

**DIRECTORATE OF ONLINE EDUCATION**

**Name: Jagannath Roy**

**Roll Number: 2214508516**

**Program: Bachelor of Computer Applications (BCA)**

**Course Name: Knowledge Management**

**Course Code: DCA3244**

**Semester: VI**

**Session: APRIL 2025**

**SET – I**

**Q1.**

**Define intellectual capital. What are the various types of intellectual capitals.**

**5 + 5**

Answer:

**Intellectual Capital**

Intellectual Capital is a key concept in Knowledge Management; it refers to the intangible assets of a business or organization, which includes the knowledge, skills, innovation, relationships, and organizational processes that contribute to its competitive advantage. It is the convergence of human cognitive capabilities, organizational resources, and customer or stakeholder relationships.

Some common motives for seeking measurement for intellectual capital are\_

1. To help organizations in the formulation of their strategic plans.
2. To measure the implementation of a strategic business plans.
3. To assist the company in making its strategic choices concerning diversification and growth.
4. To serve as a basis for executive staff compensation.
5. To engage in conversation with external stakeholders.

Valuing intellectual capital is essential for two key aspects\_

1. Competitive Advantage

Intellectual capital could end up being an important competitive advantage. A firm can gain advantage from a well-controlled pool of experience and knowledge. It helps to innovate, create new products or services and differentiate from other competitors.

1. Innovation

Intellectual capital is a source of innovation. Through managing and sharing knowledge effectively, organizations can detect new opportunities, unravel complex issues, and formulate innovative solutions.

**Types of Intellectual Capitals**

Intellectual capital is generally grouped into three broad categories.

1. Human Capital

Human capital consists knowledge, skills, abilities, and attitudes that people possess within the labor force of an organization. It contributes to their productivity and economic value. It identifies that the efficiency of a company and its innovativeness largely depend on its capacity to utilize properly such human attributes.

Human capital helps workers to create solutions, innovate, work together, and enhance processes—basically acting as a major source of strategic renewal and competitive advantage.

Human capital leaves the organization when employees leave.

Examples vary from brainstorming new ideas in the lab to enhancing individual skills, designing new sales models, removing outdated documents, restructuring operational procedures, enhancing employee expertise and competence etc.

1. Structural Capital

Structural capital refers to systems, patents, frameworks, models, and administrative infrastructures that endure within the organization despite employee turnover. These elements are usually created by the workforce, but they belong to the institution as a whole and align with its mission and operations procedures.

It is the structure in place that allows employees to implement their knowledge. Human capital may be in people's heads, but structural capital delivers the formal mechanisms—like processes, databases, and workflows—that ensure the systematic capture, sharing, and deployment of knowledge.

Even high individual competence can be underutilized without robust structural capital. Organizational learning, innovation, and efficiency are all enhanced by good structure.

**Q2.**

**Explain the various characteristics of Knowledge. Differentiate between Knowledge vs. Expertise.**

**5 + 5**

Answer:

35

30

**Q3.**

**Illustrate the process of Knowledge Management System.**

**10**

Answer:

83

**SET – II**

**Q1.**

**List the characteristics of Fuzzy Logic.**

**Explain the Significance of Fuzzy Logic.**

**5 + 5**

Answer:

134

137

138

**Q2.**

**Define Modes of knowledge conversion and list the key characteristics of explicit knowledge include.**

**5 + 5**

Answer:

193 - 196

**Q3.**

**What is the association rule? What are the different types of association rules?**

**5 + 5**

Answer:

279