

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.
- 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
- 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.
- 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
- 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.
- 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
- 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
- Q8.** 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
- Q9.** Abbreviation FTP means _____. **1 Mark**
- A** file Transfer Promotion **B** File Tall protocol **C** Foreign Transfer Protocol
D File Transfer Protocol
- Q10.** What does 'e' stands for in e-commerce? **1 Mark**
- A** Electronic **B** Electricity **C** Electron **D** Emergency
- 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.
- 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.

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.

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.

Q15. The acronym of vital information under siege is _____. **1 Mark**

- A** Malware
- B** IP Address
- C** VIRUS
- D** GPS

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.

Q17. Job-work is an example of DUE: **1 Mark**

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

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

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

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

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.

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

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.

Q24. _____ is a prerequisite for implementation of e-business. **1 Mark**

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

- 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
- 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
- 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**
- 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.
- 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.
- 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
- 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.
- 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
- 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.
- Q34.** When was Electronic Data Interchange (EDI) standardised? **1 Mark**
- A** 1984 **B** 1995 **C** 2000 **D** 1999
- 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
- 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
- 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
- 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.

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

- 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.
- Q56.** 'Internet' and 'World Wide Web' two terms are synonymous. **1 Mark**
- A** True **B** False **C** Partly false **D** None of the above
- 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.
- 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.
- 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
- 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
- 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.
- Q62.** 24 × 7 working is an advantage of _____. **1 Mark**
- A** Sole proprietorship **B** Tele shopping **C** E-commerce **D** None of the above
- 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
- Q64.** The name, "Automatic High Speed Electronic Business Data Processing Digital Computer" was given by _____. **1 Mark**
- A** Elias M. Award **B** Ned Chepin **C** W. Mauchly **D** G. Aiken
- 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
- 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.
- 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
- 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
- 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
- Q70.** **1 Mark**

_____ 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).

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

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

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

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

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.

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.

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.

Q76. WWW stands for _____. **1 Mark**

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

Q78. It is not an application of e-business: **1 Mark**

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

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.

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

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.

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

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.

Q84. Some of the good features of email is/ are _____. **1 Mark**

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

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.
- 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
- Q87.** To view web pages, we use _____. **1 Mark**
A Google **B** Firefox **C** Internet Explorer **D** All the above
- 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
- 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
- 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
- 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
- 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
- Q93.** HTTP is _____. **1 Mark**
A language of interest **B** Used to transmit data **C** WEB **D** Both A & B
- 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
- 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.
- 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
- 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.
- 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.
- Q99.** About 95% of online consumer transactions are executed through: **1 Mark**
A Cheques. **B** Credit Card. **C** Debit Card. **D** E-cash.
- 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.
- 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

- 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.
- 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)
- 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.
- 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.
- Q106.** Which of the following protocol is used by the web? **1 Mark**
A HTTP **B** HTPT **C** TTPH **D** TPTH
- 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
- 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.
- 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
- 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.
- 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
- 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.
- 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.
- Q114.** Which of the following is a web browser? **1 Mark**
A Google Chrome **B** Internet Explorer **C** Firefox **D** All the above
- 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
- 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.
- 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
- 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
- Q119.** Which of the following is /are included in e-business? **1 Mark**
A E-Commerce **B** HRM **C** Production **D** All of these
- Q120.** E-commerce can take place _____. **1 Mark**
A Between companies. **B** Between companies and their customers.
C Between companies and government departments. **D** All of the above.
- Q121.** Which of the following computers are highly adaptable to business use? **1 Mark**
A Analog computers **B** Digital computers **C** Both (A) and (B) **D** None of these
- Q122.** Which one of the following is a factor which gives advantage to e-business over traditional business? **1 Mark**
A Transaction risks. **B** Investment requirement. **C** Ethical fallouts.
D Personal touch with customers.
- Q123.** The contracting of a specific business task, such as payroll to a third party service provider is _____. **1 Mark**
A BPO **B** Insourcing **C** Outsourcing **D** Offshore outsourcing
- Q124.** Out of the following, which is an advantage of e-business? **1 Mark**
A Personal touch. **B** Confidentiality. **C** Cople acceptance. **D** Paper-less.
- Q125.** Which method is very popular for making online transactions? **1 Mark**
A Credit Card **B** Debit Card **C** Net banking **D** All of these
- Q126.** Which of the following is/ are reason(s) for transaction risk? **1 Mark**
A Default on order taking/ group **B** Default on delivery **C** Default on payment
D All of the above
- 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
- 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
- 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.
- 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
- Q131.** BPO stands for _____. **1 Mark**
A Business Patent Offer. **B** Business Process Outstanding. **C** Business Process Outsourcing.
D Business Public Organisation.
- 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

- 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
- 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.
- Q135.** Data are placed in a unit called _____. **1 Mark**
A Memory **B** The input unit **C** Output **D** The output unit
- Q136.** LPO stands for _____. **1 Mark**
A Legal Process Outsourcing. **B** Legal Process Output. **C** Legal Permanent Offer.
D Legal Public Organization.
- 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
- 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
- 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
- Q140.** E-Commerce results in _____ transaction cost and _____ margin. **1 Mark**
A Higher, Lower **B** Lower, Lower **C** Lower, Higher **D** Higher, Higher
- 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
- Q142.** Principle types of outsourcing services are: **1 Mark**
A Courier service **B** Advertising **C** Financing **D** 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.
- 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
- Q145.** Formation of Consumers Forum and Pressure groups is an example of **1 Mark**
A C2C **B** B2B **C** B2C **D** Intra B
- 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.
- 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

- Q148.** The transfer of funds that can be done over the internet is known as _____.
- A** Cash on delivery **B** Net-banking transfer **C** Cheque **D** Credit card /debit card **1 Mark**
- Q149.** A company conducting an online survey is an example of _____.
- A** B2B **B** B2C **C** C2C **D** None of these **1 Mark**
- Q150.** Both buyers and sellers are customers under _____ type of e-business transaction.
- A** C2C Commerce **B** B2C Commerce **C** C2B Commerce **D** B2B Commerce **1 Mark**
- Q151.** Digital computers are also called as _____.
- A** Business computers **B** Second generation computers **C** Third generation computers
D Electronic computers **1 Mark**
- Q152.** The final stage in data processing is _____.
- A** Report preparation **B** The stored programme **C** Storage **D** Decision making **1 Mark**
- Q153.** BPO _____ cost and _____ excellence.
- A** Reduces, Reduces. **B** Increases, Increases. **C** Reduces, Increases. **D** Increases, Reduces. **1 Mark**
- Q154.** _____ transactions have business firms at one end and their customers on the other end.
- A** C2B Commerce **B** B2C Commerce **C** B2B Commerce **D** C2C Commerce **1 Mark**
- Q155.** Which of the following reflects 'parent ego' as per the concept of Transactional Analysis?
- A** I would not do so again **B** Do not worry **C** Do not leave me **D** All of the above **1 Mark**
- Q156.** BPO not only gives specialised performance, but also provides _____.
- A** Same cost **B** Saving in cost **C** Different cost **D** None of the above **1 Mark**
- Q157.** E-commerce does not include:
- 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. **1 Mark**
- Q158.** Expand VPN
- A** Virtual Public Network **B** Virtual Popular Network **C** Virtual Private Network
D Virtual Personal Network **1 Mark**
- Q159.** The most uncommon reason why companies outsource is _____.
- A** Better manage the costs of internal processes. **B** More market exposure.
C Tap outside sources of expertise. **D** Reduce headcount and related expenses. **1 Mark**
- Q160.** Seller denies that the customer ever placed the order. This is referred to as _____.
- A** Default on order taking **B** Default on order giving **C** default in general **D** none of the above **1 Mark**
- Q161.** Unsolicited or Junk mails are filtered through the option of _____.
- A** Spam **B** Attachments **C** Packages **D** None of the above **1 Mark**
- Q162.** Which method is very popular for making online transactions?
- A** Credit Card **B** Debit Card **C** Net banking **D** All of these **1 Mark**
- Q163.** Under what method payment is made at the time of physical delivery of goods?
- A** Cash on delivery **B** Debit card payment **C** Credit card payment **D** Prepaid amount **1 Mark**
- Q164.** Which among the following is one of the largest 'Job providers' in India?
- A** Network marketing **B** Business process outsourcing **C** Medical tourism
D Film industry **1 Mark**

- 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
- 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
- Q167.** World wide web and internet are? **1 Mark**
- A** Synonyms **B** Antonyms **C** Separate but related things
D None of the above