

**NATIONAL OPEN UNIVERSITY OF NIGERIA**

**SCHOOL OF SCIENCE AND TECHNOLOGY**

**FIRST SEMESTER EXAMINATION 2012/2013 SESSION**

**COURSE CODE: CIT415**

**COURSE TITLE: Introduction to E\_Commerce(3 UNITS)**

**TIME ALLOWED: 21/2 HOURS**

**INSTRUCTION: ANSWER ANY FOUR QUESTIONS IN ALL**

1a. What is online shopping?[5 marks]

1b. List any five (5) issues that should be addressed in a website development agreement. [12.5 marks]

2a. List and explain three forces that energise e-commerce?[101/2marks]

2b. Explain what is meant by handling customer returns? [7 marks]

3a. Explain the impact of B2B (Business-to-Business) markets on the economy of developing countries. [10 marks]

3b. Discuss e-business.[7.5 marks]

4a. Briefly explain how the problem associated with security and privacy in e-commerce and e-business development can be solved.[7.5 marks]

4b. Distinguish between the e-commerce and e-business. [10 marks]

5a. Write short note on the contribution of e-commerce to the organization.

[10 marks]

5b. Explain the process involved inregistering a domain name. [7.5 marks]

6a. Write short note on Domain name. [10 marks]

6b. Discuss the reasons for e-commerce security issues in IT.[7.5 marks]