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FOR PUNJAB CLASS 12 PREPARATION

PSEB 12th Sample Paper 2027 E-business

EXAM	YEAR	TYPE
Punjab Class 12	2027	Sample Paper

SAMPLE PAPER

CLASS-XII

E-BUSINESS

(SESSION 2026-27)

Time Allowed : 3 Hrs. **Maximum Marks : 80**

General Instructions :

1. This question paper is divided into 5 sections. Sections A, B, C, D and E.
2. All questions are compulsory.

SECTION—A

Q.1. All questions are compulsory. Each question carries 1 mark. (1×20=20 marks)

Multiple Choice Questions

(i) Which device is typically used to connect a home network to the internet ?
(a) Printer (b) Modem
(c) Keyboard (d) Scanner

(ii) How can one avoid falling victim to phishing attacks?
(a) Click on all email links
(b) Ignore security updates
(c) Verify the source of the email before clicking on links or attachments
(d) Share passwords openly

(iii) Which of the following is not a requirement of e-business ?
(a) Internet enabled computer
(b) A website to show the product
(c) A method to receive the payment
(d) A middleman

(iv) E- marketing is related with :
(a) Online sale and purchase of securities
(b) Sale and Purchase of goods and services through internet
(c) Both of the above
(d) None of these

(v) Key features of E-Tourism include :
(a) Online payments (b) Easy accessibility
(c) Global Connectivity (d) All of these

Fill in the Blanks

(vi) E-mail is ..... means of communication. (slow/quick)

(vii) e-governance ..... interpersonal communication between government and citizens. (improves/disturbs)

(viii) UPI stands for _____ . (United Payment Interface/Union Payment International)

(ix) Under E-CRM, marketing campaign is …….. . (collective/personalized)

(x) E-trading of securities has ..... efficiency. (more/less)

Write True or False

(xi) Multimedia tools are not used in the area of education.

(xii) One of the advantages of the internet is to enhance the ease of communication through emails and instant messaging.

(xiii) The value of digital currencies is always stable and not subject to market fluctuations.

(xiv) E-Banking eliminates the risk of carrying heavy cash.

(xv) E-tourism mix is a combination of business activities, tourism activities and ICT.

Answer the Following Questions. Answer each question in about 1-15 words.

(xvi) What type of computers were the first generation computers ?

(xvii) Who is known as father of Artificial Intelligence (AI) ?

(xviii) Write any one challenge to e-business in India.

(xix) Give one suggestion for the growth of e-banking in India.

(xx) How does e-trading result in greater liquidity ?

SECTION—B

Q. 2. All questions are compulsory. Each question carries 2 marks. Answer each question in about 40-60 words. (2×10=20 marks)

(i) Write any two recreational uses of multimedia.

(ii) Write any two advantages of Email.

(iii) Write any two advantages of IT in your daily life.

(iv) Comment about the impact of digital divide on e-governance.

(v) Write down any two benefits of e-business.

(vi) What is digital currency ?

(vii) Give any two differences between traditional banking and e-banking.

(viii) Write any two challenges before e-retailing.

(ix) How can robots be used in tourism industry ?

(x) Write any two differences between traditional trading and e-trading.

SECTION—C

Q. 3. All questions are compulsory. There is internal choice in each question and each question carries 4 marks. Answer each question in about 80-100 words. (4×4=16 marks)

(i) Write any four advantages of computer.

Or

What are the uses of internet ?

(ii) What precautions should be used while using the digilocker?

Or

Briefly explain the future of e-business in India.

(iii) Explain any four uses of digital payments.

Or

In the light of features and advantages of E-CRM, comment about its scope in future.

(iv) "E-tourism breaks down geographical barriers". Explain it.

Or

Explain the process of e-trading of securities.

SECTION—D

Q. 4 Both questions are compulsory. Each question carries 6 marks. (2×6=12 marks)

(i) Read the following paragraph and then answer the questions given below the paragraph. (1×6=6 marks)

Artificial Intelligence (AI) is the simulation of human intelligence in machines. AI-powered machines are programmed to think, learn and act like humans. It is already influencing our lives in various ways, from virtual assistants like Siri and Alexa to recommendation systems used by online platforms. The future of AI holds immense potential for transforming every aspect of human life, society and business. In healthcare, AI will assist doctors in diagnosing diseases accurately and providing personalised treatments. In business, AI-driven analytics will help managers to predict market trends and make efficient decisions. Autonomous vehicles powered by AI promise safer and more efficient transportation. Moreover, AI will play a critical role in education by creating customised learning systems that cater to the individual needs of students. However, the rapid development of AI also raises ethical concerns about employment, privacy and decision-making responsibility. Governments and organisations will need to create policies that ensure AI is used responsibly. Besides, the future of AI is not about replacing humans, but about complementing human intelligence and opening new opportunities for innovation and growth.

Questions

1. **Which of the following is an example of AI mentioned in the passage?**
   (a) Modern Typewriter (b) Fax Machine
   (c) Siri and Alexa (d) All these
2. **How will AI assist doctors in the future?**
   (a) By printing medical reports quickly
   (b) By reducing hospital staff
   (c) By teaching doctors
   (d) By diagnosing diseases and providing treatments
3. **Which of the following sectors will benefit from autonomous vehicles powered by AI?**
   (a) Agriculture (b) Transportation
   (c) Textile (d) All these
4. **What could be a major benefit of applying AI in the education sector?**
   (a) Creating customised learning systems
   (b) Providing personalised treatments to patients
   (c) Making transportation safer
   (d) Predicting market trends
5. **What could be one of the major challenges arising from the increasing use of AI?**
   (a) Employment and privacy concerns (b) Increase in agricultural production
   (c) Improvement in transportation (d) Better customer services

6. **Can AI completely replace human beings in future?**
   (a) Yes, because AI can perform every human activity
   (b) Yes, because machines are always better than humans
   (c) No, AI is expected only to complement human intelligence
   (d) No, because AI can be used only in business and education

(ii) Read the following paragraph and then answer the questions given below the paragraph. (1×6=6 marks)

Digital payments have transformed the way people and businesses conduct transactions. Platforms like UPI, Paytm, Google Pay and PhonePe allow instant money transfers without cash. They reduce dependency on cash and promote transparency. Digital payments are widely used in shops, online purchases and even by street vendors. During the COVID-19 pandemic, contactless payments ensured safety and convenience. They also help in financial inclusion by bringing rural populations into the digital economy. Governments encourage digital payments to reduce black money and improve tax collection. Thus, digital payments play a vital role in creating a cashless, efficient, and transparent economy.

Questions

1. **Digital payments help in financial inclusion by:**
   (a) keeping rural populations away from digital services
   (b) bringing rural populations into the digital economy
   (c) increasing dependence on cash
   (d) reducing access to banking services
2. **During the COVID-19 pandemic, contactless payments were important because they:**
   (a) increased the use of physical cash
   (b) reduced the need for online transactions
   (c) provided safety and convenience
   (d) stopped all business transactions
3. **Which event highlighted the importance of contactless payments?**
   (a) Lok Sabha Elections, 2024 (b) Independence Day
   (c) IPL matches, 2025 (d) COVID-19 pandemic
4. **Which of these is NOT a digital payment platform?**
   (a) UPI (b) Paytm
   (c) PhonePe (d) Postman
5. **Governments promote digital payments mainly to:**
   (a) Avoid tax collection (b) Increase cash usage
   (c) Reduce black money (d) Encourage corruption
6. **Digital payments help in:**
   (a) More cash shortage (b) Financial inclusion
   (c) Less transparency (d) More paperwork

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SECTION—E

Q. 5. All questions are compulsory. There is internal choice in each question and each question carries 6 marks. Answer each question in about 120-150 words. (2×6=12 marks)

(i) Modern Enterprises is a growing business that wants to improve its working and provide better services to its customers. The management plans to introduce intelligent computer systems and adopt Artificial Intelligence (AI) to analyse information, learn from data and assist in taking business decisions. The management believes that the adoption of AI can improve the efficiency and performance of the business.

In the background of the above situation, define Artificial Intelligence and explain the advantages of AI in business, like modern enterprises.

Or

Dhillon Industries Ltd. is a ready-made garments company based in Ludhiana. The company has been successfully serving customers in the local and regional markets and now wants to upgrade and expand its business and customer base at the national and international levels. For this purpose, the management plans to enter the field of e-business and use digital platforms for buying, selling, payments and communication with customers. Since the company will be conducting a large number of online business transactions, it wants to ensure that its business information, customer data and online transactions remain safe and secure.

As an expert advisor to the company, write down in detail the guidelines for secure e-business that Dhillon Industries Ltd. should follow.

(ii) Ravi is a college student who has recently opened a bank account. He wants to use various banking facilities without visiting the bank branch every time. He wants to check his account balance, transfer money, pay bills, make online purchases and carry out other banking transactions through his mobile phone or computer. He has heard about e-banking but wants to understand what it means and what different services are available under it.

As an expert banker, explain to Ravi what is e-banking? Also explain the different types of e-banking services to him.

Or

Harjinder Singh's father has been running a well-established and reputed tourism and travel business for many years. The firm has a good reputation among customers and provides various traditional travel and tourism services. After completing his Bachelor's degree in Travel and Tourism Management from a reputed institution, Harjinder Singh joins the family business. He plans to modernise the traditional business by adopting digital technologies and converting it into an e-tourism enterprise. He wants to use online facilities to make travel planning, booking and other tourism-related services more convenient for customers.

In the given situation, what is meant by e-tourism? Explain its main components in detail.