



BUSINESS STUDIES

BOOKS - SHREE RADHEY PUBLICATION

BUSINESS STUDIES (HINGLISH)

EMERGING MODES OF BUSINESS

Case Study

1. Infotech Ltd. is running a website for selling gift items and getting order from all over the

country. Recently, the company got the order of 100 pieces of a particular gift item from a company for its employees. Infotech arranged the item and delivered it on time but the company returned the whole lot and said that they ordered some other item and not the one which is delivered. The Infotech had to accept the rejected order back as they were not having a proper record of the item selected by the company.

- (a) State the problem/ risk faced by Infotech.
- (b) How can Infotech Ltd. avoid this risk ? Itbr. (
- c) State other risks related to e-business.



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2. Reema is a busy homemaker. All her family members are working they don't have time to go to bank during working hours for withdrawal of money getting information about bank balance, making payment of electricity, water and telephone bill. So they all ask Reema to do all these activities. She is also overburdened with her household activities so did not get time to go to bank. In context of above para suggest how she can get this work

done after working hours of bank. She and other members of her family can use.



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3. ABC Ltd. Outsources several non core services like security services, sanitary services, courier services to an outside agency.

Where as XYZ is outsourcing specialised services like IT services, Financial services, Research and Development services, etc.

State, giving reasons, whether the services being outsourced are the same .



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4. Mrs. Susma had to travel a lot and usually come late night from her workplace. She is always worried to carry huge amount of cash in her purse as she purchase all her household things on the way.

(a) Suggest how she can avoid carrying cash,

but still buy the things on the way.

(b) Suggest other utilities of smart card.



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Multiple Choice Questions

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

A. (a) B2B

B. (b) B2C

C. (c) C2C

D. (d) Intra B

Answer: C



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2. Mail sent by purchase department to production department is example of which of the following :

A. (a) B2B

B. (b) B2C

C. (c) C2C

D. (d) Intra B

Answer: D



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3. Which of the following software can help in overcoming Transactional Risk ?

A. (a) Chocolate

B. (b) Cookies

C. (c) Virus

D. (d) None of these

Answer: B



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4. Which of the following branch of police is specialised in dealing with crimes related to e-business ?

A. (a) Crime branch

B. (b) Civil branch

C. (c) Juvenile

D. (d) Cyber crime branch

Answer: D



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5. What is a Virus ?

A. (a) A disease

B. (b) A bacteria

C. (c) A software

D. (d) hardware

Answer: C



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6. Getting business task accomplish from an outside agency is

A. (a) e-business

B. (b) B2B

C. (c) BPO

D. (d) franchise

Answer: C



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7. Common name for ATM, Debit card , Credit Card, Metro card etc. is

A. (a) Electronic card

B. (b) Smart Card

C. (c) Visa card

D. (d) Master Card

Answer: B



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8. KPO is specialised in which type of Business activities .

A. (a) Highly specialised

B. (b) Routine

C. (c) Software development only

D. (d) None of these

Answer: A



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9. e-commerce does not include

A. (a) A business's interactions with its
suppliers

B. (b) A business's interactions with its customers

C. (c) Interactions among the various department within the business.

D. (d) Interactions among the geographically dispersed unit of the business.

Answer: C



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10. Outsourcing

A. Restricts only to be 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 the manufacturing and R&D as well as

services process-both core and non-core-

but restricts only to domestic territory .

D. includes off-shoring .

Answer: B



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11. The payment mechanism typical to e-business

A. (a) Cash on Delivery (COD)

B. (b) Cheques

C. (c) Credit and Debit Cards

D. (d) e-Cash

Answer: D



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12. A Call Centre handles

A. (a) Only in-bound voice based business

B. (b) Only out - bound voice based
business

C. (c) Both voice based and non-voice
based business

D. (d) Both customer facing and back-end
business.

Answer: D



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13. It is not an application of e-business

- A. (a) Online bidding
- B. (b) Online procurement
- C. (c) Online trading
- D. (d) Contract R&D

Answer: D



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1. What does 'e' stand for in e-commerce ?



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2. What is the basic difference between e-commerce and e-business ?



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3. Name any two risks involved in a e-commerce.



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4. Give full form of BPO.



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5. Name the services in which a firm gets its tasks done by another firm.



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6. Which two parties interact in B2C transactions ?



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7. Which is the common mode of payment under e-commerce ?



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8. Name any two ways and means to restrict e-commerce crime .



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9. Give the full form of 'VIRUS'.



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10. Why is India preferred destination for manufacturing etc. ?



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11. What is meant by mode of business ?



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12. Name the electronic currency that exists only in cyberspace.



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13. What is the popular name for debit card or credit card ?



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14. What is meant by encryption ?



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15. Name the services in which a firm gets its tasks done by another firm.



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16. What is outsourcing ?



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17. Define e-commerce



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18. What is 'Hacking' ?



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19. What do you mean by online transactions?



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20. Give full form of BPO.



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21. How does digital signature ensure safety and security of e-commerce ?



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Case Study And Hots

1. What is the basic difference between Credit Card Authentication and Credit Card Authorization ?



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2. Explain the risk to which "e-business" stands exposed and how they can be avoided.



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3. What is the latest development in service sector ? What are the common services covered under it ?



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4. What precautions must be taken by a customer while placing an order through online ?



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5. Name the two emerging mode of business



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6. 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 called for a meeting of all the managers . Ravi 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 for connecting all the employees in line.

(a) Which branch of e-business is suggested by Mr.Ravi ?

(b) What are the benefits provided by e-business ?



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7. Mr. Rajiv wants to buy a new sofa set for his house, but he did not have space to keep. He planned to sell the old sofa through OLX, so that he can get some surplus money and space for new sofa set. He got very good

response and out of many buyers, he choose the buyer who gave him the best price .

(a) Which are the two parties involved in transaction mentioned in above case ?

(b) What branch of e- business is referred in above case ?



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8. ABC Ltd. Is specialised in consultancy service.

The company make software for a reputed

bank of USA. It is also specialised in making

accounts of that bank. To carry on this work, ABC Ltd. Hired professionals like engineers ,CA, etc., who are very competent in providing such services .

(a) Name the kind of business carried by ABC Ltd.

(b) Explain the features of business mentioned above.



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but still buy the things on the way.

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11. Mansi placed an online order for the purchase of artificial jewellery from Amazon . The order was placed with the code of item. Richa received the parcel of the product within 3 days. Only after opening the parcel she realised that it was not the same. She lodged complaint against the seller but could not

receive any response. Identify the risk involved in this case and explain it.



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Short Answer Questions

1. State any three difference between e-business and traditional business.



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2. How does outsourcing represent a new mode of business ?



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3. Describe briefly any two applications of e-business.



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4. Describe briefly the data storage and transactional risk in e-business .



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5. Explain the concept and benefits of e-commerce.



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6. What are the requirements for the implementation of e-commerce ?



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7. How can security of e-commerce transactions be ensured ? Explain.



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8. Why is outsourcing necessary ? Describe the benefits of outsourcing .



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9. Describe briefly the payment mechanism in e-commerce .



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10. What is the basic difference between Credit Card Authentication and Credit Card Authorization ?



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11. What are the major limitations of e-business ?



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1. Why are e-business and outsourcing referred to as the emerging modes of business ? Discuss the factors responsible for the growing importance of these trends.



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2. Elaborate the steps involved in online trading.



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3. Evaluate the need for outsourcing .



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4. Discuss the salient aspects of B2C commerce.



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5. Discuss the limitations of electronic mode of doing business. Are these limitations severe

enough to restrict the scope ? Give reason for your answer.



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6. Describe the meaning and function of e-commerce.



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7. Give a comparative study between e-business and traditional business.



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