential part of any transaction that takes place over the internet.

a. Security

b. E-commerce

c. Cyber security

d. E-banking

96. A digital signature is ____

a. A bit string giving identity of a correspondent

b. A unique identification of a sender

c. An authentication of an electronic record by tying it uniquely to a key only a sender knows

d. An encrypted signature of a sender

97. A digital signature is required _____

a. To tie an electronic message to the sender's identity

b. For non-repudiation of communication by a sender

c. To prove that a message was sent by the sender in a court of law

d. All of the above

98. World computer security day ______

a. October 30

b. November 30

c. December 30

d. January 30

99. Information Technology Act, 2000 made amendment to which of the following existing laws?

a. Indian Penal Code

b. Indian Evidence Act

c. Bankers Evidence Act

d. All of the above

100. Any criminal activity that uses a computer either as an instrumentality, target or a means for perpetuating further crimes comes within the ambit of ______

a. Software piracy

b. Cyber crime

c. Conventional crime

d. None of these

K2 Level

1. Discuss the concept of E-commerce.

   Electronic commerce means buying and selling of goods, products or services over the internet.

2. Explain traditional commerce.

   Traditional commerce is a branch of business which focus on the exchange of product and services.

3. Describe any four drivers of E-commerce.

   (i)Organizational changes, (ii) Digital revolution convergence, (iii) Increasing demand for customized, (iv) Product and services.

4. Discuss any two E-commerce activities.

   Internal E-mail messaging presales and post sales service.

5. Explain any two features of E-commerce.

   (i)Works in digital area, (ii) It provides interactivity among various.

6. Explain the perspectives of E-commerce.

   Electronic commerce is an electronic environment that allows buying and selling product, services, and information on the internet.

7. Describe the limitations of E-commerce.

   (i)Lesser legal frame work support, (ii) Quality of the product can be vertical, (iii) Confidence of the customer can be verified, (iv) More fraudulent transactions.

8. Predict the merit of E-commerce.

   (i)A large market, (ii) Lower cost, (iii) More opportunity to sell, (iv) Personalized messaging.

9. Explain about the MIS.

   Management information system was primarily collection and presentation of relevant information to personnel across the organization as per their information needs.

10. Clarify the KWS.

Knowledge work system helped in creating new technology and then used it in boosting the business.

11. Explain about EDI.

    Electronic Data Interchanges (EDI) is the computer to computer exchange of business.

12. Classify the model of E-commerce.

    B2C, B2B, C2C, B2G.

13. Classify the concept B2C transaction.

    Business to Consumer (B2C) refers to the transaction conducted directly between a company and consumer.

14. Discuss the features of EDI.

    (i) Freely accessible, (ii) Immediate authorization, (iii) Transaction amount neutral, (iv) Transparent.

15. Describe the benefits of EDI.

    (i) Administrative cost reduction, (ii) Customer service, (iii) Financial management, (iv) Improved inventory control, (v) Management control,
    (vi) Productivity.

16. Explain the components of EDI.

    (i)Trading partner, (ii) .Transactions software, (iii) Communication.

17. Identify the application of EDI.

    (i) Finance and accounting, (ii) Insurance, (iii) Inventory management, (iv)Logistics, (v) Manufacturing, (vi) Marketing, (vii) Purchasing.

18. Describe the mobile commerce.

    M-commerce (mobile commerce) is the buying and selling of goods and services through wireless handheld devices such as cellular telephone and personal digital assistance (PDAs).

19. Discuss any two application of mobile commerce.

    (i)Mobile banking, (ii) Mobile ticketing and booking, (iii) E-bills.

20. Explain EDS.

Electronic Payment System (EPS) an payment system that facilities the acceptance of electronic payment for online transactions.

21. Discuss any two types of electronic payment system.

(i)E-wallet, (ii) Net banking, (iii) Mobile payment, (iv) Amazon pay.

22. Explain the traditional payment system.

A payment system used to settle financial transaction through the transfer of monetary value, and include the institution etc.,

23. Clarify the features of electronic payment system.

Security, scalability, flexibility, usability, convertibility, standardization, multicurrency, efficiency, applicability is the main most essential feature of payment system.

24. Discuss any two advantage of electronic payment system.

(i)Time saving, (ii) Expenses control, (iii) Low commissions.

25. Discuss any two advantages of mobile commerce.

M-commerce provides a very convenient and easy to use the system to contact business transactions.

26. Discuss about online banking.

Online banking is also known as internet banking, is an electronic payment systems that enables customers of a bank or other financial institution to conduct a range of financial transactions through the financial websites.

27. Extend the term CBS.

Core Banking Solutions.

28. Explain Core Banking Solutions.

Core banking solution is networking branches, which enables customers to operate their accounts, and avail banking services from any branch of the CBS network.

29. Extend the term CORE.

Centralized Online Real-time Exchange.

30.Indicate the traditional verification methods.

B2B, B2C, C2C, C2B, B2A, C2A.

31. Classify any two advantages of online banking.

(i) Convenience (ii) Mobility (iii) No fees

32. Explain the term confidentiality.

Confidentiality means keeping a client's information between person and the client and not telling to others.

33. Discuss the some examples of biometric modalities.

Fingerprint, Palm veins, Face recognition, DNA, Palm print, Hand geometry.

34. Illustrate the issues in E-commerce.

Shopping cart abandonment is one of the biggest issues faced by e-commerce business today.

35. Differentiate the security tools of e-commerce.

(i) Authentication (ii) Access control (iii) Encryption (iv) Firewall

36. Interpret the term Biometric.

Biometric is the measurement and statistical analysis of people's unique physical and behavioral characteristics.

37. Compare legal and ethical issues.

Ethical standards are based on the human principles of right and wrong. And legal standards are based on written law.

38. Classify the issues in E-commerce.

(i) Legal issues (ii) Ethical issues.

39. Recognize the applications of Biometrics.

(i) Border control (ii) Consumer / Residential Biometrics (iii) Financial (iv) Finger prints and Biometric locks.

40. Associate any two common legal issues faced by E-commerce.

(i) Incorporation problem (ii) Trade security problem

41. Explain cyber law.

Cyber law is the part of the overall legal system that deals with the internet, cyberspace and their respective legal issues.

42. Show down the provisions of cyber law.

The IT Act 2000 attempts to change outdated laws and provides ways to deal with cyber crime. The act has also proposed a legal framework for the authentication and origin of electronic records.

43. List out the aims of cyber law.

(i) Extends to the whole of India.

(ii) Legal recognition of digital signatures.

44. Rephrase Authorization.

A transaction performed by using a payment card to determine if the card holder has sufficient funds on his/her card to pay for a given transaction. An authorization will take only seconds, and allows the merchant to ensure that payment will be taken from the card.

45. Discuss about IT Act 2000.

The information technology (IT) Act 2000 aims to provide a legal and Regulatory Framework for promotion of e-commerce and e-governance.

46. Discuss Authentication.

Electronic authentication is the process of establishing confidence in user identities electronically presented to an information system.

47. Demonstrate electronic records.

An electronic record is information recorded by a computer that is produced or received in the initiation, conduct or completion of an agency or individual activity.

48. Summarize the term Digital signature.

A digital signature is a mathematical technique used to validate the authenticity and integrity of a message, software or digital document.

49. List out the types of offences.

(i) Civil offences (ii) Criminal offences.

50. Extend Criminal offences.

Criminal offence is nothing but action which is considered wrong and can be punishable by law.

<u>K3 Level</u>

1. Analyze the perspective of E-Commerce.
2. Simplify the history of E-Commerce.
3. Discover the adoption of E-Commerce.
4. List out the advantages of E-Commerce
5. Simplify the meaning of E-Commerce and state its disadvantages.
6. Categorize to future of EDI.
7. Analyze the architecture of EDI.
8. List out the basic components of EDI.

9. List out the Advantages of mobile commerce.
10. State the meaning of mobile commerce and examine its disadvantages.
11. Categorize the feature of electronic payment system.
12. Simplify the meaning of electronic payment system and state its advantages.
13. List out the disadvantages of electronic payment system.
14. State the meaning of core banking solution and examine its advantages.
15. Discover the disadvantages of core banking solution.
16. Categorize the components of security issues.
17. Simplify the risk involved in security issues of E-Commerce.
18. Classify the security tools of E-Commerce.
19. List out the types of ethical issues.
20. Discover the types of legal issues.
21. Define cyber Law and simplify the aims of cyber law.
22. Discover the cyber law in India.
23. List out the Provision of IT Act 2000 in India.
24. Classify the civil offense of IT Act 2000.
25. Simplify the criminal offense of IT Act 2000.

K4 & K5 Level

1. Distinguish between the traditional commerce and electronic commerce.
2. Classify the frame work of E-Commerce.
3. Examine the drives of E-Commerce.
4. Point out the advantage and disadvantages of E-Commerce.
5. Classify the various models of E-Commerce.
6. Examine the EDI Standards.
7. Categorize the applications of mobile commerce.
8. Outline the advantage and disadvantage of mobile commerce.
9. Determine the problems in traditional Payment System.
10. Classify the types of electronic commerce.
11. Distinguish Between traditional payment system and electronic payment system.
12. Examine the advantage and disadvantage of Electronic payment system.
13. Explain the advantage and disadvantage of core banking solution.
14. Differentiate the security tools of E-Commerce.
15. Analyze the application of Bio metrics.

16. Compare the types of ethical and legal issues.
17. Examine the provision of cyber law.
18. Categorize the electronic records.
19. Criticize the types of digital signature.
20. Outline the civil offenses and criminal offenses of IT Act 2000.