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**Presidency University**

**Bengaluru**

**SCHOOL OF MANAGEMENT**

**MAKEUP EXAMINATION – SEP 2023**

**Date**: 30/SEP/2023

**Time**: 9.30AM – 12.30PM

**Max Marks**: 100

**Weightage**: 50 %

**Semester:** Even Semester: 2021 - 22

**Course Code**: BHR 106

**Course Name**: Knowledge Management

**Program & Sem**: BBA & VI Sem.

**Instructions:**

1. *Read the all questions carefully and answer accordingly.*
2. *All questions are compulsory*

**Part A [Memory Recall Questions]**

**Answer all the Questions. Each Question carries THREE marks. (10Qx 3M= 30M)**

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_is well documented that organizations with efficient communication linkages have higher “information flow, knowledge sharing, cooperation, problem-solving, creating, efficiency and productivity. (CO No 1; Knowledge)
2. Re-engineering the mind-sets of employees and develop the organization into a learning organization is one of the basic \_\_\_\_\_\_\_\_\_\_\_\_ of Knowledge Management.

(CO No 1; Knowledge)

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_referred as informal knowledge embedded in individual experience and is shared and exchanged through direct, eye-to-eye contact. (CO No 2; Knowledge)
2. According to New Growth economics a country’s capability to take benefit of the knowledge economy is dependent on how rapidly it can become a \_\_\_\_\_\_\_\_\_\_\_.

(CO No 2; Knowledge)

1. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_is a systematic and scientific examination and evaluation of the explicit and tacit knowledge resources in the company. (CO No 3; Knowledge)
2. According to \_\_\_\_\_\_\_\_\_\_ theory, every firm will tend to have various instructions regarding the way employees should conduct themselves in order to carry out their jobs (e.g. problem solving). (CO No 3; Knowledge)
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ workers are the intellectual asset of the organization. They are very highly skilled knowledge workers. They are also rich in experience. They are the people who form the vision, mission and strategy of the organization. The people perform work that involves autonomy and discretion. (CO No 3; Knowledge)
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ look at knowledge resources move around the organization, from where it is to where it is needed. In other words, it is to determine how people in an organization find the knowledge they need, and how do they share the knowledge they have. (CO No 4; Knowledge)
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the process used to describe the rules and ideologies required for a knowledge-based system. It is the process of extracting knowledge from experts and structuring this knowledge into a readable form. (CO No 4; Knowledge)
6. Knowledge management strategy must be dependent on\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. The objective is to manage, share, and create relevant knowledge assets that will help meet tactical and strategic requirements. (CO No 4; Knowledge)

**Part B [Thought Provoking Questions]**

**Answer all the Questions. Each Question carries EIGHT marks. (5Qx8M=40M)**

##### 11. Information Management Vs Knowledge Management are inter-related and interdependent each other. Explain (CO No 1; Comprehension)

12. Illustrate the interdisciplinary nature of Knowledge management with suitable examples. (CO No 1; Comprehension)

##### 13. Communities of Practice (CoPs) are groups of people in organizations that form to share what they know, to learn from one another regarding some aspects of their work and to provide a social context for that work. Describe the importance of CoPs in KM process.

##### (CO No 2; Comprehension)

14. In order to transform an organization into a learning organization and ensure an effective knowledge management strategy, a knowledge audit should be conducted, which will provide a current state of knowledge capability of the organization and a direction of where and how to improve that capability in order to be competitive in this fast-changing knowledge era. Entitle any 5 aims of knowledge audit to achieve the same. (CO No 3; Comprehension)

15. Knowledge Management road map will guide you through strategizing, designing, developing, and implementing a KM initiative that delivers business impact. Design the KM road map for a new company with a manpower of 500 employees for overseas partner.

(CO No 3; Comprehension)

**Part C [Problem Solving Questions]**

**Answer all the Questions. Each Question carries FIFTEEN marks. (2Qx 15M=30M)**

**16.** Knowledge Management (KM) is about managing people, culture, and organizational practices & structures. Effective KM initiatives are therefore never exclusively technology driven. However, in conjunction with sound practice, KM tools are invaluable at providing support to KM initiatives and at facilitating interaction, exchange of ideas, locating experts, and storing knowledge in both structured and unstructured forms. While it can be said that these tools were not absolutely necessary when KM peaked at the turn of the last century, today they are a necessary competitive advantage within knowledge sharing.It is KM mechanisms which support the smooth implementation of KM in any given organization. Illustrate any three important KM mechanisms which you recommend for effective implementation of KM Cycle in an automobile company located in Finland. (CO No 2; Application)

17. There are, and will always be, barriers that hinder the flow of knowledge among colleagues. People bring their own values, beliefs, and habits into workplace and KM cannot achieve its objectives without implementing solutions to overcome behavior-related barriers. Illustrate Organisational barriers which hinders knowledge sharing process in organizations. (CO No 3; Application)