

2071
Master of Commerce, Fourth Semester
MC-402: Knowledge Management
(Same for USOL candidates)

Time allowed: 3 Hours

Max. Marks: 80

NOTE: Attempt five questions in all, selecting atleast one question from each Unit.

x-x-x

UNIT – I

- I. Define knowledge management with its dimensions. What are the principles on which knowledge is based? (16)
- II. 'Technological advances have greatly helped in the growth of knowledge management although the field has not yet reached full maturity'. Elucidate the statement. (16)
- III. Knowledge management discover, develops utilizes and delivers knowledge inside and outside the organization. Discuss.

UNIT - II

- IV. Discuss the concept and component of expert system. (16)
- V. Differentiate between document management system and database management systems in terms of knowledge. How are these system helpful in successful knowledge management implementations. (16)
- VI. Define knowledge sharing. Discuss various barriers to knowledge sharing in an organization. (16)

UNIT - III

- VII. How would you differentiate between Tacit knowledge and explicit knowledge? Discuss various models of knowledge creation. (16)
- VIII. Discuss the various knowledge management infrastructure required for efficient functioning of an organization. (16)

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(2)

UNIT - IV

- IX. How reward system exchanges the individual and organizational performances in terms of employees, loyalty and workforce? (16)
- X. What are the different types of organizational structure in knowledge management? How knowledge management strategy effects the work culture of an organization? (16)

x-x-x