1.) Which information flows are the advantages of using the Internet as the infrastructure for electronic commerce and electronic business?

i) Information can flow from one part of the organization to another
ii) Information can flow from the organization to its customers
iii) Information can flow from the organization to its suppliers
iv) Information can flow from the organization to business partners

   a) i- iii - iv  b) i- ii - iii - iv  c) ii- iii- iv  d) i- ii - iv

2.) Answering any customer question, sending an expense report and correcting an employee record on Internet environment………

   a) facilitate the supply chain management
   b) supplies the firm to manage the organization more effective
   c) reduces the transaction costs both for buyers and sellers
   d) facilitate the manager’s role in organization

3.) Business model can be defined as:

   a) how the enterprise produces a product
   b) how the enterprise delivers a product
   c) how the enterprise sells a product
   d) how the enterprise produces, delivers and sells a product

4.) A consumer has to physically travel from store to store to find out the features and prices of any product which he wants to buy

   a) The seller firm contains digital firm properties
   b) The seller firm utilizes the Internet
   c) The business model of the seller firm is traditional
   d) Supply chain management is the basic property for the business model of the seller firm

5.) When a sales representative meets with a customer, he/she shares specific information with the customer. This interaction

   a) refers only richness (rich communication)
   b) refers only reach (reaching communication)
   c) refers both richness and reach (both rich and reaching communication)
   d) refers neither richness nor reach (neither rich nor reaching communication)
6) Digitally enabled business processes and internet-enabled relationships supplied to obtain the detailed product information quickly and inexpensively and, this alteration (Internet usage) transformed
   a) the richness of information
   b) the reach of information
   c) both the richness and reach of information
   d) neither richness nor reach of information

7) If a person clicks on a Web page, she/he will be transported to the advertiser’s Web site as a graphic display used for advertising. This communication is called
   a) pop-up
   b) banner ad
   c) portal
   d) syndicator

8) Internet business model such as Reuters aggregating content or applications from multiple sources and service providers, and packaging them for distribution is called
   a) pop-up
   b) banner ad
   c) portal
   d) syndicator

9) There are many classifications for the electronic commerce transaction. Which classification is not true?
   a) Business-to business electronic commerce
   b) Business-to consumer electronic commerce
   c) Consumer-to business electronic commerce
   d) Consumer-to consumer electronic commerce

10) Direct sales over the Web remove various layers which are responsible from certain steps in a value chain is called
    a) disintermediation
    b) reintermediation
    c) private exchange
    d) private industrial network

11) .......... can help firms to form continuous relationships with customers by providing individual content, information and services
    a) disintermediation
    b) reintermediation
    c) web personalization
    d) private exchange

12) A single digital marketplace which is operated as independent intermediaries on Internet technology for many buyers and sellers is called as
    a) Business to business private exchange
    b) Business to customer private exchange
    c) Business to business net marketplaces
    d) Business to customer net marketplaces

13) Flattening, decentralization, flexibility, location independence change contemporary business environment as
    a) globalization
    b) transformation of industrial economics
    c) transformation of enterprise
    d) emergence of digital firm
14.) What is the difference between direct goods and indirect goods which are a classification of Net marketplaces?
   a) Both direct goods and indirect goods are used in a production process
   b) Neither direct goods nor indirect goods are used in a production process
   c) While direct goods are used in a production process, indirect goods are not involved in a production process.
   d) While direct goods are not used in a production process, indirect goods are involved in a production process.

15.) Net marketplaces are …………………. than private industrial networks
   a) only more relationship oriented
   b) only less transaction oriented
   c) more relationship oriented and less transaction oriented
   d) more transaction oriented and less relationship oriented

16.) Information systems that automate the relationships between a firm and its suppliers to optimize planning, searching, manufacturing, and delivery of products is called
   a) supply chain management system
   b) customer relationship management system
   c) enterprise system
   d) knowledge management system

17.) Choice four basic major systems defining the digital firm
   i) supply chain management systems
   ii) decision support systems
   iii) customer relationship management systems
   iv) enterprise systems
   v) knowledge management systems
   a) i- ii – iii – iv
   b) i- iii- iv- v
   c) i – ii – iv - v
   d) i – ii – iii - v

18.) Using ……………… effectively requires an understanding of the organization, management and technology shaping the systems
   a) computer hardware
   b) production or service workers
   c) knowledge workers
   d) information systems

19.) Technical approaches of information systems are …………………
   a) economics, management science and operations research
   b) computer science, economics and operations research
   c) management science, computer science, and operations research
   d) management science, economics and computer science

20.) Information technology can increase organizational flexibility of ……………
   a) small companies
   b) large companies
   c) both small and large companies
   d) neither small nor large companies
21.) The interdependence between organizations and information systems toward the digital firm changes the strategy, rules, and procedures at the organization side; simultaneously change at the information system side.

a) software, hardware, database and telecommunication structures
b) standard operation procedures (SOPs)
c) business functions
d) both standard operation procedures (SOPs) and business functions

22.) Information systems have also created new problems and challenges. How many of the followings depict these negative impacts?
   i) The Internet can be used to distribute illegal copies of software, books, articles etc.
   ii) The Internet distributes information instantly to many people across the world
   iii) Information systems may allow organizations to collect personal details about people that violate their privacy
   iv) Information systems can help companies learn more about the purchase patterns and preferences of their customers

   a) 1  b) 2  c) 3  d) 4

23.) Information technology (IT) infrastructure provides the technology platform for information architecture of the organization. Which are the followings required to operate the shared IT at each level of the organization

a) Hardware, software and networks
b) Hardware and software
c) Data and storage technology, networks
d) Hardware, software, data and storage technology, networks

24.) Customer relationship management systems are mostly used at ………………….. levels of the information system for …………………. functional areas of an organization

   a) management and knowledge - accounting and human resources
   b) operational and knowledge - accounting and human resources
   c) management and knowledge - sales & marketing and manufacturing
   d) operational and knowledge - sales & marketing and manufacturing

25.) Supply chain management systems are mostly used at ………………….. levels of the information system for …………………. functional areas of an organization

   a) management and knowledge - accounting and human resources
   b) operational and knowledge - accounting and human resources
   c) management and knowledge - sales & marketing and manufacturing
   d) operational and knowledge - sales & marketing and manufacturing

26.) Suppliers transform raw materials into intermediate products or components, and then manufacturers turn them into finished products. This flow of a supply chain is called

   a) upstream  b) downstream  c) upstream and downstream  d) none of them

27.) The use of digital technologies to enable multiple organizations to collaboratively design, develop, build and manage products through their lifecycles is called

   a) collaborative commerce  b) e-commerce
   c) enterprise commerce  d) international commerce
## Solutions

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