

Business Studies

Emerging Modes Of Business

Q1. Not all resources are available in abundance in every country. The basic aim of global outsourcing is to benefit from differences in the _____ across countries. **1 Mark**

- A** Methods of production. **B** Environmental conditions. **C** Prices of factors of production.
D None of the above.

Ans: **C** Prices of factors of production.

3. Prices of factors of production.

Explanation:

Countries where a particular resource is scarce has higher prices for that resources. Import and export is a complicated process and involves transportation costs. Therefore, it can be said that basic aim of global outsourcing is to benefit from the differences in the prices of factors of production across the globe.

Q2. What is OTP in credit card transactions? **1 Mark**

- A** Odd Transaction Password **B** Owner's Transaction Password **C** One Time Password
D One Time Pincode

Ans: **C** One Time Password

3. One Time Password

Explanation:

A one time password (OTP) is an automatically generated numeric or alphanumeric string of characters that authenticates a user for single transaction or session.

OTP is necessary in credit card transactions so that it cannot be used by any unauthorised person.

Q3. M/s Systema Shyam is engaged in the preparation and publications of online advertisements through banners and pop-ups, etc. Services provided by Systema Shyam are an example of: **1 Mark**

- A** e-delivery. **B** e-bidding. **C** e-promotion. **D** e-procurement.

Ans: **C** e-promotion.

3. e-promotion.

Q4. Which type of human capital is required in e-business? **1 Mark**

- A** Semi-skilled **B** Unskilled **C** Technically qualified **D** All of these

Ans: **C** Technically qualified

3. Technically qualified

Explanation:

Electronic business, or e-business, is the application and use of information and communication technology (ICT) to perform and accomplish business activities. It refers to the administration of conducting business over the internet. Therefore, technically and professionally qualified personnel is required for doing e business.

Q5. The term outsourcing has more popularly come to be associated with: **1 Mark**

- A** Job-work. **B** Knowledge Process Outsourcing (KPO).
C Business Process Outsourcing (BPO). **D** Legal process outsourcing.

Ans: **C** Business Process Outsourcing (BPO).

3. Business Process Outsourcing (BPO).

Q6. What does a virus mean in the context of e-business? **1 Mark**

- A** A disease **B** A bacteria **C** A software **D** A hardware

Ans: **C** A software

3. A software

Explanation:

A virus is a software that hacks the information stored in the computer system and hamper the functioning of the business. Virus brings things to a standstill, causing huge loss of revenue and employee time.

Q7. OLX is an example of which of the following category of e-business?

1 Mark

- A** B2B **B** B2C **C** C2C **D** Intra B

Ans: C C2C

3. C2C

Explanation:

A business where the transactions take place between customers is known as a C2C (customer - to - customer) business. In OLX, the seller is also a customer/ consumer, and the buyer is also a customer. C2C provides a secured market system for the sale of used goods or services.

Q8. Both Sellers and buyers are business firms, under ___type of e-commere transaction

1 Mark

- A** B2B Commerce **B** C2B Commerce **C** B2C Commerce **D** C2C Commerce

Ans: A B2B Commerce

1. B2B Commerce

Q9. Abbreviation FTP means _____.

1 Mark

- A** file Transfer Promotion **B** File Tall protocol **C** Foreign Transfer Protocol
D File Transfer Protocol

Ans: D File Transfer Protocol

4. File Transfer Protocol

Explanation:

FTP stands for File transfer protocol. FTP is the commonly used protocol for transferring files over the Internet. FTP uses a client server architecture. Files can be transferred between two computers using file transfer protocol.

Q10. What does 'e' stands for in e-commerce?

1 Mark

- A** Electronic **B** Electricity **C** Electron **D** Emergency

Ans: A Electronic

1. Electronic

Explanation:

E-business refers to carrying on business activities electronically through the Internet. Business activities comprise industry, commerce, and trade. So e-commerce means the conduct of industry, trade, and commerce electronically.

Q11. When parties involved in the electronic transactions are from within a given business firm, it is called:

1 Mark

- A** B2B Commerce. **B** Intra B Commerce. **C** C2C Commerce. **D** B2C Commerce.

Ans: B Intra B Commerce.

2. Intra B Commerce.

Q12. Which of the following are transaction risk?

1 Mark

- A**
Seller denies that the customer ever placed the order or the customer denies that he ever placed the order.
- B**
The intended delivery does not take place, goods are delivered at wrong address, or goods other than ordered may be delivered.
- C**
Seller does not get the payment for the goods supplied whereas the customer claims that the payment was made.
- D** All of the above.

Ans: D All of the above.

4. All of the above.

Explanation:

All the risks that are mentioned above are transaction risk as both seller and buyer deal only through internet, they don't know about the physical existence of each other.

Seller can deny that he customer placed the order or he may not receive the payment while consumer says that he has done payment earlier.

Q13. What is outsourcing?

1 Mark

A Includes offshoring.

B Restricts only to the contracting out of Information Technology Enabled Services (ITES).

C Restricts only to the contracting out of non-core business processes.

D

Includes contracting out of manufacturing and R&D as well as service processes both core and non-core but restricts only to domestic territory.

Ans: **A** Includes offshoring.

1. Includes offshoring.

Q14. Outsourcing:

1 Mark

A Restricts only to the contracting out of Information Technology Enabled Services (ITES).

B Restricts only to the contracting out of non-core business processes.

C

Includes contracting out of manufacturing and R & D as well as service processes- both core and non-core- but restricts only to domestic territory.

D Includes off-shoring.

Ans: **B** Restricts only to the contracting out of non-core business processes.

2. Restricts only to the contracting out of non-core business processes.

Explanation:

Outsourcing Includes contracting out of manufacturing and R & D as well as service processes- both core and non-core- in domestic territory as well as foreign countries.

Q15. The acronym of vital information under siege is _____.

1 Mark

A Malware

B IP Address

C VIRUS

D GPS

Ans: **C** VIRUS

3. VIRUS

Explanation:

VIRUS refers to vital information under siege. A computer virus is a malicious software that is loaded onto a users software without the user's knowledge and performs malicious functions. But not all viruses are destructive though.

Q16. A transaction involves _____.

1 Mark

A At least two parties.

B Each party has something that might be of value to the other party.

C Each party is capable of communication and delivery.

D All of the above.

Ans: **A** At least two parties.

1. At least two parties.

Explanation:

A transactions involves two parties. A single person cannot make any transaction. For example: selling of shoes requires two person to be involved in this i.e. buyer and seller. A single person cannot carry out the operation.

Q17. Job-work is an example of DUE:

1 Mark

A Contract manufacturing.

B Contract research.

C Contract sales.

D Contract informatics.

Ans: **A** Contract manufacturing.

1. Contract manufacturing.

Q18. Which of the following is not true about e-business?

1 Mark

A Easy formation

B Low setting up cost

C More interpersonal touch

D High transaction volume

Ans: **C** More interpersonal touch

3. More interpersonal touch

Explanation:

With the help of e-business, buying and selling of products and services can be done conveniently sitting at home.

Millions of people exchange information in the world through e-commerce. So there is no interpersonal touch present between the parties of e-commerce.

Q19. The selection of the items that are to be put on the cart for purchase is known as _____.

1 Mark

- A** Registration **B** Placing an order **C** Payment options **D** Neither of the above

Ans: B Placing an order

2. Placing an order

Explanation:

While surfing the website or application, customer selects the goods which he wants to purchase, and these selected items go to cart from where an order can be placed with the supplier. This process is known as placing an order while purchasing with the help of Internet.

Q20. Sales department of an enterprise sending mail to production department for production planning is an example of _____ commerce.

1 Mark

- A** B2B **B** B2C **C** Intra-B **D** None of these

Ans: C Intra-B

3. Intra-B

Explanation:

The Intra-B commerce transaction makes it possible for firms to improve their speed and efficiency.

For example, if the sales department wants to communicate with the production department, they can immediately do so by using Intra B-commerce.

Q21. The payment mechanism typical to e-business:

1 Mark

- A** Cash on Delivery (CoD). **B** Cheques. **C** Credit and Debit Cards.
D E-Cash.

Ans: D E-Cash.

4. E-Cash.

Explanation:

E-cash is a computer generated internet based system which allows funds to be transferred and items to be purchased by credit cards, cheques or by money order, providing secure on-line transaction process.

Q22. Which of the following is an outsourcing risk?

1 Mark

- A** Gain of control **B** Flexibility **C** Geopolitical uncertainty
D None of the above

Ans: C Geopolitical uncertainty

3. Geopolitical uncertainty

Explanation:

The risk for a business while doing outsourcing is geopolitical uncertainty as working environment differs from country to country and state to state and then risk arises for the business to adapt these changes.

Q23. An economy can be classified into various sectors Business Processing Outsourcing (BPO) is a part of which sector of the economy?

1 Mark

- A** Manufacturing sector. **B** Service sector. **C** Construction sector. **D** Agriculture sector.

Ans: B Service sector.

2. Service sector.

Q24. _____ is a prerequisite for implementation of e-business.

1 Mark

- A** Website. **B** Virtual private network. **C** Anti-virus.
D Payment mechanism.

Ans: A Website.

1. Website.

Explanation:

Website is a prerequisite for implementation of e-business.

Q25. Which one of the following is a great concern for E-commerce? **1 Mark**

- A** Speed **B** Quality **C** Security risk **D** Maintenance cost

Ans: C Security risk

3. Security risk

Explanation:

Security risk is a great concern for e-commerce as doing business through internet involves uploading the data of individuals online that can be misused by others and can affect the privacy of individuals.

Q26. The ability to use real currency in an electronic format and has no real physical properties is **1 Mark**

- _____.
- A** E-cheque **B** Digital cash **C** COD **D** Credit card

Ans: B Digital cash

2. Digital cash

Explanation:

Digital cash is a type of currency available in electronic or digital form but exhibits characteristics similar to physical currencies. Digital cash helps in pursuing transactions globally without any hassle or fear of theft and also ownership can be easily transferred.

Q27. Service providers who provide specialized service to only one or two categories of industries such as automobile industry and FMCG are known as: **1 Mark**

- A** Third party vertical service providers. **B** Third party columnar service provider.
C None of the above. **D**

Ans: B Third party columnar service provider.

2. Third party vertical service providers.

Q28. E-business and E-commerce are: **1 Mark**

- A** Synonyms. **B** Antonyms. **C** Former is wider than latter.
D Former is narrow than latter.

Ans: C Former is wider than latter.

3. Former is wider than latter.

Q29. Which of the following is a benefit of e-business? **1 Mark**

- A** Less Risky. **B** Less Technological Requirements. **C** Convenience.
D All of the above.

Ans: C Convenience.

3. Convenience.

Q30. According to the elements of computer system, which can be compared to the eye? **1 Mark**

- A** Communication **B** Storage **C** Decision making **D** Report Preparation

Ans: A Communication

1. Communication

Explanation:

According to the elements of the computer system, the communication which we do with the computer in the way of input, process and output can be compared to the eye as it stores all the information and keep it as the memory.

Q31. What is a key benefit of having an online presence for a business? **1 Mark**

- A** The ability to sell products directly to customers through social media.
B Being visible when people search for a business like yours.
C Sending users emails to update them on new products.
D Being able to offer new customers promotional discounts.

Ans: A The ability to sell products directly to customers through social media.

1. The ability to sell products directly to customers through social media.

Q32. Under _____ method, payment is made at the time of physical delivery of goods. **1 Mark**

A Debit card payment **B** Credit card payment **C** Cash on delivery **D** Prepaid amount

Ans: C Cash on delivery

3. Cash on delivery

Explanation:

Cash on delivery:- It means the buyer makes payment in cash when goods are delivered to him.

Q33. Call centre's working for various telecom companies are an example of:

1 Mark

A Business process outsourcing. **B** Knowledge process outsourcing. **C** Legal process outsourcing.
D Industrial process outsourcing.

Ans: A Business process outsourcing.

1. Business process outsourcing.

Explanation:

Customer enquiry and grievances handling is an important aspect or process of any business. Telecom companies have outsourced this function to various call centres; therefore call centres are an example of Business Process Outsourcing (BPO).

Q34. When was Electronic Data Interchange (EDI) standardised?

1 Mark

A 1984 **B** 1995 **C** 2000 **D** 1999

Ans: A 1984

1. 1984

Q35. Historically, the term e-commerce originally meant facilitation of _____ transactions using Electronic Data interchange (EDI) technology to send and received commercial documents like purchase orders or invoices.

1 Mark

A C2B Commerce **B** C2C Commerce **C** B2B Commerce **D** B2C Commerce

Ans: C B2B Commerce

3. B2B Commerce

Q36. _____ means converting the message into a code so that an unauthorized person cannot access it.

1 Mark

A Encryption **B** Digital Signature **C** Virus **D** Hacking

Ans: A Encryption

1. Encryption

Explanation:

Encryption - It refers to converting the message into a code so that any unauthorized person cannot access it. It is a useful measure to ensure the privacy of information exchanged over the internet.

Q37. The structure of these businesses will be _____ and the problem they face will be _____ as a result, of the difference.

1 Mark

A Different, same **B** Same, different **C** Different, vary **D** Same, same

Ans: C Different, vary

3. Different, vary

Explanation:

The structure of outsourcing business are different and the results vary upon the different structure of the outsourcing business.

Q38. Rendering of legal, accounting, medical and other consultancy services, electronic delivery of computer software, photographs and other multimedia services to the user's computer by means of Information Technology Enabled Services (ITES) is known as:

1 Mark

A e-procurement. **B** e-bidding. **C** e-delivery. **D** e-trading.

Ans: C e-delivery.

3. e-delivery.

Q39. What is the purpose of a Level-3 Virus?

1 Mark

A Disruption of functioning. **B** The complete destruction of the system.
C Installing and timely updating anti-virus programmes and scanning the files.
D Damage to target data files.

Ans: C Installing and timely updating anti-virus programmes and scanning the files.

2. The complete destruction of the system.

Explanation:

Presence of level 3 virus affects the complete system of computer.

This virus is much more destructive than virus 1 and virus 2. It affects the functioning of complete system and its mere presence can destroy the whole system and data transmission becomes very difficult.

Q40. For receiving the email, one should not have _____. **1 Mark**

- A** Computer modem **B** Telephone connection **C** Electronic mailbox **D** None of the above

Ans: D None of the above

4. None of the above

Explanation:

For receiving the email, an individual is required to have internet connection that may be computer modem and mailbox in which all the emails are received.

A mailbox is necessary as mails can only be sent and received through it.

Q41. To have an account with the online vendor the process is known as _____. **1 Mark**

- A** Registration **B** Payment selection **C** Placing an order **D** Neither of the above

Ans: A Registration

1. Registration

Explanation:

The very first step in online transaction is registration. A person is required to register himself and his basic information with the vendor so that authentication of a person can be done and transactions can be carried out without any hassle in future.

Q42. An outside agency to which business activities are outsourced is called _____. **1 Mark**

- A** E-Business **B** BPO **C** C2C **D** None of these

Ans: B BPO

2. BPO

Explanation:

BPO (Business Process Outsourcing) refers to getting a business task accomplished through an outside agency.

It is a technique that helps enterprises to outsource their routine activities and focus on core competencies.

Q43. India is the preferred destination for BPO because of _____. **1 Mark**

- A** Tax Free Zone for BPOs **B** Cheap People **C** Cheap Manpower **D** Poor conditions

Ans: C Cheap Manpower

3. Cheap Manpower

Q44. Select the benefits an organization can receive from outsourcing _____. **1 Mark**

- A** Increase technical abilities **B** Financial savings **C** Market agility
D All of the above

Ans: A Increase technical abilities

1. Increase technical abilities

Explanation:

Outsourcing helps the business to focus on its core activities by getting its other non-core activities done through the third party.

It also increases technical abilities of an organisation as its work is outsourced from people with more technical knowledge.

Q45. BPO that is contracted to a company's neighbouring or nearby country is called near _____. **1 Mark**

- A** Offshore outstanding **B** Offshore outsourcing **C** Offer outsourcing
D Near shore outsourcing

Ans: D Near shore outsourcing

4. Near shore outsourcing

Explanation:

Nearshore outsourcing is a kind of Business process outsourcing in which an organisation gets its business processes like human resource and accounting done from neighboring countries of its country where its products and services are actually produced and manufactured.

Q46. Communication with the help of internet within the office is an example of _____ commerce. **1 Mark**
A B2B **B** B2C **C** Intra-B **D** C2C

Ans: C Intra-B

3. Intra-B

Explanation:

Intra-B communication improves coordination, faster decision - making, and efficient workflow.
Intra B commerce helps the firms to interact with their employees within different departments.

Q47. Which of the following is a Level 2 Virus? **1 Mark**
A Mere annoyance in terms of some on-screen display. **B** Disruption of functioning.
C Damage to target data files. **D** Complete destruction of the system.

Ans: B Disruption of functioning.

2. Disruption of functioning.

Explanation:

Disruption of functioning is a well known computer virus which is often regarded as a Level 2 Virus that destroys all the transmitted information and data which are done electronically that disrupts the functioning of the computer.

Q48. _____ is not an application of e-business. **1 Mark**
A Contract R&D **B** Online trading **C** Online procurement **D** Online bidding

Ans: A Contract R&D

1. Contract R&D

Q49. In B2B, B2C, C2C etc B and C stand for: **1 Mark**
A Business and Corporate. **B** Biding and Customer. **C** Business and Customer.
D Business and Consumer.

Ans: D Business and Consumer.

4. Business and Consumer.

Q50. The collective name for ATM, Debit Card, Credit Card, Metro card, etc. is _____. **1 Mark**
A Electronic Card **B** Smart Card **C** Visa Card **D** Master Card

Ans: B Smart Card

2. Smart Card

Explanation:

A smart card is a small plastic card embedded with a memory chip and often a microprocessor and a battery used for information, storage, management, and authentication.

A smart card is more secure than a magnetic stripe card. It is also used as a financial transactions card as it can be loaded with digital money and used till the balance is zero.

for example:- Debit card, Healthcare card, Metro card, etc.

Q51. What does we mean by ITES? **1 Mark**
A Indian Technology enabled services. **B** International Telecommunication extra services.
C IT enabled services. **D** None of the above.

Ans: C IT enabled services.

3. IT enabled services.

Explanation:

ITES refers to information technology enabled services. ITES is a form of outsource services which has involvement of IT in different fields like Finance and Banking, Insurance, telecommunication.

It covers the entire area of operations which exploit information technology for improving efficiency of organisations.

Q52. Which of the following reflects 'parent ego' as per the concept of Transactional Analysis? **1 Mark**
A I wish **B** I want **C** Work hard **D** All of above

Ans: C Work hard

3. Work hard

Explanation:

In transactional analysis parent ego is reflected by work hard.

Q53. Which one of the following is not an advantage of traditional business?

1 Mark

- A** Direct interaction with customer. **B** Low transaction risks than e-business.
C Opportunity for physical sampling of goods. **D** Esse of going global.

Ans:

4. Esse of going global.

Q54. Customers avoid online transactions due to _____.

1 Mark

- A** Low personal touch **B** Anonymity of the selling party **C** Online frauds
D Time taken for delivery of the product

Ans: **B** Anonymity of the selling party

2. Anonymity of the selling party

Explanation:

Customers avoid online transactions due to the fear of fraud as selling party is sometimes unknown to the customer and payment through credit or debit card can lead to loss to customer.

This disadvantage make customers rely more on traditional form of business as compared to online business.

Q55. Mr. Ramesh buys and sells shares and securities of various companies online, through a platform provided by the Bombay stock exchange. Mr Ramesh is engaged in which of the following applications of e-business?

1 Mark

- A** E-procurement. **B** E-trading. **C** E-bidding. **D** None of these.

Ans: **B** E-trading.

2. E-trading.

Q56. 'Internet' and 'World Wide Web' two terms are synonymous.

1 Mark

- A** True **B** False **C** Partly false **D** None of the above

Ans: **B** False

2. False

Explanation:

The above statement is false. World wide web and the Internet are not the same things but are related to each other. The world wide web is one set of software services running on the internet.

The Internet itself is a global interconnected network of various computing devices.

Q57. If compared to e-business, transaction risks in a traditional business are:

1 Mark

- A** Higher. **B** Lower. **C** Transaction risks are same in both.
D No transaction risks at all.

Ans: **B** Lower.

2. Lower.

Explanation:

In case of traditional business, there is a direct and face-to-face contact between customer and business which results in lower transaction risks, if compared to e-business, transaction risks are still there in a significant manner.

Q58. When a firm transacts with its employees, it is referred to as:

1 Mark

- A** B2B Commerce. **B** B2E Commerce. **C** C2C Commerce. **D** B2C Commerce.

Ans: **B** B2E Commerce.

2. B2E Commerce.

Q59. BPO that is contracted outside a company's country is called _____.

1 Mark

- A** Offshore outstanding **B** Offshore outsourcing **C** Offer outsourcing **D** Shore outsourcing

Ans: **B** Offshore outsourcing

2. Offshore outsourcing

Explanation:

Offshore outsourcing is a type of business process outsourcing that involves hiring an external organization to perform some business functions in a country other than the one where products or services are actually developed or manufactured.

Q60. Which one of the following is a great concern for E-COMMERCE?

1 Mark

- A** Speed **B** Quality **C** Security risk **D** Maintenance cost

Ans: D Maintenance cost

4. Maintenance cost

Explanation:

The main concern for e-commerce form of business is maintenance as every transaction is done with the help of internet so network availability is necessary and that involves huge maintenance cost, which sometimes become a hurdle in the functioning of business.

Q61. If you are purchasing a franchise, one of the reason could be:

1 Mark

- A** It is always much cheaper than setting up a new business venture.
B There is complete control over important decisions.
C The business can use its own name in advertisements.
D The risks of failure are lower as it is buying a well known business idea.

Ans: C The business can use its own name in advertisements.

1. It is always much cheaper than setting up a new business venture.

Explanation:

Franchising is a form of business in which a person starts his business by using someone else's expertise, technical knowledge, know how by paying a certain sum of money. Franchising is always cheaper than setting up a new business venture.

Q62. 24 × 7 working is an advantage of _____.

1 Mark

- A** Sole proprietorship **B** Tele shopping **C** E-commerce **D** None of the above

Ans: C E-commerce

3. E-commerce

Explanation:

In e-commerce type of business, transactions can be done 24 × 7 since there is not any store, there is also not an opening and closing time.

E-commerce provides the flexibility of time i.e. one can purchase the product whenever or wherever he wants to.

Q63. The risk of 'hacking' and 'virus' is a common type of _____.

1 Mark

- A** Data Storage and transmission risks **B** Transaction risks **C** None of the above
D Both of the above

Ans: A Data Storage and transmission risks

1. Data Storage and transmission risks

Explanation:

Vital information can be stolen or modified to pursue some selfish motive or just for fun. The common data storage and transmission risks are:

VIRUS (Vital Information Under Seize) Hacking

Q64. The name, "Automatic High Speed Electronic Business Data Processing Digital Computer" was given by _____.

1 Mark

- A** Elias M. Award **B** Ned Chapin **C** W. Mauchly **D** G. Aiken

Ans: B Ned Chapin

2. Ned Chapin

Explanation:

Another name for business computer that is "automatic high speed electronic business data processing digital computer" is given by Ned Chapin.

Q65. The twin digital refers to which of the following?

1 Mark

- A** The type of computer **B** The manipulation of known business facts **C** Self dictating
D High speed

Ans: A The type of computer

1. The type of computer

Explanation:

The twin digital refers to the digital replica of physical assets that can be used for business purposes and here, data is analysed for desired results.

Q66. HTML means _____. **1 Mark**

- A** High Text Markup Language. **B** Hyper Telegraph Markup Language. **C** Hyper Text Markup Language.
D Hyper Text Marker LAnuage.

Ans: C Hyper Text Markup Language.

3. Hyper Text Markup Language.

Explanation:

HTML stand for Hypertext markup language. HTML is the standard markup language for creating web pages and web applications. HTML is the fundamental technology used to define the structure of a web page. It forms triad of cornerstone technologies for the World wide web.

Q67. _____ refers to the art of protecting information by transforming it (encrypting it) into an unreadable format. **1 Mark**

- A** Cryptography **B** Autography **C** Encryption **D** Transformation

Ans: A Cryptography

1. Cryptography

Explanation:

Cryptography refers to the art of protecting all the confidential information from the competitors by transforming such information into some unreadable form through the way of encrypting them into certain languages.

Q68. Both Sellers and buyers are business firms, under _____type of e-commerce transaction. **1 Mark**

- A** B2B Commerce **B** C2B Commerce **C** B2C Commerce **D** C2C Commerce

Ans: A B2B Commerce

1. B2B Commerce

Q69. Ease of going global is possible in _____. **1 Mark**

- A** Traditional Business **B** E-Business **C** Both A and B **D** None of these

Ans: B E-Business

2. E-Business

Explanation:

E-business refers to carrying on business activities through the internet. Business activities comprise industry, commerce, and trade. So, e-commerce means the conduct of industry, trade, and commerce activities over the internet.

Q70. _____ is the process by which physical certificates of an investor are converted to an equivalent number of securities in electronic format and credited in the investor's account with a Depository held through a Depository Participant (DP). **1 Mark**

- A** Rematerialization **B** Dematerialization **C** Materialization **D** None of above

Ans: B Dematerialization

2. Dematerialization

Q71. Network infrastructure is _____. **1 Mark**

- A** Web **B** Internet **C** software **D** Email

Ans: B Internet

2. Internet

Explanation:

Network infrastructure is Internet as internet facility can only be attained with the help of network. Internet facility can only be used by an individual if the area in which he is residing has a good internet connection.

Q72. Which is the way and means to restrict e-commerce crime? **1 Mark**

- A** Setting up special crime cell **B** Encryption **C** Digital signature
D All of the above

Ans: D All of the above

4. All of the above

Explanation:

Following are the means to restrict e-commerce are:

1. Setting up a special crime cell
2. Encryption
3. Digital signature

Q73. What is e-commerce?

1 Mark

- A** It refers to the use of computer network. **B** It refers to the idea of extracting business intelligence.
C It refers to the buying and selling of goods and services. **D** Both a and c.

Ans: **A** It refers to the use of computer network.

1. It refers to the use of computer network.

Explanation:

E-commerce means the conduct of industry, trade, and commerce activities through the internet. It is the buying and selling of goods and services, or the transmitting of funds or data, over an electronic network, primarily the internet.

Q74. The abbreviation 'ISDN' Stands for _____.

1 Mark

- A** Integrated System Digital Network. **B** Integrated System Digit Network.
C Integrated Satellite Digit Network. **D** Integrated Satellite Digital Network.

Ans: **A** Integrated System Digital Network.

1. Integrated System Digital Network.

Explanation:

ISDN stands for Integrated Systems Digital Network. ISDN is a set of communication standards for simultaneous digital transmission of voice, video, data and other network services.

ISDN can connect both voice data and digital data on the same network link.

Q75. Expand "VIRUS".

1 Mark

- A** Vital Information Under Seize. **B** Virtual Information Under Size. **C** Vital Introduction Understand Seize.
D None of the above.

Ans: **A** Vital Information Under Seize.

1. Vital Information Under Seize.

Explanation:

VIRUS (Vital Information Under Seize) - Some computer viruses are deadly.

They clean up all the information stored in the computer memory and hamper the functioning of the business.

Q76. WWW stands for _____.

1 Mark

- A** Wide World Web **B** World Wide Web **C** Web World Web **D** Wide Wide Web

Ans: **B** World Wide Web

2. World Wide Web

Explanation:

WWW stands for World Wide Web. The world wide web is one set of software services running on the internet.

It is a system of interlinked hypertext documents accessed via the Internet. Http stand for hypertext transfer protocol.

It is the set of rules for transferring files like text, graphic image, sound, video and other multimedia files etc. on the world wide web.

Q77. Which of the following risks is/ are involved in e-commerce?

1 Mark

- A** VIRUS **B** Hacking **C** Both of the above **D** None of the above

Ans: **C** Both of the above

3. Both of the above

Explanation:

Vital information can be stolen or modified to pursue some selfish motive or just for fun.

The common risks in e-business are of:- Virus (Vital Information Under Seize):- Some computer viruses are deadly.

They clean up all the information stored in the computer memory and hamper the functioning of the business.

Hacking:- Hacking refers to unauthorized entry into a website. Hackers often destroy the data and information which causes huge losses to the owner.

Q78. It is not an application of e-business:

1 Mark

- A** Online bidding. **B** Online procurement. **C** Online trading. **D** Contract R & D.

Ans: D Contract R & D.

4. Contract R & D.

Explanation:

Contract R & D is an outsourcing activity not covered under e-business.

Q79. When a customer claims that he has made payment but the seller does not get it, it is called:

1 Mark

- A** Default on Delivery. **B** Default on Order Taking. **C** Bed Debts.
D Default on Payment.

Ans: D Default on Payment.

4. Default on Payment.

Q80. Which of the following refers to form of business transactions that are carried out through electronic processing and transmission of data including text, sound and visual images?

1 Mark

- A** A-commerce **B** E-commerce **C** B-commerce **D** D-commerce

Ans: B E-commerce

2. E-commerce

Explanation:

Electronic commerce is a way of doing business over large electronic networks such as the Internet.

E commerce refers to a form of business transactions that are carried out through Internet processing and transmission of data including text, sound and visual images.

Q81. The abbreviation 'VSAT' stands for _____.

1 Mark

- A** Very Straight Aperture Terminals. **B** Vast Small Aperture Terminals. **C** Very Small Aperture Transfer.
D Very Small Aperture Terminal.

Ans: D Very Small Aperture Terminal.

4. Very Small Aperture Terminal.

Explanation:

VSAT stands for very small aperture terminals. Very small in VSAT refers to the size of the antenna on VSAT dish.

The earth station is designed to transmit and receive data signals via a satellite signals.

The satellite sky transponder then forwards the data transmission to the end user's VSAT antenna and finally to the end user's device.

Q82. Out of e-commerce and e-business, which is a broader term?

1 Mark

- A** E-business **B** Both e-business and e-commerce are the same thing
C E-commerce **D** None of these

Ans: A E-business

1. E-business

Q83. Which of the following can be used only for e-business?

1 Mark

- A** Cheques. **B** Credit Card. **C** Debit Card. **D** E-cash.

Ans: D E-cash.

4. E-cash.

Q84. Some of the good features of email is/ are _____.

1 Mark

- A** Efficiency **B** Speed **C** 24 hours availability **D** All the above

Ans: D All the above

4. All the above

Explanation:

E-mail can be termed as messages transferred from one computer device to another computer device.

Sending messages through emails ensures efficiency and speed i.e. it takes less than a minute to send mails and also mailing facility is available 24*7 i.e. no wastage of time and money.

Q85. Near shore outsourcing is _____.

1 Mark

- A** Contracts done by company with other companies within a company's own country.
B Contracts done by a company with neighbouring countries companies.

C Contracts with companies excluding neighbouring countries. **D** None of the above.

Ans: B Contracts done by a company with neighbouring countries companies.

2. Contracts done by a company with neighbouring countries companies.

Explanation:

Near shore outsourcing is the process of getting contracts done from the neighboring countries rather than getting it done from their own country for example; many countries of USA outsource its work to Canada.

Q86. A series of commands which replicates itself on the other computer systems. Identify the answer. **1 Mark**

A Virus **B** Risk **C** Antivirus **D** None of the above

Ans: A Virus

1. Virus

Explanation:

Virus refers to a series of commands that replicates itself on the other computer systems and hacks all the person information of the system which is transmitted to the user of that virus.

Q87. To view web pages, we use _____. **1 Mark**

A Google **B** Firefox **C** Internet Explorer **D** All the above

Ans: D All the above

4. All the above

Explanation:

There are many ways in which internet can be surfed by an individual. It includes Google, Mozilla Firefox, Internet Explorer. These are the different Application through which internet facility can be used by the individual.

Q88. Which of the following are the influential drivers affecting the growth of outsourcing markets? **1 Mark**

A Rapid growth **B** Core competencies **C** Industry changes **D** All of the above

Ans: D All of the above

4. All of the above

Explanation:

The growth of outsourcing markets is mainly due to the rapid growth in business environment and company's focus on its core activities to become competent and on the changes in the industrial market.

Q89. ____ transactions have business firms at one end and its customers on the other end. **1 Mark**

A C2B Commerce **B** B2C Commerce **C** B2B Commerce **D** C2C Commerce

Ans: B B2C Commerce

2. B2C Commerce

Q90. The need for outsourcing arises because _____. **1 Mark**

A Ensuring smooth operations **B** Decreasing past losses **C** To take tax advantage
D All of above

Ans: A Ensuring smooth operations

1. Ensuring smooth operations

Explanation:

The need for outsourcing arises for ensuring the smooth operations of business organizations by focusing on its core activities, getting its business processes to work done from the skilled professionals that increases efficiency eventually generating more profits.

Q91. Complaint lodged by a customer at the company's call center is _____ type of e-business transaction. **1 Mark**

A C2C Commerce **B** C2B Commerce **C** B2C Commerce **D** B2B Commerce

Ans: B C2B Commerce

2. C2B Commerce

Q92. Refers to contracting out some of its activities to a third party which were earlier performed by the organisation. **1 Mark**

A BPO **B** E-Commerce **C** Outsourcing **D** E-Banking

Ans: C Outsourcing

3. Outsourcing

Q93. HTTP is _____.

1 Mark

- A** language of interest **B** Used to transmit data **C** WEB **D** Both A & B

Ans: D Both A & B

4. Both A & B

Explanation:

Http stand for hypertext transfer protocol. It is the set of rules for transferring files like text, graphic image, sound, video and other multimedia files etc. on the world wide web.

Http is an application protocol that runs on the top of TCP /IP suite of protocols.

Q94. Which of the following branches of police specializes in dealing with crimes related to e-business?

1 Mark

- A** Crime branch **B** Civil branch **C** Juvenile **D** Cybercrime branch

Ans: D Cybercrime branch

4. Cybercrime branch

Explanation:

The cybercrime branch of police specializes in dealing with crimes related to e-business.

The government has set up a special cell to look into the crimes committed by the hackers and take necessary action against them.

Q95. Various departments of an organization like purchase, marketing, production, HR, etc can interact with one another using.

1 Mark

- A** B2B commerce. **B** B2C commerce. **C** Intra-B commerce. **D** C2C commerce.

Ans: C Intra-B commerce.

3. Intra-B commerce.

Explanation:

In case of Intra-B commerce, use of computer networks makes it possible for different departments of a business to interact with each other.

Q96. What categories should an organization evaluate when making an outsourcing decision?

1 Mark

- A** Salary cost **B** Geopolitical risk **C** English proficiency **D** All of the above

Ans: D All of the above

4. All of the above

Explanation:

While making the decision of outsourcing, it is necessary for an organisation to evaluate salary costs and geopolitical risks involved in getting work done from the third parties and also it focuses on english proficiency skills of the workers involved.

Q97. A better name for a business computer is _____.

1 Mark

- A** Digital computer. **B** Electronic computer. **C** High speed computer.
D Automatic high speed electronic business data processing digital computer.

Ans: D Automatic high speed electronic business data processing digital computer.

4. Automatic high speed electronic business data processing digital computer.

Explanation:

Another name for business computer can be an automatic high speed electronic business data processing digital computer as the main purpose of business computer is to analyse the business related information.

Q98. Which of the following is used to handle data storage risk?

1 Mark

- A** VIRUS. **B** Hacking. **C** Cryptography. **D** All of the Above.

Ans: C Cryptography.

3. Cryptography.

Q99. About 95% of online consumer transactions are executed through:

1 Mark

- A** Cheques. **B** Credit Card. **C** Debit Card. **D** E-cash.

Ans: B Credit Card.

2. Credit Card.

Q100. What is the purpose of a Level - 2 Virus?

1 Mark

- A** Damage to target data files. **B** To complete destruction of the system. **C** Disruption of functioning.
D Installing and timely updating anti-virus programmes and scanning the files.

Ans: **A** Damage to target data files.

1. Damage to target data files.

Explanation:

When level 2 virus is present there in computer, it damages the target data files.

Virus performs the destructive functions for the computer, data files and other programmes of computer are suffered due to the presence of Level 2 virus.

Q101. Which of the following is a system of interlinked hypertext documents accessed via the Internet

1 Mark

_____.

- A** Intranet **B** Extranet **C** World Wide Web **D** None of the above

Ans: **C** World Wide Web

3. World Wide Web

Explanation:

The world wide web is one set of software services running on the internet. Http stand for hypertext transfer protocol.

It is the set of rules for transferring files like text, graphic image, sound, video and other multimedia files etc. on the world wide web.

Q102. What is the purpose of a Level-1 Virus?

1 Mark

- A** To complete destruction of the system.
B Installing and timely updating anti-virus programmes and scanning the files.
C Disruption of functioning. **D** Damage to target data files.

Ans: **C** Disruption of functioning.

3. Disruption of functioning.

Explanation:

Level-1 virus leads to the disruption of files and programme in computer software. Virus enters the computer software without the knowledge of user and performs the malicious actions that affects the functioning of computers.

Q103. Which amongst the following is the disadvantage of E-commerce?

1 Mark

- A** Lower transaction cost **B** Difficulty in training and maintenance **C** Security problems
D Both (b) and (c)

Ans: **D** Both (b) and (c)

4. Both (b) and (c)

Explanation:

E-commerce refers to the transactions like buying and selling of goods or services through internet.

Using the internet requires a person to have knowledge regarding it and here, security problem also arises as personal details of consumers are taken.

Q104. Which one of the four is not a key segment of outsourcing?

1 Mark

- A** Contract manufacturing. **B** Contract informatics. **C** Contract research.
D Contract registration.

Ans: **D** Contract registration.

4. Contract registration.

Explanation:

Outsourcing has four key segments: contract manufacturing, contract research, sales outsourcing and informatics. Contract registration is a legal process but not a segment of outsourcing.

Q105. In India, _____ and _____ are referred to as emerging modes of business.

1 Mark

- A** E-Business and E-Commerce. **B** Outsourcing and E-business. **C** Outsourcing and E-Commerce.
D Online Trading and Networking.

Ans: **C** Outsourcing and E-Commerce.

3. Outsourcing and E-Commerce.

Q106. Which of the following protocol is used by the web?

1 Mark

- A** HTTP **B** HTPT **C** TTPH **D** TPTH

Ans: A HTTP

1. HTTP

Explanation:

Http stand for hypertext transfer protocol, it is used by the web. It is the set of rules for transferring files like text, graphic image, sound, video and other multimedia files etc. on the world wide web. Http is an application protocol that runs on the top of TCP /IP suite of protocols.

Q107. _____ refers to contracting out some of its activities to a third party which was earlier performed by the organisation.

1 Mark

- A** BPO **B** E-Commerce **C** Outsourcing **D** E-Banking

Ans: C Outsourcing

3. Outsourcing

Q108. The term business data processing refers to _____.

1 Mark

- A** The type of computer. **B** Self dictating.
C The ability of the computer to perform the required operation.
D The manipulation of known business facts for the purpose of obtaining the desired results.

Ans: D The manipulation of known business facts for the purpose of obtaining the desired results.

4. The manipulation of known business facts for the purpose of obtaining the desired results.

Explanation:

Business data interaction with people, processes, equipment to generate useful information from raw data. It involves the manipulation of known business facts for the purpose of obtaining the desired results.

Q109. With a _____, one can view web pages that may contain text, images, videos and other multi media and navigate between them via hyperlinks.

1 Mark

- A** Fax **B** Web browser **C** Phonogram **D** Browser

Ans: B Web browser

2. Web browser

Explanation:

With a web browser, one can view web pages as it contains Http that stands for hypertext transfer protocol.

It is the set of rules for transferring files like text, graphic image, sound, video, and other multimedia files, etc. on the world wide web.

Q110. A Call Centre handles:

1 Mark

- A** Only in-bound voice based business. **B** Only out-bound voice based business.
C Both voice based and non-voice based business. **D** Both customer facing and back-end business.

Ans: D Both customer facing and back-end business.

4. Both voice based and non-voice based business.

Explanation:

Call centres handle both voice-based and non-voice-based businesses. The voice-based businesses are related to clarifying 'consumers' doubts either online or over the telephone. On the other hand, non-voice-based businesses are related to technical back-end activities. The voice-based businesses mainly involve the telecom and banking industries, whereas the non-voice-based businesses are related to information-technology-related products, such as computers, cell phones and television sets.

Q111. Complaint lodged by a customer at the company's call centre is _____ type of e-business transaction.

1 Mark

- A** C2C Commerce **B** C2B Commerce **C** B2C Commerce **D** B2B Commerce

Ans: B C2B Commerce

2. C2B Commerce

Q112. Which of the following is an advantage of e-business?

1 Mark

- A** Dearer marketing, less control. **B** Higher Restrictive Hours. **C** Conversations happen at a slow pace.

D No longer do people have to wait for stores to open.

Ans: D No longer do people have to wait for stores to open.

4. No longer do people have to wait for stores to open

Explanation:

Outsourcing is a form of business where a company sets a contract with an outside company for the completion of a task through an electronic process in exchange for a certain amount of payment for the company.

The biggest advantage of such a business is that it is open 24x7 and the customer does not have to wait for any other thing.

Q113. Which of the following is not an application of e-business?

1 Mark

- A** e-procurement. **B** e-bidding. **C** e-delivery. **D** All of the above.

Ans: D All of the above.

4. All of the above.

Q114. Which of the following is a web browser?

1 Mark

- A** Google Chrome **B** Internet Explorer **C** Firefox **D** All the above

Ans: D All the above

4. All the above

Explanation:

There are many ways in which the internet can be surfed by an individual. It includes Google Chrome, Mozilla Firefox, internet explorer.

These are the different platforms through which internet facilities can be obtained by the individual.

Q115. A customer complaining about a product by using the toll free number is an example of _____.

1 Mark

- A** B2B **B** B2C **C** C2B **D** None of these

Ans: C C2B

3. C2B

Explanation:

The transactions taking place between a business unit and its customers are known as B2C transactions.

B2C also gives scope for C2B transactions, that is, the customers can also make use of call centers set up by enterprises to make toll-free calls.

Q116. _____ is the largest captive BPO unit in India for providing certain kinds of services to the parent company in the United States as well as to its subsidiaries in other countries.

1 Mark

- A** Infosys. **B** General electric (GE). **C** Accenture. **D** None of these.

Ans: B General electric (GE).

2. General electric (GE).

Q117. Under what method payment is made at the time of physical delivery of goods.

1 Mark

- A** Cash on delivery **B** Debit card payment **C** Credit card payment **D** Prepaid amount

Ans: A Cash on delivery

1. Cash on delivery

Q118. BPO that is contracted to a company's neighbouring (or nearby) country is called _____.

1 Mark

- A** Offshore outsourcing **B** Near shore outsourcing **C** On shore outsourcing

D None of the above

Ans: B Near shore outsourcing

2. Near shore outsourcing

Explanation:

Business process outsourcing in which the work is contracted to be done from the neighboring countries rather than getting it done from its own country is known as nearshore outsourcing.

Q119. Which of the following is /are included in e-business?

1 Mark

- A** E-Commerce **B** HRM **C** Production **D** All of these

Ans: D All of these

D All of the above

Ans: D All of the above

4. All of the above

Explanation:

Transaction Risks can arise due to:-

Default on order taking/ giving:- Seller may deny that customer ever placed the order.

Default on delivery:- Sometimes, goods may be delivered to the wrong address.

Default on payment:- Sometimes, the seller does not get the payment for the goods supplied, however, the customer claims that the payment was made.

Q127. When companies contract their work to other companies and individuals to save money it is called _____.

1 Mark

A Employment

B Outsourcing

C Contracting

D Insourcing

Ans: B Outsourcing

2. Outsourcing

Explanation:

Outsourcing, refers to the contracting of specific business tasks such as payroll, human resource or accounting to any third service provider company so that company can focus mainly on its core activities. Usually Outsourcing is implemented as a cost saving measure.

Q128. In order to confirm that the customer has correctly entered his details in the registration form, the seller may verify the same from the _____.

1 Mark

A Name

B Cookies

C Contact no.

D Address

Ans: B Cookies

2. Cookies

Explanation:

Seller can send cookies to the customer online to assure that the information enrolled by the seller in the registration form is correct and customer has a physical existence. Sending cookies to be sure reduces the risk of fraud and theft.

Q129. By Electronic Commerce, we mean _____.

1 Mark

A Commerce of electronic goods.

B Commerce which depends on electronics.

C Commerce which based on the use of internet.

D Commerce which based on transactions using computers connected by telecommunication network.

Ans: C Commerce which based on the use of internet.

3. Commerce which based on the use of internet.

Explanation:

Electronic commerce refers to pursuing commerce activities i.e. buying and selling of goods over an electronic network typically, internet.

These business transactions occur either as business to business transactions, business-to-consumer transactions, consumer to consumer transactions, etc.

Q130. What is the outsourcing option that includes the closet location and direct customer control?

1 Mark

A Offshore outsourcing

B Nearshore outsourcing

C Onshore outsourcing

D None of the above

Ans: C Onshore outsourcing

3. Onshore outsourcing

Explanation:

Onshore outsourcing offers the closest location and direct customer control while offshore outsourcing is the one in which company uses organisation from developing countries to write code and develop systems.

Q131. BPO stands for _____.

1 Mark

A Business Patent Offer.

B Business Process Outstanding.

C Business Process Outsourcing.

D Business Public Organisation.

Ans: C Business Process Outsourcing.

3. Business Process Outsourcing.

Explanation:

BPO stands for Business Process Outsourcing, refers to the contracting of specific business tasks such as payroll, human resources, or accounting to any third service provider company so that company can focus mainly on its core activities. Usually, BPO is implemented as a cost-saving measure.

Q132. Out of e-commerce and e-business, which is a broader term?

1 Mark

- A** None of these **B** Both e-business and e-commerce are same thing **C** E-commerce
D E-business

Ans: C E-commerce

3. E-commerce

Q133. One advantage of outsourcing the services is _____.

1 Mark

- A** It is economical **B** It helps in diversifying the business **C** The time zone problem is solved
D All the above

Ans: D All the above

4. All the above

Explanation:

Companies outsource primarily to cut costs i.e. for achieving the economies of scale and also about reaping the benefits of strategic outsourcing such as skilled expertise, specialized performance so that better results can be obtained, eventually generating more profits.

Q134. What is ASBA in e-invest?

1 Mark

- A** All Scheduled Bank Association. **B** Application Supported by Blocked Amount.
C All India State Bank Association. **D** All Saving Bank Account Holders.

Ans: B Application Supported by Blocked Amount.

2. Application Supported by Blocked Amount.

Q135. Data are placed in a unit called _____.

1 Mark

- A** Memory **B** The input unit **C** Output **D** The output unit

Ans: B The input unit

2. The input unit

Explanation:

An input unit is a piece of computer hardware equipment used to provide data and control signals to an information processing system.

Data are stored in these units for the efficient working of business organisations and decision making can be done without any hassle.

Q136. LPO stands for _____.

1 Mark

- A** Legal Process Outsourcing. **B** Legal Process Output. **C** Legal Permanent Offer.
D Legal Public Organization.

Ans: A Legal Process Outsourcing.

1. Legal Process Outsourcing.

Explanation:

LPO stands for Legal process outsourcing. LPO refers to the practice in which a corporation obtains legal support service from an outsider law firm or legal support services company. In India, legal process outsourcing is a high end industry that has been growing rapidly in recent years.

Q137. Here, parties involved in the electronic transactions are from within a given business firm; hence the name is _____.

1 Mark

- A** Intra-C Commerce **B** Intra-D Commerce **C** Intra-B Commerce **D** Intra-A Commerce

Ans: C Intra-B Commerce

3. Intra-B Commerce

Q138. Which one of the following is a category in which Business Process Outsourcing can be categorised?

1 Mark

- A** Back office outsourcing **B** Front office outsourcing **C** Offshore outsourcing
D All of the above

Ans: D All of the above

4. All of the above

Explanation:

Business process outsourcing can be categorised in these categories like back office outsourcing, front office outsourcing, offshore outsourcing, nearshore outsourcing and many other categories also.

Q139. The very first step in online transaction is _____.

1 Mark

- A** Placing an order **B** Registration **C** Selection of payment method
D Input of payment details

Ans: B Registration

2. Registration

Explanation:

The very first step in online transaction is registration. A person is required to register himself and his basic information with the vendor so that authentication of a person can be done and transactions can be carried out without any hassle in future.

Q140. E-Commerce results in _____ transaction cost and _____ margin.

1 Mark

- A** Higher, Lower **B** Lower, Lower **C** Lower, Higher **D** Higher, Higher

Ans: C Lower, Higher

3. Lower, Higher

Explanation:

E-commerce results in lower transaction costs and higher margins as expenses related to land, labor, etc. are very less in online transactions as compared to offline transactions that result in high-profit margins.

Q141. The World Wide Web is a system of interlinked _____ documents accessed via the Internet.

1 Mark

- A** Special text **B** Plain text **C** Hypertext **D** Webtext

Ans: C Hypertext

3. Hypertext

Explanation:

The world wide web is one set of software services running on the internet. Http stands for hypertext transfer protocol.

It is the set of rules for transferring files like text, graphic image, sound, video and other multimedia files etc. on the world wide web.

Q142. Principle types of outsourcing services are:

1 Mark

- A** Courier service **B** Advertising **C** Financing **D** All of the above

Ans: D All of the above

4. All of the above

Q143. Which is the Level 4 virus that affects the computer?

1 Mark

- A** Disruption of functioning. **B** Damage to target data files. **C** Complete destruction of the system.
D Annoyance in terms of some on-screen display.

Ans: C Complete destruction of the system.

3. Complete destruction of the system.

Explanation:

Complete destruction of the system is a well known computer virus which is often regarded as a Level 4 Virus that destroys all the transmitted information and data which are transmitted electronically that disrupts the functioning of the computer and causes destruction to the whole system.

Q144. For disseminating information over the internet _____.

1 Mark

- A** Web is used **B** HTTP is used **C** Both A & B **D** None of the above

Ans: C Both A & B

3. Both A & B

Explanation:

For disseminating information over the internet, Web and Http can be used as they both are useful in transmitting texts, images, videos and other multimedia platforms on the surface of internet so that it can be available to the people who look for these items.

Q145. Formation of Consumers Forum and Pressure groups is an example of

1 Mark

A C2C B B2B C B2C D Intra B

Ans: C B2C

1. C2C

Q146. Disadvantages of e-commerce are _____. **1 Mark**

- A Lack of warmth of interpersonal interactions between the seller and the buyer.
- B Not suitable where the customer requires personalized service.
- C Security continues to be a problem for online business.
- D All of above.

Ans: D All of above.

4. All of above.

Q147. Personal inspection of goods is possible in _____. **1 Mark**

- A Traditional Business
- B E-Business
- C Both A and B
- D None of these

Ans: A Traditional Business

1. Traditional Business

Explanation:

Personal inspection of goods is possible only in traditional business. Here, the buyer inspects the quality of the items before making a purchase.

In most cases, it is possible in the retail trade.

Q148. The transfer of funds that can be done over the internet is known as _____. **1 Mark**

- A Cash on delivery
- B Net-banking transfer
- C Cheque
- D Ccredit card /debit card

Ans: B Net-banking transfer

2. Net-banking transfer

Explanation:

Internet banking offers a bouquet of fund transferring services i.e. funds can be transferred within our own accounts or it can be transferred to third parties.

It is known as net-banking transfer that helps in minimising the risk of theft and also transactions can be done 24 × 7.

Q149. A company conducting an online survey is an example of _____. **1 Mark**

- A B2B
- B B2C
- C C2C
- D None of these

Ans: B B2C

2. B2C

Explanation:

The transactions taking place between a business unit and its customers are known as B2C transactions.

B2C enables the businessperson to remain in touch with his customers on a round-the-clock basis.

Example:- Online survey, Promotion, etc.

Q150. Both buyers and sellers are customers under _____ type of e-business transaction. **1 Mark**

- A C2C Commerce
- B B2C Commerce
- C C2B Commerce
- D B2B Commerce

Ans: A C2C Commerce

1. C2C Commerce

Q151. Digital computers are also called as _____. **1 Mark**

- A Business computers
- B Second generation computers
- C Third generation computers
- D Electronic computers

Ans: D Electronic computers

4. Electronic computers

Explanation:

Digital computers are devices that are capable of solving problems by processing information in discrete form.

It operates on data including magnitudes, letters and symbols that are expressed in binary forms and are also known as electronic computers.

Q152. The final stage in data processing is _____. **1 Mark**

- A Report preparation
- B The stored programme
- C Storage
- D Decision making

Ans: A Report preparation

1. Report preparation

Explanation:

The final stage in data processing is report processing as after collecting and analysing the data, it is necessary to prepare a report as it can be easily understandable by the users of information.

Q153. BPO _____ cost and _____ excellence.

1 Mark

- A** Reduces, Reduces. **B** Increases, Increases. **C** Reduces, Increases. **D** Increases, Reduces.

Ans: C Reduces, Increases.

3. Reduces, Increases.

Q154. _____ transactions have business firms at one end and their customers on the other end.

1 Mark

- A** C2B Commerce **B** B2C Commerce **C** B2B Commerce **D** C2C Commerce

Ans: B B2C Commerce

2. B2C Commerce

Q155. Which of the following reflects 'parent ego' as per the concept of Transactional Analysis?

1 Mark

- A** I would not do so again **B** Do not worry **C** Do not leave me **D** All of the above

Ans: B Do not worry

2. Do not worry

Explanation:

In the concept of Transactional analysis, parent ego is reflected by the word do not worry.

Q156. BPO not only gives specialised performance, but also provides _____.

1 Mark

- A** Same cost **B** Saving in cost **C** Different cost **D** None of the above

Ans: B Saving in cost

2. Saving in cost

Explanation:

Business process outsourcing refers to getting the work done from third parties that do not require much attention from the organization.

BPO provides specialized performance and is very time and cost - efficient i.e.economical.

Q157. E-commerce does not include:

1 Mark

- A** A business's interactions with its suppliers. **B** A business's interactions with its customers.
C Interactions among the various departments within the business.
D Interactions among the geographically dispersed units of the business.

Ans: D Interactions among the geographically dispersed units of the business.

4. Interactions among the geographically dispersed units of the business.

Explanation:

E-commerce does not include interactions among the various departments within a business. This is because inter-department interactions that take place among the departments of a business enterprise are not related to trade. On the other hand, interactions between a business and its suppliers and customers, and among its geographically dispersed business units, form part of e-commerce.

Q158. Expand VPN

1 Mark

- A** Virtual Public Network **B** Virtual Popular Network **C** Virtual Private Network
D Virtual Personal Network

Ans: C Virtual Private Network

3. Virtual Private Network

Q159. The most uncommon reason why companies outsource is _____.

1 Mark

- A** Better manage the costs of internal processes. **B** More market exposure.
C Tap outside sources of expertise. **D** Reduce headcount and related expenses.

Ans: D Reduce headcount and related expenses.

4. Reduce headcount and related expenses.

Explanation:

The most uncommon reason why companies outsource is to reduce headcount and related expenses as outsourcing is cost-effective and helps the organization in focusing mainly on core activities.

Q160. Seller denies that the customer ever placed the order. This is referred to as _____. **1 Mark**

- A** Default on order taking **B** Default on order giving **C** default in general **D** none of the above

Ans: A Default on order taking

1. Default on order taking

Explanation:

When the seller denies that the customer ever placed an order in online shopping. It is a case of default on order making from the side of the customer.

Q161. Unsolicited or Junk mails are filtered through the option of _____. **1 Mark**

- A** Spam **B** Attachments **C** Packages **D** None of the above

Ans: A Spam

1. Spam

Explanation:

Email spam also known as junk mails, is a type of electronic spam where unsolicited messages are sent by email. Many email spam messages are commercial in nature.

For example: Providing loan facility message sent by many banks or institutions that are not real.

Q162. Which method is very popular for making online transactions? **1 Mark**

- A** Credit Card **B** Debit Card **C** Net banking **D** All of these

Ans: D All of these

4. All of these

Q163. Under what method payment is made at the time of physical delivery of goods? **1 Mark**

- A** Cash on delivery **B** Debit card payment **C** Credit card payment **D** Prepaid amount

Ans: A Cash on delivery

1. Cash on delivery

Q164. Which among the following is one of the largest 'Job providers' in India? **1 Mark**

- A** Network marketing **B** Business process outsourcing **C** Medical tourism
D Film industry

Ans: B Business process outsourcing

2. Business process outsourcing

Explanation:

Business process outsourcing is one of the largest job providers in India as India has many people with good technical knowledge and many developed countries get their work done from India as India provides its assistance at low cost compared to other countries.

Q165. _____ is the most commonly used protocol in encryption used across the industry. **1 Mark**

- A** HTP **B** FTP **C** Secure Sockets Layer (SSL)
D Cryptography

Ans: C Secure Sockets Layer (SSL)

3. Secure Sockets Layer (SSL)

Explanation:

Secure sockets layer (SSL) is the most commonly known protocol that is used in encrypting the confidential information shared between different business units whole across the industry.

Q166. BPO that is contracted outside a companys country is called _____. **1 Mark**

- A** Offshore outsourcing **B** Near shore outsourcing **C** Both
D Neither of the above

Ans: A Offshore outsourcing

1. Offshore outsourcing

Explanation:

Offshore outsourcing is a type of business process outsourcing that involves hiring an external organisation to perform some business functions in a country other than the one where products or services are actually developed or manufactured.

Q167. World wide web and internet are?

1 Mark

A Synonyms

B Antonyms

C Separate but related things

D None of the above

Ans: C Separate but related things

3. Separate but related things.

Explanation:

World wide web and Internet are not the same things but are related to each other. The world wide web is one set of software services running on the internet.

Internet itself is a global interconnected network of various computing devices.