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**Started on** Saturday, 6 July 2024, 10:00 AM  
**State** Finished  
**Completed on** Saturday, 6 July 2024, 10:28 AM  
**Time taken** 27 mins 43 secs  
**Marks** 36.33/40.00  
**Grade** 18.17 out of 20.00 (91%)

## Question 1

Partially correct

Mark 8.33 out of 10.00

Match the following statements with the given phrases or words.

Is a visual aid that shows where knowledge can be found within a group or organization, and how to find those with the most expertise \_\_\_\_\_?

Knowledge Maps



The process used to search for and extract useful information from volumes of documents and data which includes knowledge extraction, data archaeology, data exploration, data pattern processing etc. \_\_\_\_\_

Knowledge discovery in Databases



Performs the function of locating and retrieving necessary documents from vast collections accumulated in corporate repositories. \_\_\_\_\_

Search Engines



A codification technique that records and documents cases and then searches the appropriate cases to determine their usefulness in solving new cases presented to an expert. \_\_\_\_\_

Case based reasoning



The main Capital for their industry is Knowledge. \_\_\_\_\_

Case based reasoning



The system of consumption and production that is based on intellectual capital \_\_\_\_\_

Knowledge Economy



Your answer is partially correct.

You have correctly selected 5.

The correct answer is:

Is a visual aid that shows where knowledge can be found within a group or organization, and how to find those with the most expertise \_\_\_\_\_? → Knowledge Maps,

The process used to search for and extract useful information from volumes of documents and data which includes knowledge extraction, data archaeology, data exploration, data pattern processing etc. \_\_\_\_\_ → Knowledge discovery in Databases,

Performs the function of locating and retrieving necessary documents from vast collections accumulated in corporate repositories. \_\_\_\_\_ → Search Engines,

A codification technique that records and documents cases and then searches the appropriate cases to determine their usefulness in solving new cases presented to an expert. \_\_\_\_\_ → Case based reasoning,

The main Capital for their industry is Knowledge. \_\_\_\_\_ → knowledge worker,

The system of consumption and production that is based on intellectual capital \_\_\_\_\_ → Knowledge Economy

## Question 2

Correct

Mark 1.00 out of 1.00

Knowledge assets are as important as physical and financial assets for competitive advantage.

Select one:

- ☒ True ✓
- ☐ False

The correct answer is 'True'.

## Question 3

Correct

Mark 1.00 out of 1.00

Providing quick and easy access to external databases is a requirement of a knowledge work system.

Select one:

- ☒ True ✓
- ☐ False

The correct answer is 'True'.

## Question 4

Correct

Mark 1.00 out of 1.00

Which of the following statements do you agree with with regards to KM?

- ☒ a. ICT should enable knowledge management strategy rather than drive it ✓
- ☐ b. ICT should be the starting point for a knowledge management strategy
- ☐ c. Organisations should spend heavily in ICT to achieve knowledge management strategy success
- ☐ d. ICT is not relevant to knowledge management strategy

The correct answer is: ICT should enable knowledge management strategy rather than drive it

## Question 5

Incorrect

Mark 0.00 out of 1.00

A knowledge management system aims to:

- ☒ a. Facilitate the sharing of explicit knowledge
- ☐ b. Focus solely on tacit knowledge exchange
- ☐ c. Eliminate the need for knowledge transfer
- ☐ d. Capture and store all forms of knowledge



The correct answer is: Capture and store all forms of knowledge

## Question 6

Correct

Mark 1.00 out of 1.00

Data without context, purpose or meaning is known as :

- ☐ a. Wisdom
- ☐ b. Illustration
- ☒ c. Information
- ☐ d. Knowledge



The correct answer is: Information

## Question 7

Correct

Mark 1.00 out of 1.00

Declarative Knowledge or "Know-what" is related to\_\_\_\_\_ .

- ☐ a. Who know what and how?
- ☐ b. The underlying relationship between different elements
- ☒ c. Having the information about facts and state of things
- ☐ d. The Understanding and ability to carry out skilled actions



The correct answer is: Having the information about facts and state of things

## Question 8

Correct

Mark 1.00 out of 1.00

Expertise and experience of organizational members that has not been formally documented is known as: \_\_\_\_\_

- ☐ a. knowledge sharing
- ☐ b. organizational learning
- ☐ c. organizational memory
- ☒ d. tacit knowledge



The correct answer is: tacit knowledge

## Question 9

Correct

Mark 1.00 out of 1.00

Explicit knowledge can be best described as:

- ☒ a. Knowledge that is stored in physical documents and databases
- ☐ b. Informal knowledge exchanged through personal interactions
- ☐ c. Knowledge that resides in an individual's mind and experiences
- ☐ d. Tacit knowledge that has been transformed into a formalized format



The correct answer is: Knowledge that is stored in physical documents and databases

## Question 10

Correct

Mark 1.00 out of 1.00

How can a knowledge application system be effectively used in project management?

- ☐ a. By ignoring standardized tools and practices.
- ☐ b. By allowing projects to be managed based on intuition alone.
- ☒ c. By providing templates and tools for consistent project documentation.
- ☐ d. Through unstructured approaches to project planning.



The correct answer is: By providing templates and tools for consistent project documentation.

## Question 11

Correct

Mark 1.00 out of 1.00

How can a knowledge sharing system be effectively applied to reduce organizational silos?.

- ☐ a. Through maintaining separate systems for each department.
- ☒ b. By creating a centralized platform for cross-departmental communication
- ☐ c. By avoiding the use of shared platforms for knowledge exchange.
- ☐ d. By restricting information flow to specific groups.



The correct answer is: By creating a centralized platform for cross-departmental communication

## Question 12

Correct

Mark 1.00 out of 1.00

How can an organization apply the principles of a learning organization to improve innovation?

- ☐ a. By avoiding changes to established practices.
- ☐ b. By discouraging employee experimentation.
- ☐ c. Through maintaining traditional methods without innovation.
- ☒ d. By encouraging continuous learning and adaptation to change.



The correct answer is: By encouraging continuous learning and adaptation to change.

## Question 13

Correct

Mark 1.00 out of 1.00

How can an organization effectively apply explicit knowledge?

- ☐ a. Through informal brainstorming sessions.
- ☐ b. Via hands-on training without written instructions.
- ☒ c. By documenting processes in detailed manuals.
- ☐ d. By observing employee interactions.



The correct answer is: By documenting processes in detailed manuals.

## Question 14

Correct

Mark 1.00 out of 1.00

How can knowledge champions effectively apply their role within an organization?

- ☒ a. By advocating for the integration of new knowledge management tools.
- ☐ b. By resisting changes in knowledge processes.
- ☐ c. Through maintaining the status quo.
- ☐ d. By focusing on their own job responsibilities.



The correct answer is: By advocating for the integration of new knowledge management tools.

## Question 15

Correct

Mark 1.00 out of 1.00

How can knowledge transfer be effectively applied in a multi-national corporation?

- ☐ a. By keeping knowledge localized within departments.
- ☐ b. By minimizing cross-cultural communication.
- ☒ c. By establishing a global knowledge-sharing platform.
- ☐ d. Through restricting information flow between branches.



The correct answer is: By establishing a global knowledge-sharing platform.

## Question 16

Correct

Mark 1.00 out of 1.00

How should a community of practice be applied to foster knowledge sharing among professionals?

- ☐ a. By discouraging interaction among peers.
- ☒ b. By facilitating regular meetings and discussions around shared interests.
- ☐ c. By limiting communication within professional groups.
- ☐ d. Through isolating individual practitioners from one another.



The correct answer is: By facilitating regular meetings and discussions around shared interests.

## Question 17

Correct

Mark 1.00 out of 1.00

How should an organization apply a Knowledge Management System to improve decision-making?

- ☒ a. By integrating it with real-time data analytics tools.
- ☐ b. By avoiding technology in knowledge processes.
- ☐ c. By relying on individual memory for information retrieval.
- ☐ d. Through occasional updates to the system.



The correct answer is: By integrating it with real-time data analytics tools.

## Question 18

Correct

Mark 1.00 out of 1.00

Identify the potential benefits of effective knowledge management for an organization.

- ☐ a. Higher turnover rates
- ☐ b. Increased customer complaints
- ☒ c. Improved decision-making capabilities
- ☐ d. Decreased employee morale



The correct answer is: Improved decision-making capabilities

## Question 19

Correct

Mark 1.00 out of 1.00

Identify which statement below describes knowledge discovery systems?

- ☐ a. Systems that facilitate the creation of new knowledge
- ☐ b. Systems that enable the sharing of knowledge within an organization
- ☐ c. Systems that capture and store knowledge for future use
- ☒ d. Systems that help uncover hidden patterns and insights from data



The correct answer is: Systems that help uncover hidden patterns and insights from data



## Question 20

Correct

Mark 1.00 out of 1.00

If a company has resources which have economic value, difficult to imitate, non-substitutable and not readily available, then the company can generate which of the following advantage?

- ☐ a. Knowledge Advantage
- ☒ b. Competitive Advantage
- ☐ c. None of the given options
- ☐ d. Capital Advantage



The correct answer is: Competitive Advantage

## Question 21

Correct

Mark 1.00 out of 1.00

In a customer support setting, how is explicit knowledge typically utilized?

- ☐ a. By discussing issues with peers informally.
- ☒ b. By referring to a knowledge base for troubleshooting steps.
- ☐ c. Through the intuitive expertise of experienced agents.
- ☐ d. Via impromptu decision-making.



The correct answer is: By referring to a knowledge base for troubleshooting steps.

## Question 22

Correct

Mark 1.00 out of 1.00

In a knowledge economy, which action demonstrates the effective application of knowledge assets?

- ☐ a. Standardizing processes to reduce costs.
- ☒ b. Investing in research and development to create new products.
- ☐ c. Outsourcing non-core activities.
- ☐ d. Maintaining traditional manufacturing techniques.



The correct answer is: Investing in research and development to create new products.

## Question 23

Correct

Mark 1.00 out of 1.00

In an advertising agency, which of the following employees is involved in least knowledge work ?

- ☒ a. Front Desk Officer
- ☐ b. Finance Director
- ☐ c. Concept/ Copy Writer
- ☐ d. Creative Director



The correct answer is: Front Desk Officer

## Question 24

Correct

Mark 1.00 out of 1.00

In knowledge management, PPT stands for \_\_\_\_\_

- ☒ a. People, Process, Technology
- ☐ b. Power, Productivity, Trust
- ☐ c. People, Process, Things
- ☐ d. People, Productivity, Things



The correct answer is: People, Process, Technology

## Question 25

Correct

Mark 1.00 out of 1.00

The following statements describe key similarities between conventional SDLC and KMSLC:

- ☐ a. For SDLC and KMLSC, System analyst and the knowledge developer need to choose the appropriate tools for designing the intended systems
- ☐ b. In the early phases, both Cycles gather information and capture knowledge for SDLC and KMSLC respectively
- ☐ c. Both Cycles start with a problem and end with a solution
- ☒ d. System testing, and validation and verification is done towards the end of the Cycle for both SDLC and KMSLC



The correct answer is: System testing, and validation and verification is done towards the end of the Cycle for both SDLC and KMSLC

## Question 26

Incorrect

Mark 0.00 out of 1.00

The following statements are true about the Process approach to Knowledge Management System except?

- ☐ a. It involves the use of information technologies to enhance the quality, speed of knowledge creation and distribution in the organizations.
- ☐ b. It is favored by firms that sell relatively standardized products
- ☐ c. Its focus is to build the social environments or communities of practice necessary to facilitate the sharing of tacit understanding
- ☒ d. It fails to capture much of the tacit knowledge embedded in firms



The correct answer is: Its focus is to build the social environments or communities of practice necessary to facilitate the sharing of tacit understanding

## Question 27

Correct

Mark 1.00 out of 1.00

The process of converting tacit knowledge into explicit knowledge is known as:

- ☐ a. Socialization
- ☐ b. Internalization
- ☐ c. Codification
- ☒ d. Externalization



The correct answer is: Externalization

## Question 28

Correct

Mark 1.00 out of 1.00

What does know-what refer to?

- ☐ a. Knowledge of how to perform a task
- ☐ b. Knowledge of personal experiences
- ☒ c. Knowledge of specific facts or information
- ☐ d. Knowledge of theories and concepts



The correct answer is: Knowledge of specific facts or information

## Question 29

Correct

Mark 1.00 out of 1.00

What is a practical application of codification techniques in customer service?

- ☐ a. Relying on agents' memory to address customer issues.
- ☐ b. Avoiding the use of formal documentation for customer support.
- ☐ c. Using unstructured approaches for capturing customer interactions.
- ☒ d. Creating a searchable knowledge base for common customer queries and solutions. ✓

The correct answer is: Creating a searchable knowledge base for common customer queries and solutions.

## Question 30

Correct

Mark 1.00 out of 1.00

What is an effective application of a knowledge discovery system in healthcare?

- ☐ a. Relying on anecdotal evidence such as listening to family members describe the patients sickness to inform on treatment plans
- ☐ b. Ignoring data-driven insights in decision-making.
- ☒ c. Analyzing patient data to identify trends and patterns in their medical and to improve and inform treatment plans. ✓
- ☐ d. Using methods such as reading through the patients' medical history paper files to track patient information.

The correct answer is: Analyzing patient data to identify trends and patterns in their medical and to improve and inform treatment plans.

## Question 31

Correct

Mark 1.00 out of 1.00

What is an effective application of knowledge assets in a knowledge economy?

- ☐ a. Maintaining a focus solely on physical assets.
- ☐ b. Ignoring the potential of knowledge-based resources.
- ☒ c. Leveraging intellectual property to create new market opportunities. ✓
- ☐ d. Limiting investments in research and development.

The correct answer is: Leveraging intellectual property to create new market opportunities.

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