

## Solution

### EMERGING MODES OF BUSINESS WS 1

#### Class 11 - Business Studies

##### Section A

1. **(b)** E-business  
**Explanation:** E-business is the conduct of business processes on the internet. whereas e-commerce is a subset of e-business.
2. **(d)** e-Trading  
**Explanation:** It involves securities trading, which is online buying and selling of shares and other financial instruments. It provides buyers and sellers with an electronic platform and trading becomes easy.
3. **(b)** Cash on delivery  
**Explanation:** Cash on delivery (COD), sometimes called collect on delivery, is the sale of goods by mail order where payment is made on delivery rather than in advance.
4. **(d)** All of these  
**Explanation:** Limitations of e-business:
  - i. Low personal touch
  - ii. Ethical fallouts
  - iii. Risk
  - iv. Security
5. **(c)** C2B commerce  
**Explanation:** C2B commerce is very much a reality which provides the consumers with the freedom of shopping-at-will.
6. **(b)** Narrow outreach  
**Explanation:** E-commerce business offers wider outreach which is good for consumers and society as well.
7. **(a)** e-Commerce  
**Explanation:** e-business may be defined as the conduct of industry, trade and commerce using the computer networks. e-commerce is a part of e-business.
8. **(b)** C2C activities  
**Explanation:** C2C markets provide an innovative way to allow customers to interact with each other.
9. **(a)** consumers forum  
**Explanation:** The business originates from the consumer and the ultimate destination is also consumers, thus the name C2C commerce. This type of commerce is best suited for dealing with goods for which there is no established market mechanism.
10. **(a)** e-Trading  
**Explanation:** It involves securities trading, that is online buying and selling of shares and other financial instruments.
11. **(a)** All of these  
**Explanation:** Debit Card, Credit Card and Net banking are a very popular method for making online transactions.
12. **(c)** Virtual Private Network  
**Explanation:** A VPN, or Virtual Private Network, is a type of network connection that allows users to browse the web securely and anonymously.
13. **(b)** Firm's interactions with other business

**Explanation:** Firm's interactions with other business

14. (a) Only A

**Explanation:** e-commerce covers a firm's interactions with its customers and suppliers over the internet.

15.

(c) Contract R&D

**Explanation:** Contract R&D is an outsourcing activity not cover under e-business

16. The protection from virus attack can be provided by installing and timely updating anti-virus programmes and scanning disks before using them.

17. Benefits of e-business:

- i. Ease of formation and lower investment requirements
- ii. Convenience

18. C2C Commerce

19. The transactions taking place between business firms are referred to as business to business or B2B transactions.

20. The volume of B2B transactions is much higher than the volume of B2C transactions. It happens because, in order to facilitate a single B2C transaction, there are several numbers of B2B transactions.

21. Digital Cash or Electronic cash

22. i. Industrial Activities

- a. Production
- b. Inventory Management

ii. Commercial Activities

- a. Placing an Order
- b. Receiving Delivery

23. B2B Commerce

24. Low personal touch with customers as it is conducted over the internet.

25. The transactions taking place between two or more customers are known as C2C Commerce.

26. Intra-B Commerce refers to interaction and dealings among various departments and persons within the firm.

27. Virus is a program (a series of commands), which imitates itself on other computer systems.

Basis	e-Business	Traditional Business
Physical Presence	It does not require physical presence.	It requires physical presence.

29. Types of risks in online transactions:

- i. Default on Order taking/giving
- ii. Default on Delivery
- iii. Default on Payment

30. 'e' stand for 'Electronic' in e-business.

31. World-wide reach- Internet is true without boundaries. e-commerce makes use of the internet as the seller has access to the global market and the buyer has the freedom to choose products from any part of the world.

32. Two resources:

- i. Well designed Website
- ii. Adequate Computer Hard

33. In C2C Commerce, both buyers and sellers are customers.

34. Digital Divide refers to the division of society on the basis of familiarity and non-familiarity with digital technology.

35. e-business.

36. Credit/Debit Cards are the most commonly used medium of online payment. These are referred to as 'plastic money'.

Basis	e-Business	Traditional Business
Operating cost	The operating cost is low.	High operating cost due to investment in production, marketing etc.

38. Traditional business is difficult to form, whereas, e-business can be easily formed.

39. Hacking refers to unauthorized access to a computer network.

40. In Cash-on-delivery, the payment is made at the time of physical delivery of goods.

41. Credit or Debit cards are mostly used for online transactions.

42. Online transaction is a payment method in which fund or money is transferred online over electronic fund transfer. Online transaction process is secure and password protected. Three steps involved in the online transaction are Registration, Placing an order, and, Payment.
43. The transactions taking place between business and customers are known as Business-to-Customer or B2C transactions.
44. The EFT (Electronic Fund Transfer) is the electronic transfer of money from one bank account to another account, either within a single financial institution or across multiple institutions, via computer-based systems, without the direct intervention of bank staff. EFT transactions are also known as electronic banking. Automatic teller machines (ATM), Direct deposit payroll systems are some examples of EFT.
45. e-business or Electronic Business refers to conducting business activities over the internet or any other computer network.

#### Section B

46. (a) - (iv), (b) - (iii), (c) - (ii), (d) - (i)
47. (a) - (iv), (b) - (iii), (c) - (ii), (d) - (i)
48. (a) - (i), (b) - (ii), (c) - (iii), (d) - (iv)
49. (a) - (iv), (b) - (iii), (c) - (ii), (d) - (i)
50. (i) c (ii) d (iii) b (iv) a

#### Section C

51. **(a)** Intra-B commerce  
**Explanation:** Intra-B commerce
52. **(b)** B2B commerce  
**Explanation:** B2B commerce
53. **(b)** B2C commerce  
**Explanation:** B2C commerce
54. **(a)** C2B commerce  
**Explanation:** C2B commerce
55. **(a)** C2C commerce  
**Explanation:** C2C commerce
56. **(a)** Intra-B Commerce  
**Explanation:** Mr Manoj suggested **Intra-B Commerce** to increase interaction for smooth information flow among employees.
57. **(c)** C2C Commerce  
**Explanation:** the type of e-commerce referred to by Mr. Kartik is **C2C Commerce** for buying and selling old products.
58. **(c)** B2C commerce  
**Explanation:** Use of ATM to withdraw money is an example of **B2C commerce**.
59. **(b)** Low personal touch  
**Explanation:** Low personal touch is one of the major disadvantage of E-Business.
60. **(c)** C2B  
**Explanation:** Mrs. Sakshi is doing C2B E-Commerce.
61. **(b)** Need for technology capability and competence of parties.  
**Explanation:** Need for technology capability and competence of parties is not a merit of e-business.
62. **(a)** Easy acceptance by people as they quickly adjust to new technology  
**Explanation:** Easy acceptance by people as they quickly adjust to new technology is a benefit of E-Business rather than a limitation.
63. **(a)** community  
**Explanation:** This is an example of business social responsibility towards the community.
64. **(a)** technically qualified staff  
**Explanation:** the most important resource required for successful implementation of e-Business is technically qualified staff.
65. **(b)** False  
**Explanation:** False, E-Commerce and E-Business are quite different terms. E-Business is broader than E-Commerce that is just limited to a firms' interactions with its customers and suppliers over the internet.

66. **(c)** Low personal touch  
**Explanation:** Low personal touch
67. **(b)** Global reach  
**Explanation:** Global reach
68. **(d)** None of these  
**Explanation:** None of these
69. **(d)** Because it requires no use of paper  
**Explanation:** Because it requires no use of paper
70. **(c)** Customer convenience and satisfaction  
**Explanation:** Customer convenience and satisfaction
71. **(c)** Interactions among various department within business  
**Explanation:** Interactions among various department within business
72. **(d)** E-business  
**Explanation:** E-business
73. **(d)** E-business  
**Explanation:** E-business
74. **(c)** Simple  
**Explanation:** Simple
75. **(a)** Low  
**Explanation:** Low