

Jaypee University of Engineering & Technology, Guna

T-2(Odd Semester 2023)

18B14HS741-Knowledge Management

Maximum Duration: 1 Hour 30 minutes

Maximum Marks: 25

Notes:

1. This question paper has 5 questions.
2. Write relevant answers only.
3. Do not write anything on question paper (Except your Er. No.).

- Q1. Describe how the major types of knowledge are transformed in the Nonaka and Takeuchi knowledge spiral model of KM. Use a concrete example to justify your viewpoint (e.g., a "bright" idea that occurs to an individual in the organization). [05] CO2
- Q2. (a) In what ways is the Choo and Weick KM model similar to the Nonaka and Takeuchi KM model? In what ways do the two models differ? [02] CO2
- (b) How does the integration of a bounded rationality approach to decision making strengthen this model? Illustrate with the help of example. [03] CO3
- Q3. "Knowledge management needs to view knowledge as something that is actively constructed in a social setting (McDermott, 2000)". Elucidate the technique through which you can map and measuring of relationships which flow between people, groups, organizations, computers, or other Information/knowledge processing entities. [05] CO4
- Q4. Why it is difficult to directly codify tacit knowledge. Explain the practical implication of capture and codification of tacit knowledge. [2+3] CO4
- Q5. Outline the general strategy you would use in order to implement the Boisot I-Space KM model. Where would you expect to encounter difficulties? What would be some of the expected benefits to the organization of applying this approach? [3+1+1] CO5
