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# KIBABII UNIVERSITY



## UNIVERSITY EXAMINATIONS

**2019/2020 ACADEMIC YEAR  
FOURTH YEAR FIRST SEMESTER  
SPECIAL/SUPPLEMENTARY EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF COMMERCE**

**COURSE CODE: BCO 402**

**COURSE TITLE: E-COMMERCE**

**DATE: 05/02/2021**

**TIME: 8.00AM-10.00AM**

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### INSTRUCTION TO CANDIDATES

- 1) The paper contains **FIVE** questions
- 2) Attempt **THREE** questions
- 3) Question **ONE** is Compulsory

**TIME: 2 Hours**

**KIBU observes ZERO tolerance to examination cheating**

## QUESTION ONE

- a) A new start-up company proposes to develop a mobile wallet, a device that can cryptographically hold electronic money, data, credit card numbers etc. Such a device might, for example, be included in a mobile phone.
  - i). Explain the benefits of introducing such a device. (4 Marks)
  - ii). Explain some of the legal and regulatory issues affecting such a device. (2 Marks)
  - iii). Will such a device increase the overall security of transactions (2 Marks)
- b) Security is a big challenge in e-commerce due to the fact that e-commerce is carried out via the Internet. Giving examples, discuss four security dimensions that any E-security system must provide (8 Marks)
- c) State any two key features of S-HTTP protocol (2 Marks)
- d) Many e-businesses have at their core a supply chain structure. Explain what is meant by a supply chain, and the terms “Upstream supply chain” and “Downstream supply chain” (4 Marks)
- e) List and explain the major points of vulnerability in a typical online transaction (8 Marks)

## QUESTION TWO

- a) Discuss whether traditional commerce can survive the digital age (5 Marks)
- b) Review the issues faced by E-commerce with regard to the following aim of security:
  - i). Confidentiality (2 Marks)
  - ii). Authentication (2 Marks)
  - iii). Availability (2 Marks)
  - iv). Integrity (2 Marks)
  - v). Non-repudiation (2 Marks)
- c) Assume you are a regular customer to an online merchant called paypal.com, on your email you received the following message

Dear Customer

We recently notice one or more attempts to log in to your paypal account from a foreign IP address. We have temporarily limited access to sensitive paypal account features. Allowing your account to remain limited for an extended period of time may results to further limitations on the use of your account and possible account closure.



If you recently accessed your account while traveling, the unusual login attempt may have been initiated by you, However if you did not initiate the log ins, please visit paypal as soon as possible to login and perform the steps necessary to restore your account access or you can click the URL link below .

[https:// www.paypal.com/us/cgi-bin/websrc?cmd=login-run](https://www.paypal.com/us/cgi-bin/websrc?cmd=login-run)

- i). What type of security threat is this? Explain (2marks)
- ii). Explain the security measures you can use to protect against E commerce threats (3 Marks)

### **QUESTION THREE**

- a) Explain any four driving forces of E commerce adoption in Kenya (8 Marks)
- b) You are hired a senior web developer for a company that sells electronic devices such as laptops, Tv Ipad online only, Mention four new things you will introduce to the website to improve on customer service deliver? (4 Marks)
- c) What is meant by Enterprise Resource Planning (ERP)? (2 Marks)
- d) Give THREE advantages and THREE disadvantages of ERP. (6 Marks)

### **QUESTION FOUR**

- a) Describe any two counter measures to security problems in E commerce (4 Marks)
- b) When designing the e-commerce web application, it is important to make sure the site is adhesive to visitors and customers as well. Discuss two site adhesion characteristics. (4 Marks)
- c) Compare and contrast symmetric and asymmetric cryptography (4 Marks)
- d) Discuss any four components of Secure electronic transaction protocol (8 Marks)