

A. Question & Answer

1. **Q:** What is e-commerce, and how does it help businesses and customers?

A: E-commerce is the buying and selling of goods and services over the internet. It helps businesses by allowing them to reach customers all over the world without needing a physical store. Customers can easily browse products from their homes, compare prices, and choose the best options. It saves time and provides access to a wider variety of products.

1. **Q:** Explain e-governance and why it is important for citizens.

A: E-governance is the use of digital technology and the internet to provide government services to citizens. It is important because it makes services faster, more efficient, and transparent. Citizens can access information online, submit applications, and track requests without visiting offices, reducing delays and corruption.

1. **Q:** How has e-travel changed the way people plan their trips?

A: E-travel has greatly simplified travel planning. People can book flights, hotels, and tour packages online from anywhere. It allows users to compare prices, read reviews, and find the best deals. Travelers can also access digital guides and maps, making trips more organized and enjoyable.

1. **Q:** What is e-journalism, and how is it different from traditional newspapers?

A: E-journalism is the process of delivering news through websites, apps, and social media platforms. It is faster than traditional newspapers and reaches a global audience instantly. Readers can interact by commenting, sharing, and watching videos or images along with the news, which makes it more engaging and informative.

1. **Q:** What are some challenges faced by e-commerce businesses, and how can they solve them?

A: Some common challenges include online payment security, delivery delays, and the risk of counterfeit products. Businesses can address these issues by using secure payment gateways, ensuring reliable delivery systems, and verifying sellers. Providing good customer support also helps build trust and keeps customers satisfied.

1. **Q:** What are the main advantages of e-commerce for businesses and customers?

A: E-commerce helps businesses expand globally, operate 24/7, and reduce operational costs. Customers benefit from shopping at any time, comparing prices, reading reviews, and selecting from a large variety of products. It also saves travel time and offers convenience for people living far from stores.

B. Fill in the Blank

1. E-commerce allows buying and selling of goods and services through ___. (Answer: the internet)
 2. E-governance makes government services faster, easier, and more ___. (Answer: transparent)
 3. Booking flights, hotels, and tour packages online is called ___. (Answer: e-travel)
 4. News shared on websites, apps, or social media is called ___. (Answer: e-journalism)
 5. One important concern for e-commerce businesses is the safety of ___. (Answer: online payments)
 6. A major advantage of e-commerce for customers is the ___ and variety of products available online. (Answer: convenience)
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C. True / False

1. E-commerce only benefits businesses, not customers. (False)
2. E-governance helps people get government services quickly and easily. (True)
3. E-travel allows tourists to book and plan trips online. (True)
4. E-journalism delivers news slower than printed newspapers. (False)
5. Online payment security is a major concern for e-commerce platforms. (True)
6. One advantage of e-commerce is that customers can shop anytime from anywhere. (True)