

EMERGING MODES OF BUSINESS WS 1

Class 11 - Business Studies

Section A

1. Out of E-commerce and E-business, which is a broader term? [1]
 - a) E-commerce
 - b) E-business
 - c) Both E-business and E-commerce are the same things
 - d) Sometimes E-commerce and Sometimes E-business
2. Which is the e-business application that involves the online trading of securities? [1]
 - a) e-Promotion
 - b) e-Bidding
 - c) e-Delivery
 - d) e-Trading
3. What is the method payment chosen by the customer at the time of physical delivery of goods? [1]
 - a) Credit card payment
 - b) Cash on delivery
 - c) Debit card payment
 - d) Prepaid amount
4. Which of the following is a limitation of e-business? [1]
 - a) Low personal touch
 - b) Ethical fallouts
 - c) Risk
 - d) All of these
5. _____ is very much reality which provides the consumers with the freedom of shopping at-will. [1]
 - a) C2C commerce
 - b) B2B commerce
 - c) C2B commerce
 - d) B2C commerce
6. E-commerce offers many benefits to consumers. Which of the following is not a benefit resulting from e-commerce? [1]
 - a) Quick and Timely delivery
 - b) Narrow outreach
 - c) More options and choices
 - d) Flexibility
7. e-Business includes: [1]
 - a) e-Commerce
 - b) Product development
 - c) All of these
 - d) Production
8. PayPal is a good example of _____. [1]
 - a) B2C activities
 - b) C2C activities
 - c) B2B activities
 - d) C2B activities
9. An important C2C area of interactive commerce can be the formation of _____. [1]
 - a) consumers forum
 - b) B2B commerce

- c) insurance
d) banking
10. Online buying and selling shares and other financial instruments are known as _____. [1]
a) e-Trading
b) e-Delivery
c) e-Procurement
d) e-Auction
11. Which method is very popular for making online transactions? [1]
a) All of these
b) Net Banking
c) Credit Card
d) Debit Card
12. Expand VPN: [1]
a) Virtual Public Network
b) Virtual Personal Network
c) Virtual Private Network
d) Virtual Popular Network
13. B2B commerce means: [1]
a) customers interactions with customers
b) Firm's interactions with other business
c) Firm's internal processes
d) Firm's interactions with its customers
14. E-commerce does not include [1]
A. interactions among the various departments within the business
B. a business interaction with its customers
C. a business interaction with its suppliers
D. interactions among the geographically dispersed units of the business
a) Only A
b) Only B
c) Only D
d) Only C
15. It is not an application of e-business: [1]
a) Online trading
b) Online bidding
c) Contract R&D
d) Online procurement
16. How can we provide protection from virus attack? [1]
17. Mention two benefits of e-business. [1]
18. What is that business activity in which both the parties are customers? [1]
19. What are B2B transactions? [1]
20. Out of B2B transactions and B2C transactions, which one has more transactions? [1]
21. Which form of electronic currency exists only in cyberspace? [1]
22. The meaning of e-business is to be completed by all Industrial and Commercial Activities. Give two examples of each of these activities. [1]
23. Rapid Automobiles Ltd. is a well-known manufacturer in the field of e-bikes. The company makes online transactions for the purchase of tyres, battery, etc. from different business units. The use of internet has given them a much wider choice of suppliers and the company finds this online buying very convenient and time-saving. Identify the component of e-business being described above. [1]
24. Mention any one limitation of e-business. [1]
25. What is C2C Commerce? [1]
26. What do you mean by Intra-B Commerce? [1]

27. What do you mean by Virus? [1]
28. Distinguish between e-Business and Traditional Business on the basis of Physical Presence. [1]
29. State the various types of Online transaction risks. [1]
30. What does 'e' stand for in e-business? [1]
31. Write an advantage of e-commerce. [1]
32. Name any two resources which are required for successful e-business implementation. [1]
33. In which type of e-business transaction, both buyers and sellers are customers? [1]
34. What do you mean by Digital Divide? [1]
35. Out of e-business and e-commerce, which one is a broader term? [1]
36. Discuss the most commonly used medium of online payment. [1]
37. Distinguish between e-Business and Traditional Business on the basis of Operating Cost. [1]
38. Mention any one difference between traditional business and e-business. [1]
39. What is hacking? [1]
40. In which method of payment, payment is made at the time of physical delivery of goods? [1]
41. Which method of payment is mostly used for making online transactions? [1]
42. What do you mean by Online Transaction? [1]
43. What do you mean by B2C Commerce or B2C Transactions? [1]
44. What is EFT? [1]
45. What do you mean by e-business? [1]

Section B

46. Match the following: [2]

(a) Home delivery	(i) Business Process outsourcing
(b) Online transaction	(ii) e-commerce
(c) Online bidding	(iii) Debit card
(d) BPO	(iv) Cash on delivery

47. Match the following: [2]

(A)	(B)
(a) e-business	(i) authorizes payment made online
(b) B to C	(ii) Automatic trailer machine
(c) ATM	(iii) Business to Consumer
(d) Business ethics	(iv) electric business

48. Match the following: [2]

(a) Credit card	(i) Cashless transaction
(b) Online trading	(ii) e-business
(c) B2B	(iii) Business-to Business
(d) Intra-B	(iv) Transactions between parties or persons

49. Match the following: [2]

(A)	(B)

(a) B2B	(i) Business-to Employees
(b) B2C	(ii) customers-to customers
(c) C2C	(iii) business-to customers
(d) B2E	(iv) business-to business

50. Match the items given under 'A' with the suitable statements under 'B': [2]

e-Business Applications	Use cases
(i) e-Procurement	a. Online buying and selling of shares and other financial instruments.
(ii) e-Promotion	b. Electronic delivery of computer software, photographs, videos, books (e-books) and journals (e-journals) and other multimedia content to the user's device.
(iii) e-Delivery	c. Internet-based sales transactions between business firms
(iv) e-Trading	d. Advertisement through banners, pop-ups, opinion poles and customer surveys.

Section C

Question No. 51 to 55 are based on the given text. Read the text carefully and answer the questions: [5]

E-business refers to the buying and selling of goods and services through the internet along with conducting other important business functions over the internet. E-business is a broader term than e-commerce. E-business includes the management functions of planning, organising, marketing and production conducted electronically. The other functions that are covered under e-business include inventory management, product development, human resource management and accounting and finance.

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

- a) Intra-B commerce
- b) Intra-D commerce
- c) B2C commerce
- d) B2B commerce

52. Sellers and buyers both are business firms, under _____ type of e-commerce transaction.

- a) C2C commerce
- b) B2B commerce
- c) C2B commerce
- d) B2C commerce

53. _____ transactions have business firms at one end and its customers on the other end.

- a) B2B commerce
- b) B2C commerce
- c) C2C commerce
- d) C2B commerce

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

- a) C2B commerce
- b) C2C commerce
- c) C2B commerce
- d) B2B commerce

55. Buyers and sellers are customers under _____ type of e-business transaction.

a) C2C commerce

b) C2B commerce

c) B2C commerce

d) B2B commerce

Question No. 56 to 60 are based on the given text. Read the text carefully and answer the questions:

[5]

Unique enterprise is dealing in auto spare parts. With the expansion in business the enterprise found that the decisions are delayed and level of coordination is coming down. The CEO of the company called for a meeting of all the managers. Manoj, a newly appointed manager suggested that company should have its own internet so that all the employees can interact and pass important information to each other through internet. Even short meeting of different departments can be conducted through Video conferencing to take fast action. The CEO liked the idea and installed an internet connection for connecting all the employees on line.

Mr. Kartik wants to buy a new sofa set for his house, but he did not have enough space to keep it. He planned to sell the old sofa through OLX, so that he could get some surplus money and space for new sofa set. He got a very good response and out of many buyers, he chose the buyer who gave him the best price.

Mrs. Sakshi, a renowned food blogger become an affiliate and start sharing the link to a kitchen company's cooking products on her blog and making a good earning out of it.

56. Which type of e-commerce is suggested by Mr Manoj?

a) Intra-B Commerce

b) B2C Commerce

c) C2C Commerce

d) B2B Commerce

57. Identify the type of e-commerce referred to by Mr. Kartik.

a) Intra-B Commerce

b) B2B Commerce

c) C2C Commerce

d) B2C Commerce

58. Use of ATM to withdraw money is an example of:

a) C2C commerce

b) C2B commerce

c) B2C commerce

d) B2B commerce

59. This is not a benefit of e-Business:

a) Convenience

b) Low personal touch

c) Customer satisfaction

d) Global reach

60. Identify the type of e-commerce referred to by Mrs. Sakshi.

a) B2B

b) B2C

c) C2B

d) C2C

Question No. 61 to 65 are based on the given text. Read the text carefully and answer the questions:

[5]

Neetu is running a coaching centre teaching school student. During the COVID-19 pandemic, the coaching Centre had to be closed as per the government guidelines for COVID-19 protection. As students were not coming to her Centre, she suffered financial crisis. One of her friends, Rani suggested her to take online classes and providing online teaching. Teaching the students online showing short videos and to make you tube education videos, audiobooks, online notes etc. for the students on payment but other friend Sonam said that apart from the traditional 3r's(Reading, Writing and Arithmetic) such virtual teaching requires a fairly high degree of familiarity of the parties with the world of computers. Neetu has started teaching online to her students and is uploading free online recorded lectures/podcast for students who cant access network facilities. She reads COVID-19 protection guidelines before her every podcast to create

awareness among people for the same. Not only this her husband who got unemployed during lockdown has also started online business of vegetables and fruits.

61. Online specialized teaching services on payment of consideration is widely in practice these days. Which of the following is not the merit of e-business stated here:

- a) Convenience and global reach
- b) Need for technology capability and competence of parties.
- c) Ease of formation and lower investment requirements.
- d) Movement towards a paperless society

62. Online business is not free from demerits. Which of the following is not the limitation of e-business?

- a) Easy acceptance by people as they quickly adjust to new technology
- b) Low personal touch as it lacks interpersonal interactions
- c) Ethical fallouts.
- d) Incongruence between order giving and order fulfillment speed

63. She reads COVID-19 protection guidelines before her every podcast to create awareness among people for the same. This is an example of business social responsibility towards:

- a) community
- b) the workers
- c) the shareholders
- d) the government

64. Identify the most important resource required for successful implementation of e-Business:

- a) technically qualified staff
- b) global reach.
- c) well-designed website
- d) internet facilities

65. E-Business and E-Commerce are one and the same thing?

- a) None of the above
- b) False
- c) True
- d) Can't say

Question No. 66 to 70 are based on the given text. Read the text carefully and answer the questions:

[5]

E-business has completely changed the way we buy. You've probably experienced some advantages of e-business as a consumer, but if you're thinking about starting your own online business, you might be wondering what the benefits of e business are. There are actually innumerable advantages of e-Business, the most obvious one being the ease of doing business.

66. Which of the following is not an advantage of e-business?

- a) Global reach
- b) Convenience
- c) Low personal touch
- d) Reduced cost

67. 'Internet is truly beyond boundaries'. Which benefit of e-business is highlighted in this statement?

- a) Convenience
- b) Global reach
- c) Speed
- d) All of these

68. Which of the following is the benefit of e-business?

- a) Low personal touch
- b) Ethical fallout
- c) People resistance
- d) None of these

69. How is e-business considered as environment friendly?

- a) All of these
- b) Because it saves time
- c) Because there is more use of internet
- d) Because it requires no use of paper

70. "Customers can shop sitting at home or office." Which benefit of e-business is highlighted in the statement?

- a) Ease of formation
- b) Lower investment requirement
- c) Customer convenience and satisfaction
- d) Convenience

Question No. 71 to 75 are based on the given text. Read the text carefully and answer the questions:

[5]

E-Business (electronic business) is any process that a business organization conducts over a computer-mediated network. Business organizations include any for-profit, governmental, or nonprofit entity. Their processes include production-, customer-, and internal- or management-focused business processes. Its scope is not only confined to buying and selling of products but also servicing customers and collaborating with business partners. In simple words, it can be defined as the administration of conducting business via internet.

71. E-commerce does not include

- a) Interaction among the geographically dispersed units of the business
- b) A business interaction with its customers
- c) Interactions among various department within business
- d) A business interaction with its suppliers

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

- a) Both e-business and e-commerce are same thing
- b) e-trade
- c) E-commerce
- d) E-business

73. _____ is sharing business information, maintaining business relationships and conducting business transactions by means of telecommunications networks.

- a) E-transactions
- b) Outsourcing
- c) E-commerce
- d) E-business

74. E-business is _____ to form.

- a) Difficult
- b) Hard
- c) Simple
- d) Laborious

75. Cost of setting up a e-business is _____.

- a) Low
- b) High
- c) Unlimited
- d) Much more