

O. P. JINDAL SCHOOL, RAIGARH (CG) 496 001, INDIA

Phone: 07762-227042, 227293, (Extn. 227001 - 49801, 02, 04, 06, 09); Fax: 07762-262613; website: www.opjsrgh.in; e-mail: opjsraigarh@jspl.com

CLASS: XI BUSINESS STUDIES

BUSINESS SERVICES

SHORT ANSWER TYPE QUESTIONS

1. Distinguish between goods and services.
2. Explain agency functions of commercial banks.
3. Distinguish between current account, savings account and fixed deposit account.
4. Explain : a) RTGS b) ATM
5. Write short notes on :a) Motor Vehicle Insurance b) Marine Insurance.
6. What do you understand by Insurable Interest? At what stage should it exist in different kinds of Insurance.
7. Give the benefits of Life Insurance Policy.
8. Explain the various functions performed by Insurance.
9. "Contract of fire insurance is a contract of Indemnity" Comment.
10. A person suffering from cancer did not disclose the disease while taking a life insurance policy. Name and explain the principle he violated.
11. Explain the three facilities offered by Indian Postal Department.
12. How does transportation reduce disparities in prices and create place utility?
13. E-Banking provides various benefits to customers. State any three such benefits.

LONG ANSWER TYPE QUESTIONS

1. Explain the various types of business services. What are the features of services?
2. Explain the various types of banks.
3. Define commercial bank. Explain its various functions.
4. Distinguish between Life Insurance and General Insurance.
5. Explain the various factors to be considered while selecting appropriate mode of Transportation.

HIGH ORDER THINKING QUESTIONS:

1. How does e-banking added value to banking services.
2. “ Insured must disclose the relevant facts related to subject matter” Explain the underlying principle.
3. Ashish insured his house for 30,00,000 against fire. A fire took place and the amount of loss was assessed at Rs. 20,00,000. He is claiming 30,00,000 from the insurance company. But the insurance company wants to pay only Rs. 20,00,000. You have to assess the amount Payable to him . Also explain the underlying principle of Insurance.
4. “Air transport is always the most convenient mode of transport” Comment.
5. If a husband takes a life insurance policy for his wife and after one year they are divorced And then the wife dies after two years. Will the husband get any compensation?
6. What is Hull Insurance?

EMERGING MODES OF BUSINESS

SHORT ANSWER TYPE QUESTIONS

1. Explain customer-2-customer mode of E-Business.
2. Explain the benefits of E-Business from customer’s point of view.
3. Explain briefly the data storage and transmission risks in E-Business.
4. What is meant by outsourcing services? State any two types of outsourcing services.
5. Name any two services which can be outsourced by the business firms. Also explain any two merits of outsourcing.
6. How can payment for purchases be made for online shopping?
7. How is the intra-B-commerce helpful for a firm?
8. State any three points of difference between E-Business and traditional business.

LONG ANSWER TYPE QUESTION

1. Explain the various risks that can occur in E-Business.
2. Describe the various ways in which E-Business can be done .
3. Explain the various limitations of E-Business.
4. Discuss the various steps involved in online transactions.
5. Explain the security and safety concerns involved in e-transactions.

HIGH ORDER THINKING QUESTIONS

1. Raman stays in a hostel in USA and his parents stay in New Delhi. Raman's birthday is in ten days and his parents wish to gift him a pair of branded shoes. How can they gift Raman sitting in New Delhi?
2. Name the type of e-business transactions in the following cases:
 - a) A customer buys a music software through internet.
 - b) Rahul lodged his bike complaint at company's call centre.
 - c) Centralised Inventory management for all stores of Reebok in New Delhi.
3. Angel's paradise was running as a primary school for last three years. They use to appoint their own staff for all core and non core activities. This year they started off with the secondary section as well. The administrator suggested the principal to give the cafeteria, housekeeping and security contracts to outside agencies. Principal did not seem to be very happy with the idea. She was worried about the quality of work these agencies might do. Critically explain the Principal why they can go for contractual services and how can she control the quality of work.
4. "In spite of numerous advantages, E-business cannot replace the traditional business"
Comment.
5. "There is a system in which customers interact with the firms for the purchase of goods"
Explain the system briefly. What are its advantages.
6. "E-business gets failed due to the risk of default on the part of buyer or seller." Which type of risk is this and how can it be eliminated?
7. What is encryption?

SOCIAL RESPONSIBILITIES AND BUSINESS ETHICS

SHORT ANSWER TYPE QUESTIONS

1. Explain briefly the responsibilities towards :
 - a) Consumers
 - b) Employees
 - c) Government
2. Explain in short the role of business in prevention of environmental pollution.
3. What do you mean by corporate social responsibility.
4. "Today businessmen are more conscious of their responsibilities." Explain why, by giving only three reasons.
5. Give few examples of companies fulfilling their social responsibilities.

6. State the essential features of business ethics.

LONG ANSWER TYPE QUESTIONS

1. Discuss the forces which are responsible for increasing the concern of business enterprise towards social responsibility.
2. What steps can an enterprise take to protect the environment from the dangers of pollution?
3. Define environmental pollution. Explain the various types of pollution caused due to business activities.
4. Explain the various factors determining business ethics in a society.
5. Business is essentially a profit making organization. Discuss the arguments against social responsibility.
6. Why are managerial ethics important? How do organizations gain out of ethical behavior?
7. "Like an individual, a business enterprise should also be loyal citizen of the state." Discuss.
8. "Besides pursuing economic objectives, it is necessary that business also pursue social objectives" comment

HIGH ORDER THINKING QUESTIONS:

1. "Environment protection is required not merely to avoid criticism from public, but also to enjoy working in a healthy atmosphere" Comment.
2. Identify the kind of social responsibility in the following activities a business conducts:
 - a) Contributing for the resettlement of the riot hit victims.
 - b) Sensitizing employees to respect others sentiments and religious beliefs.
 - c) Producing goods and services as per the customers taste and preference.
 - d) Purchasing goods of foreign origin through proper channel of import.
 - e) payment of taxes honestly and timely.
 - f) Business does not involve itself in speculative activities to earn quick profits.
 - g) Opening a charitable hospital.
3. Check if the following statements are true or false. Give reasons for your answer.

a) Business must focus on profit maximization only.

b) Business management is not legally committed to pay dividends to the shareholders.

c) Discretionary responsibilities of business imply performance of legal duties.

4. 'Business enterprises are the creators of pollution ' Do you think business enterprises must take prime responsibility to control pollution?

5. Removal of mobile towers from residential areas is being planned by the government to promote which values.

6. A manufacturer of refrigerator uses new technology in place of using harmful gases, which do not causes air pollution . Which value is being followed here.

