



NATIONAL OPEN UNIVERSITY OF NIGERIA,  
14/16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS.  
SCHOOL OF SCIENCE AND TECHNOLOGY  
OCTOBER 2016 EXAMINATION

Course code: CIT415

Course Title: Introduction to e\_Commerce

Time: 2 Hours

Instruction: Answer any Four (4) questions.

- 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 energize e-commerce? *[10½ marks]*
- 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 on how to register a domain name? *[7.5 marks]*
- 6a. Write short note on Domain name. *[10 marks]*
- 6b. Discuss reasons why e-commerce security issues. *[7.5 marks]*