

## **Chapter-5**

### **Emerging Modes of Business**

---

#### **VERY SHORT ANSWER QUESTIONS (1 MARK)**

Q.1. What does 'e' stand for in e-business.

Q.2. What is 'e' commerce?

Q.3. Jyoti wanted to sell her mobile phone but does not get any buyer. On her friends suggestion she posted the mobile on sale on [www.olx.com](http://www.olx.com) and found a buyer within two days. Name the type of e-business.

Q.4. Give the full form of COD

Q.5. What is outsourcing?

Q.6. Ram stays in a hostel in USA and his parents stay in Mumbai. Ram's birthday is in five days and his parents wish to gift him a pair of branded shoes. How can they gift?

---

#### **SHORT ANSWER QUESTIONS (3 /4 MARKS )**

Q.7. Distinguish between e-commerce and e-business.

Q.8. What do you mean by –

(i) B2B Commerce (ii) B2C commerce.

(iii) Intra B-commerce (iv) C2C commerce.

Q.9. Justify the need for business process outsourcing by giving any three points?

Q.10. Why are e-business and outsourcing referred to as the emerging modes of business? Discuss the facts responsible for the growing importance of these trends?



---

### LONG ANSWER QUESTIONS (5 / 6 MARKS)

Q.11. Elaborate the steps involved in online trading?

Q.12. Explain Nature and need for outsourcing service?

Q.13. www.olx.in, www.quicker.com etc are examples of websites used to conduct business. Dipti's sofa set got spoiled in 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 uploaded 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 sofa set and called Dipti but she did not answer any of the call.

(i) Name the type of business in above case.

(ii) Which values did Dipti ignore while selling her sofa set?

(iii) Explain two advantages and disadvantages of e-commerce.

Q.14. What do you understand by e-business. Explain briefly any four benefits of e-business.

Q.15. Explain any four limitations of electronic mode of doing business. Are these limitations severe enough to restrict its scope? Give reasons for your answer.

