INDIAN SCHOOL AL WADI AL KABIR

Class: XI	**Department: Commerce**
Subject:	**BUSINESS STUDIES**
A.Y. 2026 - 27	**Chapter 5: Emerging Modes of Business**

Q.no.	**OBJECTIVE TYPE QUESTIONS**
1	IRCTC's portal for ticket booking is an example of which of the following categories of business? (A) B2B (B) B2C (C) C2C (D) Intra B
2	Mail sent by Marketing department to the Purchase department is an example of: (A) B2B (B) B2C (C) C2C (D) Intra B
3	Receiving delivery chalan for the supply of raw materials by another business unit is an example of: (A) B2B (B) B2C (C) C2C (D) Intra B
4	Common name for ATM, debit card, credit card, metro card, ec. Is: (A) Electronic card (B) Smart card (C) Visa card (D) Master card
5	All of the following are the features of electronic business, except: (A) Large number of customers (B) Paperless society (C) Heavy infrastructural set up (D) Round the clock
6	Which of the following is incorrect? 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
7	Assertion: Selling of refurbished washing machine is an example of C2C Commerce. Reason: Buyer and seller of such a product are consumers only. (A) Assertion is correct, reason is not (B) Assertion is incorrect, reason is correct. (C) Assertion and reason both are correct. (D) Assertion and reason both are incorrect.
8	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
9	Assertion: There is more risk in the traditional business. Reason: Parties have no personal interaction while buying and selling. (A) Assertion is correct, reason is not (B) Assertion is incorrect, reason is correct. (C) Assertion and reason both are correct. (D) Assertion and reason both are incorrect
10	UPI stands for _____. (A) Unified Payment Interface (B) Union Pay Interface (C) Union payment Interface (D) Unique Payment Interface
	DESCRIPTIVE TYPE QUESTIONS
1	Www.oLX.in, www.quicker.com etc. are examples of websites used to conduct business. Dipti's sofa set got spoiled in the rain. Her friend suggested that she should change the fabric so that it looks new and put it for sale on www.olx.com Dipti followed her friend's advice and got her sofa repaired so that it looks better and uploadeds nicely clicked pictures on www.olx.com in without disclosing the fact that it was damaged from inside. She found a customer and sold it for Rs.9,000. After one week the buyer found the real state of the sofa set and called Dipti but she did not answer any of the calls. (i) Name the type of business in the above case. (ii) Which values did Dipti ignore while selling her sofa set? (iii) Explain two advantages and disadvantages of e-commerce
2	Ritika frequently shops online using apps where she compares prices, reads reviews, and gets products delivered within 2 days. She prefers digital payments and enjoys return policies. Questions: • Identify the type of e-commerce. • State any 3 benefits to consumers. • How does e-business improve customer satisfaction?
3	A company in the USA outsources its customer support to India to reduce costs and provide 24×7 service. Questions: • What is Business Process Outsourcing (BPO)? • State 2 benefits. • Why is India a preferred destination?
4	A company earlier sold its products through physical stores but has now shifted to an online platform. Customers can place orders anytime and receive products at home. The company has reduced its operational costs significantly. Questions: (a) Identify the mode of business (b) State any two differences between traditional and e-business. (c) State one benefit to the firm.
5	A smartphone company needs various parts like screens, batteries, and processors to build its phones. These parts are made by different suppliers. Instead of relying on just one supplier, the smartphone company works with multiple vendors for each component to ensure a steady supply.

	The smartphone company uses an online platform to place orders with these suppliers. Through this network, they can monitor how many parts have been produced, track delivery status, and even make payments electronically. This efficient system helps the company manage its production and avoid delays. From the above given case identify and explain the type of e-business undertaken.
6	Kai, a graphic designer, decides to start his own online business selling custom-designed t-shirts. Despite not having a lot of money to invest, he knows several people in the printing industry who help him get started at a lower cost. Thanks to e-business, Kai can set up his online store quickly without much hassle. His online store is open 24/7, allowing customers to browse and place orders at any time, whether it's during the day or late at night. Once a customer places an order, the design is sent directly to the printing partner through the internet, and production starts immediately. Kai can quickly update his catalogue and communicate with customers at the click of a button, speeding up the entire process. Kai's store isn't limited to just his local area. Thanks to the internet, people from all over the world can view and buy his t-shirts, expanding his business beyond his city or country. Everything from placing orders to invoices, receipts, and reports are all handled digitally, making his business more efficient and reducing reliance on physical documents. From the above given case: Quote the lines which indicate the various benefits of e-business
7	A furniture company uses an internal network to streamline its operations. When a customer places an order for a custom-designed table, the marketing department shares the customer's specifications with the production team through the company's intranet. The production team uses this information to create the exact product as requested. Additionally, the company recruits and trains new employees using online platforms. Employees access training materials and product catalogues through the intranet, allowing them to stay updated on inventory. Field sales employees send real-time reports via email to management, who can then make immediate decisions on restocking or order adjustments. From the above given case identify and explain the type of e-business undertaken.
8	"City Books" is a local bookstore that requires high investment for rent, inventory, and staff. Its location is strategically chosen near a busy market. Communication is hierarchical, and it operates during fixed hours. Customers physically browse and buy books in-store, and expanding globally would require new physical outlets. "Global Reads" is an online bookstore with minimal setup costs. It operates 24/7, reaching customers worldwide with no physical presence. Internal communication is direct, and processes like marketing and sales happen simultaneously. Customers can't touch the books but can read samples online. Expansion is easy, though there's higher transaction risk due to the anonymity of online buyers and sellers. From the above given case, identify and explain the method of doing business followed by City Books and Global Reads. Give reasons for your answers.