

(i) Printed Pages : 2 Roll No.

(ii) Questions : 10 Sub. Code :

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Exam. Code :

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Master of Commerce 4th Semester

1059

KNOWLEDGE MANAGEMENT

(Same for USOL Candidates)

Paper—M.C 402

Time Allowed : Three Hours]

[Maximum Marks : 80

Note :— Attempt five questions in all, selecting at least one question from each Unit.

UNIT—I

1. “Technological advances have greatly helped the growth of Knowledge Management, although the field has not yet reached full maturity”. Elucidate the statement.
2. Identify the Key elements of Knowledge Management infrastructure, which operate in an organization. Also, explain how Knowledge Management can become a source of competitive advantage for an organization.
3. Write short notes on the following :—
 - (a) Knowledge Intensive Organizations
 - (b) Knowledge Value Chain

UNIT—II

4. Differentiate between Document Management Systems and Database Management Systems in terms of Knowledge Management. How are these systems helpful in successful Knowledge Management Implementation ?

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5. Define Knowledge Sharing. Discuss various barriers to Knowledge Sharing in an Organization.

UNIT—III

6. How would you differentiate between Tacit Knowledge and Explicit Knowledge ? Discuss various models of Knowledge Creation.
7. What are the critical enabling conditions in the Knowledge Creation Process ? Explain in detail.

UNIT—IV

8. “A close link between Knowledge Management and the strategic plans of the organization ensures that Knowledge activities contribute to profitability and strategic advantage.” Elucidate the statement.
9. Describe layered structure of Knowledge Management architecture, which can be used for successful implementation of Knowledge Management process in an organization.
10. Write short notes on the following :—
 - (a) Organizational Design for Knowledge Management
 - (b) Knowledge Based Reward Systems.