Answers to 4(a):
n=p*q=35; phi=(p-1)*(q-1)=4*6=24; as e=5;
e*d = 1 mod 24 → e*d=24*k+1, where k are integers; we need to find a value of d that satisfy this equation. By guessing k = 1, 2, etc, we can work out the smallest integer of d that satisfy this equation is 5.

Take the first letter, 17,
M=17^d mod 35 = 17^5 mod 35 = 17*17*17*17*17 mod 35 = (17*17 mod 35) *17*17*17 mod 35 = (9*17 mod 35)*17 *17 mod 35 = (13*17 mod 35)*17 mod 35 = (11*17) mod 35 = 12, so the first letter in the received message is 'm'.

M=19^5 mod 35 =24 → 'y'.
M=7^5 mod 35 =7 → 'h'.
M=9^5 mod 35 =4 → 'e'. … and so on, you can work out the message is: 'my heart'.

Answers to 4(b) and 4(c):
Basically, public-key cryptosystems are computationally very expensive, much more expensive than symmetric cryptosystems. The larger the plaintexts the longer the encryption/decryption times, and the longer the key sizes, the longer the encryption/decrption times too.