

2. Wadhwa Ltd. is running a website for selling gift items and getting orders all over the country. Recently, the company got the order of 100 pieces of a particular gift item from a company to gift its employees. Wadhwa Ltd. arranged the items that were ordered and delivered the company by the time they have promised. But later on the company refused to accept the order stating the items they have ordered were different from the ones that are being delivered by the company. Wadhwa Ltd. had to accept the rejected order as they did not have the proper record of items that were ordered.

- (a) Name and state the risk faced by Wadhwa Ltd.
- (b) Explain the other two risks related to e-business apart from the one identified in (a) above. (6)

Ans. (a) Transaction risk-Default on delivery. (RTP-218)
(b) (RTP-218)

3. Mr. Sagar was working in a US based advertising company-Wonderman Pvt. Ltd., Gurugram as a 'Creative Director'. He applied for the post of a manager in Wipro, Gurugram. He cleared the interview and was given an offer letter. Wipro also asked him to submit his relevant educational and experience certificates for background check. Mr. Sagar submitted the soft copy of all educational and professional experience certificates. All the documents were referred to "Better Solutions Pvt. Ltd.," for background verification. The company did a thorough verification of all the documents. The experience certificates were cross checked with the previous employer. Wipro asked Mr. Sagar to join after successfully clearing the interview as well as the background verification.

But Mr. Aman, the employee of "Better Solutions Pvt. Ltd.", used Mr. Sagar's documents for his relative's job. He forged the experience letter and made fake certificates for his relative. This information reached the owner of the company and he immediately suspended him from his duty.

- (a) Identify the type of business conducted by "Better Solution Pvt. Ltd."
- (b) Which demerit of the business, identified in case (a), is highlighted in the above case.
- (c) Identify one value promoted by Wipro and Better Solutions in the above case. (3)

Ans. (a) Outsourcing
(b) Confidentiality
(c) Value Point : Transparency

4. Quick Services is a famous corporate group working in IT sector. The company provides IT services globally. It has various departments to manage its affairs like production, testing, sales, human resources, etc. In order to ensure that there is complete interaction among these departments, the company has developed its own internet network. It not only leads to better coordination among departments but permits well informed and faster decision, speedier workflows. The employees of the company use Internet to conduct meetings, recruit and select the employees online via video conferencing.

- (a) Identify which scope of e-business is being referred above.
- (b) Write any two benefits provided by e-business to the company.
- (c) Identify two values which according to you have motivated Quick services in developing its own Internet Network. (4)

Ans. (a) Intra-B Commerce.

(b) (RTP-211)

(c) Value Points : (i) Effective human resource management. (ii) Quicker flow of information.

5. Yashika placed an order at Flipkart. She was informed that the parcel will be delivered in 4-5 working days. After 15 days when she did not receive the parcel, she contacted customer care. The officials informed her that the packet was delivered one week back. On enquiry it was discovered that the packet was delivered at wrong address. Identify and state the type of e-business risk involved in above situation. (3)

Ans. Default on delivery. (RTP-218)

6. Mohit is working in an IT firm. His manager calls for a meeting where the agenda was cost cutting in the firm. Mohit advised his manager that the employees should be trained for working on computers so that documentation can be done on computers. This way they will be able to reduce paper cost. Also work will be completed in less time. The manager likes the idea of doing business through computer systems.

Identify the type of business referred to in the above case. Also state any two advantages of the type identified. (3)

Ans. e-Business. For advantages. (RTP-213)

7. Vijay wanted to sell his motorbike but could not get any buyer. On his friend's suggestion he posted his motorbike image for sale on olx.com and found a buyer within three days. Name the type of e-business. (1)

Ans. C2C Commerce.

8. Identify the scope of e-business highlighted in following cases: (4)

- (a) Mr. Lakshay, the CEO of Multinational company informed all employees for upcoming training programme through e-mail.
(b) Gurpreet, bought the washing machine from a reputed company which stops working after use of few days. He filed the case on toll free number of customer care. But had not received any good feedback. He decided to write an email to quality control manager of the company.
(c) The head marketing department conducted a video conferencing informing the production and finance manager about customer's requirements and expectations.
(d) Aryan bought a new LED TV and decided to sell LCD through OLX.com.

Ans. (a) Intra-B Commerce. (b) B2C Commerce.
(c) Intra-B Commerce. (d) C2C Commerce.

9. Sagar and Aditi two fashion designers from Delhi decided to sell their designer outfits to rich market segment by providing them facility of customising the outfit as per their needs. So they made a website 'myfashion.com' as they don't want to spend too much finance on opening retail outlet in a costly market.

Sooner they starting getting good response not only from Delhi but also from other cities like Chandigarh, Jaipur, etc.

- (a) Name and state the form of business highlighted above by quoting the lines.
(b) Also identify two advantages of above form of business highlighted above by quoting the lines. (5)

Ans. (a) e-Business. (RTP-210)

'So they made a website 'my fashion.com..'

- (b) Ease of formation and lower investment requirements.

'So they made a website ... costly market.'

- (c) Global reach

'Sooner they started ... cities like Chandigarh, Jaipur, etc.'

10. ABC Ltd., a company in power sector produces electricity from renewable sources like solar power, waste material, etc. they are also getting subsidies from government as they are generating electricity in non conventional ways.

To carry out their legal work they hired the services of Alag Consultancy, a leading legal consultancy firm of the country, as Alag Consultancy have specialised knowledge in their field and they have qualified professionals to deal with legal matters.

- Name the service hired by ABC Ltd. from Alag Consultancy.
- Explain any two features of service identified in (a) above.
- Also write any two values assumed by ABC Ltd.

(5)

Ans. (a) Outsourcing.

(b) (RTP-214)

(c) Value Points :

(i) Environment protection.

(ii) Optimum utilisation of waste material.

11. Ajeet Ltd. manufacture different models of cars. For this purpose they interact with different suppliers for inputs like steel, tyres, glasses through internet.

Gurpreet Ltd. one of the suppliers who supplies steel to Ajeet Ltd. also interact with internet. Transaction like placing of an order, quality inspection, payment are also done through electronic media.

- Name the parties involved in the transaction.
- What is the nature of business they are into and identify its scope in the above lines.
- State any two benefits of the nature of business identified above.

(4)

Ans. (a) Ajeet Ltd. and Gurpreet Ltd.

(b) e-Business. Scope-Business to Business commerce (B2B)

(c) (RTP-210)

12. Mr. Ram working in factory as an accountant. He does not keep much cash in his house, even he has no time to go to market to buy something. Whenever he required money he has to go to bank for this purpose. When he come to know about ATM from his one friend working in bank he felt relaxed and from one another friend that he can buy the good online and payment can also be made online without going to market.

- Name the parties involved in the transaction.
- What is the nature of business they are into and identify its scope in the above lines. (3)

Ans. (a) Bank (Business) and Ram (Customer).

(b) e-Business. Scope-Business to customer commerce (B2C).

13. 'Swaad Ltd.' produces milk products at wholesale level throughout the country. This firm sells most of the goods on credit and daily they have to delivered the product throughout the country. So they are facing two main problems:

- Problems of collecting money from customers;
- Transportation.

Suggest to 'Swaad Ltd' how these problems can be solved by using emerging modes of business.

(1)

Ans. Outsourcing (BPO).

14. ABC Ltd., outsources several services like advertisement, factoring, courier from outside the business while XYZ Ltd. is also getting some services like Research and Development, Intellectual property right, Animation and Technical and Networking analysis.

- (a) State whether the services being outsourced by both the companies are of the same class.
(b) If not, clarify the difference between these two class of services. (3)

Ans. (a) No.
(b) ABC: BPO (Non-core activities).

XYZ: KPO (Getting the services required high-end knowledge).

15. Payal is planning to visit London and decides to book her ticket online through 'MakeMyTrip', an online travel agency. She books her ticket and it is delivered to her at home. What is the scope of business referred to here? (1)

Ans. B2C Commerce.

16. A-Z Computers Services Limited, a renowned company which provides software solution services in various areas. Most of the task is carried out through the website. The company cannot survive without a website. However, the full proof website has been hacked and the company is facing lots of criticism.

- (a) Identify the type of risk associated with e-business.
(b) State any two values which the hacker violated. (3)

Ans. (a) Hacking.

(b) Values :

- (i) Professional ethics. (ii) Misuse of professional knowledge.

17. OLX is a start up of modern era where the owner of articles can sell their belongings at their own quoted prices. Not only the seller but the buyer can also bargain for the article. Used goods can be exchanged for value. Instead of purchasing goods from the market, OLX delivers at our doorstep. Identify the scope and the parties involved in the transaction. (1)

Ans. C2C Commerce. Parties: Consumers.

18. www.olx.com and www.quicker.com are examples of well-known websites used to conduct business. Tarasha'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. Tarasha followed her friend's advice and got her sofa repaired so that it looks better and uploaded nicely clicked pictures on the website without disclosing the fact that it was damaged from inside. She found a buyer and sold it for ₹ 10,000. After five days the buyer found the real state of sofa set and called Tarasha but she did not answer any of the call.

- (a) Identify the type of business highlighted in the above case.
(b) Identify any two values which have been overlooked by Tarasha.
(c) Explain any two benefits and limitations of e-business. (6)

Ans. (a) C2C Commerce (customers to customers).

(b) Value Points :

(i) Honesty.

(ii) Trust.

(iii) Customers relations.

(iv) Ethics. (any two)

(c) For benefits and limitations of e-business. (RTP-213 and 215)

19. Name the payment mechanism for the products bought online in which the amount for the agreed price of the transaction is transferred by the buyer to the account of the online vendor through electronic transfer of funds. (1)