Roll No. ....

Sub. Code : | 3 | 8 | 4 | 7 |

Exam. Code : | 0 | 5 | 0 | 4 |

Master of Commerce 4th Semester

(2054)

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. All questions carry equal marks.

SECTION—A

1. 'Knowledge management discovers, develops, utilizes and delivers knowledge inside and outside the organization'. Discuss the statement.

2. Write short notes on the following :

   (a) Knowledge intensive organisations

   (b) Knowledge value chain.

3. Certain theories have been drawn into the Knowledge Management discourse. Discuss these core competencies theories.

SECTION—B

4. Discuss the various barriers to knowledge sharing in manufacturing units.

5. What is Knowledge Management system ? Discuss the current available technology that can be used to improve knowledge management system in business context.

SECTION—C

6. Why is it difficult to directly codify tacit knowledge ? What are the pitfalls that one could encounter in capturing tacit knowledge ? How would you address these pitfalls ?

7. List different models of knowledge creation in small and big organisations. Discuss any model with suitable example.

SECTION—D

8. How reward system exchanges the individual and organisational performance in terms of employees, loyalty and workforce morale ?

9. Briefly explain the following :

   (a) Role of Middle Management in KM

   (b) Types of organizational structure in KM.

10. Describe layered structure of knowledge management architecture which can be used for successful implementation of knowledge management process in an organization.