

# QB365 Question Bank Software Study Materials

## E-Commerce Important 2 Marks Questions With Answers (Book Back and Creative)

12th Standard

### Computer Applications

Total Marks : 60

#### 2 Marks

30 x 2 = 60

1) Define E-Commerce.

**Answer :** E-Commerce can be described as the process of buying or selling products, services (or) information via computer networks.

2) Distinguish between E-Business and E-Commerce

**Answer :**

SI NO	E-BUSINESS	E-COMMERCE
1.	E-Business is the Conduct of business processes on the internet.	E-Commerce is commercial transaction through Internet
2.	E-Business is a superset of E-commerce	E-Commerce is a subset of E-business.
3.	It is used in the context of B2B transactions	It is more appropriate in the B2C context

3) Differentiate tangible goods and Intangible goods with example of your own.

**Answer :**

SI NO	TANGIBLE GOODS	INTANGIBLE GOODS
1.	A tangible good is a physical object that can be perceived by touch.	Intangible assets are valuable assets that can't be touched.
2.	<b>Example :</b> CD's, DVD's, printed books, lamp etc.	<b>Example :</b> Music files, Movies downloaded video games, etc.

4) What is dotcom bubble and dotcom burst?

**Answer : (i) Dotcom Bubble :** The Dotcom Bubble was a historic excessive growth (excessive assumption) of economy that occurred roughly between 1995 and 2000. It was also a period of extreme growth in the usage and adaptation of the Internet as well.

**(ii) Dotcom Burst :** The Nasdaq-Composite stock market index, fell from 5046.86 to 1114.11, This is infamously, known as the Dotcom Crash or Dotcom Burst. This began on March 11, 2000 and lasted until October 9, 2002.

5) Write a short note on out-sourcing.

**Answer :** If a company's work is hired to another company, it would be termed as out-sourcing.

6) What is E-Commerce?

**Answer :** E-Commerce can be described as the process of buying or selling products, services or information via the Internet.

7) Expand FinTech.

**Answer :** Financial technology

8) What is FinTech?

**Answer :** Fintech is a new financial industry that uses technology to improve financial activity.

9) What is Traditional commerce?

**Answer :** It is buying or selling of products and services physically.

10) What is E-Commerce?

**Answer :** It carries out commercial transactions electronically on the Internet.

11) What is another name of C2B?

**Answer :** C2B is also called a reverse auction model.

12) Expand C2BC.

**Answer :** Consumer to Business to Consumer

13) What is mean by Brick and mortar?

**Answer :** Brick and mortar is the term that refers to a business that has a physical store; opposite of online store.

14) What is mean by Mobile Commerce?

**Answer :** Mobile commerce Businesses that are conducted through the Internet using mobile phones or other wireless hand-held devices.

15) What is tax registration?

**Answer :** (i) Taxation is unavoidable in any country. A company must have registered with tax department of the concerned nation

(ii) In India registration with GST and other tax norms is a necessary to begin selling online, it does not matter whether we are starting our own online business website or selling on a others portal. <https://services.gst.gov.in>, <https://ctd.tn.gov.in.home>

16) What is mean by marketing?

**Answer :** (i) Marketing plays a significant role in any business. Using Internet and social media effectively will take out product world wide. Marketing could be started as early as it could be.

(ii) Catchy captions and logos attract more new customers. It's a good idea to set up social media profiles and writing content for blogs from very first day because we do not want to wait when it is ready to serve

17) What is teleputer?

**Answer :** A multi-purpose home infotainment device called Teleputer, which was a fusion of Television, Computer and Telecom networking technologies.

18) Which paved the way for the E-Commerce?

**Answer :** Electronic Data Interchanges and teleshopping together paved the way for the E- Commerce.

19) How was E-Commerce built?

**Answer :** With the progress of the Internet-technology and vastly developed global Internet community, large number of Dotcoms, FinTech have appeared and built a strong foundation of E-commerce.

20) Write a short note on (G2C) Government to Commerce.

**Answer :** (i) G2C in E-Commerce is very similar to C2G. Here the Government provides platform for its citizens to avail its services and information through the Internet.

(ii) The services may be issuance of certificates through online. e.g. <https://csc.gov.in/governmenttocitizen>.

21) What is internal facing?

**Answer :** (i) Internal facing or local level - joining up a single Government's bureaucracies. e.g. <https://www.nic.in/>.

(ii) It is an type of G2G.

22) Write a short note an pros and cons of E-Commerce.

**Answer :** The pros and cons of E-Commerce affect three major

- (i) Stakeholders;
- (ii) Consumers Business Organisations and
- (iii) Society.

23) What are chatbots?

**Answer :** The chatbots interact with consumers and take the orders. The Artificial Intelligence, machine learning and big data technology allows consumers interact with chatbots.

24) What is virtual reality?

**Answer :** VR keeps changing customer experiences and motivates shoppers to buy as they get more enhanced buying experience.

25) What is social media?

**Answer :** In terms of E-Commerce, a platform for advertising products to targeted consumers.  
eg. Facebook, twitter.

26) What is teleputer and word press?

**Answer :** (i) Fusion of television, computer and telecom networking technologies.  
(ii) A free, open source online blogging platform.

27) Write a note on G2C E-commerce.

**Answer :** G2C in E-Commerce is very similar to C2G. Here the Government provides platform for its citizens to avail its services and information through the Internet. The services may be issue of certificates through online.  
Eg. <https://esc.gov.in/governmenttocitizen>.

28) Explain the classification of G2G E-commerce systems.

**Answer :** G2G systems can be classified into two types  
(i) Internal facing or local level - joining up a single Government's bureaucracies.  
e.g. <https://www.nic.in/>  
(ii) External facing or international level - joining up multiple Governments bureaucracy.

29) What is disruptive innovations?

**Answer :** The innovations which replace the existing technologies are called as disruptive innovations.

30) List any four benefits of E-commerce to a business organisation.

**Answer :** (i) Lower Transaction Cost  
(ii) Low cost of entry  
(iii) Computer platform-independent  
(iv) Snapping middle man