

- Emerging Modes of Business
- Constituents of e-Business
- Benefits of e-Business
- Limitations of e-Business
- Key Terms in e-Business

Emerging Modes of Business

Concept Explanation: Emerging modes of business refer to the new ways of conducting business activities using modern technology, esp

Key Definitions / Features:

- **e-Business:** Conduct of industry, trade, and commerce using computer networks. It encompasses all electronically conducted busi
- **e-Commerce:** Buying and selling of goods and services over the internet.
- **e-Procurement:** Sales transactions between business firms conducted electronically.
- **e-Bidding / e-Auction:** Online bidding for goods and services.
- **e-Tendering:** Submission of tender quotations online.
- **e-Communication / e-Promotion:** Online publication of catalogs, advertisements, consumer surveys, and conducting meetings via
- **e-Delivery:** Electronic delivery of digital products such as software, photographs, videos, e-books, and e-journals.
- **e-Trading:** Online buying and selling of shares and other financial instruments.

Illustrative Examples:

- Amazon and Flipkart as examples of e-commerce platforms.
- Online auctions like eBay for e-bidding.
- Companies using video conferencing for meetings.

Practice Set:

- *Level 1 – Easy:* Define e-business and e-commerce with examples.
- *Level 2 – Moderate:* Explain the difference between e-procurement and e-tendering.
- *Level 3 – Challenging:* Discuss how e-delivery has transformed the distribution of digital products.

Answer Key:

- **e-Business:** Business activities conducted using computer networks, including all functions like production and finance.
- **e-Commerce:** Buying and selling goods and services over the internet.
- **e-Procurement:** Electronic purchase of goods and services between businesses.
- **e-Tendering:** Online submission of bids or quotations for contracts.
- **e-Delivery:** Distribution of digital products electronically without physical shipment.

Quick Reference:

- e-Business = e-Commerce + other electronic business functions.
- e-Commerce = Online buying and selling.
- e-Procurement = B2B electronic purchasing.
- e-Tendering = Online bidding process.
- e-Delivery = Electronic distribution of digital goods.

Glossary:

- **e-Business:** Electronic business activities using computer networks.
- **e-Commerce:** Online commercial transactions.
- **e-Procurement:** Electronic purchasing between businesses.
- **e-Tendering:** Online submission of bids.
- **e-Delivery:** Electronic distribution of products.

Constituents of e-Business

Concept Explanation: e-Business consists of various types of electronic commerce interactions that define how businesses and consumers interact.

Key Definitions / Features:

- **Business-to-Business (B2B) Commerce:** Transactions between business firms, e.g., an automobile manufacturer dealing with a wholesaler.
- **Business-to-Consumer (B2C) Commerce:** Transactions where a business sells directly to consumers, e.g., a manufacturer selling products online.
- **Intra-B Commerce:** Transactions within a business firm, such as dealings among various departments and employees through corporate networks.
- **Consumer-to-Consumer (C2C) Commerce:** Transactions between consumers, such as selling used books or clothes online.

Illustrative Examples:

- B2B: A car company ordering parts from suppliers online.
- B2C: Online shopping websites selling to customers.
- Intra-B: Internal communication and transactions within a company using intranet.
- C2C: Platforms like OLX where individuals sell goods to other individuals.

Practice Set:

- *Level 1 – Easy:* Define B2B and B2C commerce with examples.
- *Level 2 – Moderate:* Explain the concept of Intra-B commerce and its importance.
- *Level 3 – Challenging:* Compare and contrast C2C commerce with B2C commerce.

Answer Key:

- **B2B Commerce:** Business transactions between companies, e.g., supplier and manufacturer.
- **B2C Commerce:** Business selling directly to consumers online.
- **Intra-B Commerce:** Internal transactions within a company using electronic networks.
- **C2C Commerce:** Consumer-to-consumer sales via online platforms.

Quick Reference:

- B2B = Business to Business
- B2C = Business to Consumer
- Intra-B = Internal Business Transactions
- C2C = Consumer to Consumer

Glossary:

- **B2B Commerce:** Electronic transactions between businesses.
- **B2C Commerce:** Electronic sales from business to consumers.
- **Intra-B Commerce:** Electronic transactions within a business.
- **C2C Commerce:** Electronic transactions between consumers.

Benefits of e-Business

Concept Explanation: e-Business offers several advantages that improve business efficiency, reach, and customer satisfaction.

Key Benefits:

- **Ease of Formation and Lower Investment:** Setting up e-business requires less capital compared to traditional businesses.
- **Convenience:** Operates 24 hours a day, 7 days a week, 365 days a year.
- **Speed:** Faster transactions and communication.
- **Global Reach:** Access to customers worldwide without geographical limitations.
- **Movement Towards Paperless Society:** Reduces paper usage through digital documentation.

Illustrative Examples:

- Online stores accessible anytime globally.
- Instant order processing and delivery tracking.

Practice Set:

- *Level 1 – Easy:* List three benefits of e-business.
- *Level 2 – Moderate:* Explain how e-business contributes to a paperless society.
- *Level 3 – Challenging:* Discuss the impact of global reach on small businesses.

Answer Key:

- Lower investment and ease of starting business.
- 24/7 availability increases customer convenience.
- Faster communication and transactions.

- Global market access expands customer base.
- Digital records reduce paper consumption.

Quick Reference:

- Lower cost, 24/7 operation, speed, global access, paperless.

Glossary:

- **Global Reach:** Ability to access customers worldwide.
- **Paperless Society:** Reduction of paper use through digital means.

Limitations of e-Business

Concept Explanation: Despite its advantages, e-business has certain limitations that affect its effectiveness and acceptance.

Key Limitations:

- **Low Personal Touch:** Lack of face-to-face interaction reduces personal connection with customers.
- **Order Fulfillment Speed Issues:** Discrepancy between order taking and delivery speed.
- **Technology Competence Required:** Parties must have skills in reading, writing, and arithmetic to operate e-business systems.
- **Increased Risk:** Anonymity and lack of traceability increase fraud risk.
- **Resistance to Change:** People may resist adopting new technology and methods.
- **Ethical Concerns:** Issues like data privacy and cybercrime.

Illustrative Examples:

- Customers missing personal service in online shopping.
- Delays in delivery despite quick online order placement.

Practice Set:

- *Level 1 – Easy:* Name two limitations of e-business.
- *Level 2 – Moderate:* Explain why technology competence is important in e-business.
- *Level 3 – Challenging:* Discuss ethical issues related to e-business.

Answer Key:

- Low personal touch and order fulfillment delays.
- Need for technology skills to operate systems effectively.
- Risks of data theft, privacy invasion, and cybercrime.

Quick Reference:

- Low personal interaction, speed mismatch, tech skills, risk, resistance, ethics.

Glossary:

- **Ethical Fallout:** Negative moral consequences like privacy breaches.
- **Order Fulfillment:** Process of delivering ordered goods to customers.

Key Terms in e-Business

Concept Explanation: Understanding key terms is essential for grasping the concepts of e-business.

Key Terms and Definitions:

- **e-Business:** Conduct of industry, trade, and commerce using computer networks.
- **e-Commerce:** Buying and selling products and services over the internet.
- **B2B Commerce:** Interaction between business firms through computer networks.
- **B2C Commerce:** Business firm interacting with consumers using the internet.
- **C2C Commerce:** Commerce between consumers for sale and purchase of goods without established mechanisms.
- **Intra-B Commerce:** Transactions among different persons or departments within a firm through computer networks.
- **Browsing:** Retrieving information on the internet.
- **URL (Uniform Resource Locator):** The web address specifying a particular site, page, or document on the internet.

Practice Set:

- *Level 1 – Easy:* Define e-commerce and B2C commerce.
- *Level 2 – Moderate:* Explain the difference between C2C and Intra-B commerce.
- *Level 3 – Challenging:* Describe the role of URL in e-business.

Answer Key:

- **e-Commerce:** Buying and selling over the internet.
- **B2C Commerce:** Business selling directly to consumers online.
- **C2C Commerce:** Consumer-to-consumer transactions without formal mechanisms.
- **Intra-B Commerce:** Internal transactions within a business.
- **URL:** Web address used to locate resources on the internet.

Quick Reference:

- e-Business, e-Commerce, B2B, B2C, C2C, Intra-B, Browsing, URL

Glossary:

- **Browsing:** Searching and retrieving information online.
- **URL:** Internet address of a web page or resource.



Feature	E-Business	Traditional Business
Mode of Operation	Online	Physical Presence
Cost Structure	Lower cost due to digital infrastructure	Higher costs due to physical setup
Accessibility	Available 24/7 globally	Limited by local business hours
Customer Interaction	Virtual interaction through websites, apps	Face-to-face interaction



B2B (Business-to-Business): Transactions between businesses.

B2C (Business-to-Consumer): Businesses selling directly to consumers.

C2C (Consumer-to-Consumer): Consumers selling directly to other consumers via platforms.

B2G (Business-to-Government): Businesses providing services/products to government entities.

Intra-Business (Intra-B): Internal business operations conducted digitally.

