

(i) Printed Pages: 2

Roll No.

(ii) Questions : 10

Sub. Code :

3	8	4	7
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Exam. Code :

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Master of Commerce 4th Semester

(2042)

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.

UNIT—I

- I. Write down the steps of Knowledge Management system life cycle and explain with diagram. What is Knowledge Audit ? Explain its uses with examples.
- II. What are the various types of Knowledge ? Also describe various perspectives of knowledge with diagram.
- III. What is a Learning Organization ? Explain its various components in detail.

UNIT—II

- IV. "Organizations in modern era follow Knowledge Management strategies to implement suitable functions." Discuss with any one case study.
- V. What is the job of a Knowledge Strategist ? How can this recourse add value to organization ? Justify your answer with case study.

- VI. What name should be given to the monthly knowledge sharing sessions in SME ? What are your other suggestions in this situation ? Support your views by Case Study.

UNIT—III

- VII. What is Expert System ? Highlight Knowledge Management and Expert System similarities and differences.
- VIII. List different Models of Knowledge Creation in small and big organizations. Discuss any one Model with example.

UNIT—IV

- IX. How does the relationship between the range of skills and the Knowledge Management affect performance and satisfaction of a Manager ?
- X. Understanding the role of middle managers in the context of Knowledge Management and innovation is crucial for contemporary organizations. How ?