



INDIAN SCHOOL AL WADI AL KABIR

Class: XI	Department: Commerce
Subject: BST	Chapter 5: Emerging Modes of Business
Worksheet: 02	Case Based Questions

Q.No	
1	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 ?
2	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) Explain the type of e- business referred in above case ?
3	Mr. Ranjan wants to buy a new couch for his drawing room but he doesn't have enough space to keep it and so he plans to sell the one that he is presently using on Quikr.com. He posted on the site with his couch's 360° photo and price and suddenly started getting a very good response from different prospective buyers. After several negotiations, finally he agreed to sell to one of them who was also nearer to his place. The buyer paid a visit to Mr. Ranjan's house for physical inspection of the product and after being satisfied with it, quickly made the payment that was directly received in Mr. Ranjan's bank account through Google Pay. Answer the following questions related to the above para. 1. Which are the two parties involved in the above transaction? (A) Customer and Business (B) Business and Business

	(C) Customer and Customer (D) Business and Customer
	2. Which form of e-business is being referred to in the above case? (A) B2B (B) C2C (C) C2B (D) B2C
4	ABC limited has business of production of snacks. It deals in variety of light snacks and diet wafers for easy crunching even by the health-conscious people. It deploys a number of workforces in its food processing unit to ensure efficiency and effectiveness of the production process. To keep everyone well connected with the organizational goals and policies, the manufacturing unit is well connected with the administrative section through a local area network. It ensures timely communication between the different departments. To ensure that it creates a wide network base of satisfied customers, it regularly takes feedback from its customers through various surveys. To ensure timely distribution of its products to its widespread customers, it has hired professional logistics services from PQR Ltd. through an agreement. Seeing its popularity amongst the masses, the consumer forum has also shown support for ABC Ltd., recognizing its inputs in consumer's and society's welfare at large. On the basis of reading the case above, identify that the following lines from the paragraph point towards which form of e-business. 1. "The manufacturing unit is well connected with the administrative section through a local area network....". (A) B2B (B) Intra-B (C) C2B (D) B2C
	2. "It regularly takes feedback from its customers through various surveys". (A) B2B (B) Intra-B (C) C2C (D) B2C
	3. "The consumer forum has also shown support for ABC Ltd". (A) B2B (B) Intra-B (C) C2C (D) B2C
	4. "It has hired professional logistics services from PQR Ltd. through an

	agreement”. (A) B2B (B) Intra-B (C) C2C (D) B2C
5	Sarah, a college student, wants to sell her used textbooks after finishing her semester. She lists the books on SwapIt with a description, price, and photos. Mark, another student, is looking for the same books for his upcoming semester. He searches on SwapIt and finds Sarah's listing. Mark doesn't know Sarah, so instead of sending money directly, he uses PayPal through SwapIt. PayPal holds the payment until Mark confirms he has received the books. Once the transaction is complete, Mark gives Sarah a 5-star rating and leaves a positive review about how fast she shipped the books. Sarah, in turn, rates Mark as a reliable buyer. From the above given case identify and explain the type of e-business undertaken.
6	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.
7	A clothing store has an online website where customers can browse, select, and purchase clothes. The store is selling directly to customers through the internet. Customers can order items at any time, and the store offers quick delivery to their homes. Additionally, if customers have any questions or complaints, they can call the store's toll-free customer service line at no extra cost, available 24/7. This allows them to ask about their orders, return products, or get help whenever they need it. From the above given case identify and explain the type of e-business undertaken.
8	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.
9	Xu 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
10	"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.