



INDIAN SCHOOL AL WADI AL KABIR

Class: XI	Department: Commerce
Worksheet No: 1	Topic: EMERGING MODES OF BUSINESS

1. ----- greatly facilitates and speeds up the entire B2C process
 - a. B-commerce
 - b. None of these
 - c. E-banking
 - d. E-commerceAns. d
2. B2C variant of e-commerce enables a business to be in touch with its -----
 - a. Creditors
 - b. Managers
 - c. Customers
 - d. EmployessAns. c
3. A firm's interaction with its employees, sometimes referred to as -----
 - a. B2E
 - b. B2C
 - c. C2C
 - d. C2BAns. a
4. Expand VPN
 - a. Virtual Personal Network

- b. Virtual Popular Network
- c. Virtual Private Network
- d. Virtual Public Network

Ans. c

5. Selling goods through Flipkart and eBay.com is ----- type of e-business transactions

- a. B2B transactions
- b. C2C transactions
- c. B2C transactions
- d. C2B transactions

Ans. b

6. Which of the following is not correct

- a. Low personal touch is a limitation of e-business
- b. E-business can be formed easily
- c. Traditional business has no personal touch
- d. None of these

Ans. c

7. Money withdrawn through ATM is ----- type of E-business

- a. C2B
- b. C2C
- c. B2B
- d. B2C

Ans. D

8. B2B Commerce means:

- a. Firm's interaction with other businesses
- b. Firm's interaction with its customers
- c. Firm's internal process
- d. None of the above

Ans: a

9. E-Commerce does not include:

- a. Business' interaction with other businesses
- b. Business' interaction with its customers
- c. Interactions among various department within the businesses
- d. Interactions among the geographically dispersed units of the business

Ans: c

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

Ans. e-commerce covers a firm's interactions with its customers and suppliers over the internet. E-business includes not only e-commerce, but also other electronically conducted business functions such as production, inventory management, product development, accounting and finance and human resource management.

e-business is, therefore, clearly much more than buying and selling over the Internet, i.e., e-commerce.

11. Discuss the benefits of e-business

- (i) Ease of formation and lower investment requirements:
- (ii) Convenience
- (iii) Speed
- (iv) Global reach/access
- (v) Movement towards a paperless society:

12. Distinguish between Traditional Business and E-Business (any 5 points)

Ans. Refer notes

13. You want to sell your old guitar and some household electronic gadgets, these items do not have an established market. Name the scope of business to be used.

Ans. C2C

14. An organization has reduced dependence on paper-work and red-tapism. They practice electronic systems to record data and maintains database for their supplier and clients.

a) Identify the benefit of e-business referred above.

b) Discuss any two other benefits of e-business.

Ans. a) Movement towards a paperless society: Use of Internet has considerably reduced dependence on paperwork and the attendant 'red tape.'

b) Any two benefits of e-business

15. Business firms have to strengthen their capabilities of creating utilities and delivering value to successfully meet the **competitive pressures** and **ever-growing demands** of consumers for better quality, lower prices, speedier deliveries and better customer care.

16. Define B2C Commerce

Ans. As the name implies, B2C (business-to-customers) transactions have business firms at one end and its customers on the other end.

17. EDI Stands for **Electronic Data Interchange** (EDI)

18. Marketing begins well before a product is offered for sale and continues even after the product has been sold. (True/False) – **TRUE**

19. Explain the benefits of e-Commerce

1. Business Organisation:

(i) Expands the marketplace to national and international markets, (ii) Gradual decline in the cost of operations, (iii) Facilitates 'pull' supply chain management, (iv) Competitive advantage over competitors, (v) Proper time management and support business processes, and (vi) Small firms co-exist with big firms (win-win).

2. Benefits to Consumers and Society (i) Flexibility, (ii) Competitive price/discounts/waive offs, (iii) More options and choices and Customised products, (iv) Quick and Timely delivery (digitized products), (v) Employment potential, (vi) Facilitate e-Auctions and e-Tenders, (vii) Interaction with consumers, (viii) Wider outreach.

20. What has become a reality with the onset of e-commerce?

Ans:

Customers these days are becoming very choosy and desire individual attention to be given to them. Not only do they require the product features to be tailor-made to suit their requirements, but also the convenience of delivery and payment at their pleasure. This has become a reality with the onset of e-commerce

21. How can B2C variant of e-commerce ascertain the level of customer satisfaction?

Ans:

B2C variant of e-commerce can ascertain the level of customer satisfaction through a survey.

22. What is Intra-B Commerce?

Ans:

The parties involved in the electronic transactions are from within a given business firm.