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Question Paper Code : 96224

M.C.A. DEGREE EXAMINATION, FEBRUARY/MARCH 2014.

Elective

DMC 1674 — KNOWLEDGE MANAGEMENT

(Regulations 2007)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define knowledge as a strategic asset.
2. What is meant by knowledge management strategy?
3. What do you mean by tacit knowledge? Give examples.
4. Explain knowledge diffusion.
5. Name the sources from which knowledge can be acquired.
6. What are the important considerations for a KM system?
7. Define knowledge culture.
8. What do you mean by organizational memory?
9. Write a note on knowledge audit.
10. What are the career opportunities available in the field of knowledge management?

PART B — (5 × 16 = 80 marks)

11. (a) (i) Discuss in detail about knowledge economy. (8)

(ii) Explain how technology can be a enabler of knowledge management. (8)

Or

(b) Explain in detail about knowledge management matrix. (16)

12. (a) Elaborate on the different knowledge attributes and their implications towards KM. (16)

Or

(b) (i) Elucidate on the fundamentals of knowledge formation in detail. (8)

(ii) Explain with examples the various types of knowledge in detail. (8)

13. (a) Bring out a detailed study on the collection and codification of knowledge. (16)

Or

(b) Elaborate in detail on the collaborative platforms knowledge management systems take leverage upon. (16)

14. (a) Knowledge culture sustains the growth of knowledge – Elucidate in detail with examples. (16)

Or

(b) Bring out a detailed study on communities of practice. (16)

15. (a) Discuss in detail the various measurements of knowledge management and its implications. (16)

Or

(b) Elaborate on the tools and techniques used for KM systems in detail. (16)

Reg. No. :

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Question Paper Code : 86224

M.C.A. DEGREE EXAMINATION, AUGUST 2013.

Elective

DMC 1674 — KNOWLEDGE MANAGEMENT

(Regulation 2007)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. List any four internal pressures on an organization.
2. List the domains of knowledge management.
3. What is explicit knowledge?
4. List any four sources for knowledge Sourcing.
5. What are knowledge repositories?
6. Define electronic brainstorming.
7. What are knowledge culture enablers?
8. Define organizational memory.
9. What is the function of filtering tools?
10. List any two techniques used in knowledge audit.

PART B — (5 × 16 = 80 marks)

11. (a) Explain in detail the components of Knowledge management matrix.

Or

- (b) Explain the various characteristics of knowledge economy. Also list down the technology enablers used in the present knowledge economy.

12. (a) Write a note on : (8)
(i) Knowledge Abstraction (8)
(ii) Knowledge diffusion. (8)

Or

- (b) Write an essay about the various knowledge attributes and the role played by the various attributes in an organization.

13. (a) Explain the criterions to be considered in collection and codification of knowledge.

Or

- (b) Explain the various knowledge management infrastructures required for efficient functioning of an organization.

14. (a) Briefly explain the strategies adopted by the organization in sustaining knowledge culture.

Or

- (b) Choose three organizational culture elements and consider how these might be different in a Information Technology community and knowledge community.

15. (a) What are some best practices in the implementation of knowledge management systems? Explain.

Or

- (b) Discuss the pros and cons of various knowledge management tools and techniques used in an organization.
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Reg. No. :

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Question Paper Code : 86224

M.C.A. DEGREE EXAMINATION, FEBRUARY/MARCH 2013.

Elective

DMC 1674 – KNOWLEDGE MANAGEMENT

(Regulation 2007)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Explain the factors which have replaced the labour and capital in the neoclassical economics.
2. Discuss the main approaches to knowledge management strategy.
3. Explain explicit knowledge.
4. What are the methods used for knowledge diffusion?
5. What do you mean by knowledge repository?
6. Explain the important considerations for a knowledge management system.
7. Explain communities of practice.
8. Discuss about knowledge culture.
9. Write a note on knowledge metrics.
10. How do you conduct a knowledge audit?

PART B — (5 × 16 = 80 marks)

11. (a) Discuss in detail the necessary steps involved in the building a KM Strategy.

Or

- (b) (i) Explain in detail the knowledge management matrix. (10)
(ii) In any organization knowledge is a strategic asset — Discuss. (6)

12. (a) Bring out a detailed study on knowledge taxonomy.
- Or
- (b) Explain in detail the various KM processes with a neat diagram.
13. (a) (i) Discuss in detail knowledge repositories. (6)
(ii) Elaborate on the various methods of collection and codification of knowledge. (5)
(iii) Discuss any five advantages of a KM application. (5)
- Or
- (b) Organizational learning is important for the consistent growth of KM - Elucidate.
14. (a) Discuss in detail the best enablers of knowledge.
- Or
- (b) Developing organizational memory empowers KMS with sustained growth -Elaborate.
15. (a) Discuss in detail the tools and techniques used for knowledge management systems.
- Or
- (b) (i) Bring out a detailed note on the key issues of implementing KMS in an organization. (8)
(ii) Elaborate on the various knowledge management metrics methods. (8)

Reg. No. :

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Question Paper Code : 76524

M.C.A. DEGREE EXAMINATION, AUGUST 2012.

Elective

DMC 1674 — KNOWLEDGE MANAGEMENT

(Regulation 2007)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What are the driving forces for knowledge economy?
2. Define Codification strategy.
3. Define Explicit knowledge.
4. What does Knowledge conversion refer to?
5. What are the challenges in building knowledge management system?
6. Define Group Support Systems.
7. Give the meaning for fragmented culture in organization concept.
8. Explain the help of Cognitive schema in KM.
9. Define Knowledge Audit.
10. Explain the term Personal portals.

PART B — (5 × 16 = 80 marks)

11. (a) Explain the Multidisciplinary nature of KM in brief.

Or

- (b) Briefly describe the features of Knowledge Management.

12. (a) Explain the McElroy KM Cycle.

Or

(b) What are the challenges faced during knowledge conversion?

13. (a) Explain the recommendations for promoting knowledge capture and codification.

Or

(b) Give a brief account on KM organizational architecture.

14. (a) Write about the key decisions organizations make when exploring organizational memory.

Or

(b) How culture drives knowledge behavior in knowledge based organization?

15. (a) Explain the classifications of KM technologies.

Or

(b) Describe the major categories of KM roles.

Reg. No. :

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Question Paper Code : 86524

M.C.A. DEGREE EXAMINATION, FEBRUARY 2012.

Elective

DMC 1674 — KNOWLEDGE MANAGEMENT

(Regulation 2007)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Write any two features of knowledge-based business.
2. What do you mean by an intranet?
3. Explain explicit knowledge.
4. How can knowledge be diffused in an organization?
5. Differentiate knowledge base and database.
6. Name any two important considerations for a knowledge management system.
7. State the sub processes of a knowledge management system.
8. Define knowledge culture.
9. Why do you require knowledge to be audited?
10. What are the career opportunities related to knowledge management?

PART B — (5 × 16 = 80 marks)

11. (a) Discuss in detail the common activities that are taking place in knowledge management initiatives. (16)

Or

- (b) Bring out an elaborate study on the evolving role of information technology in knowledge management. (16)

12. (a) Elaborate on the knowledge acquisition process. (16)

Or

(b) Elucidate on the various knowledge typologies with examples. (16)

13. (a) How does organizational learning help in the management of knowledge? Elaborate. (16)

Or

(b) Describe the infrastructural requirements for a knowledge management System. (16)

14. (a) Define Communities of practice. Support your answer with diagrams and sociograms. (16)

Or

(b) Knowledge culture enhancement programs are necessary for any organization - Establish. (16)

15. (a) Discuss in detail the issues relating to implementing KM systems. (16)

Or

(b) Establish a Knowledge Management System with a real life example. (16)

Reg. No. :

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Question Paper Code : 96724

M.C.A. DEGREE EXAMINATION, AUGUST 2011.

Elective

DMC 1674 — KNOWLEDGE MANAGEMENT

(Regulation 2007)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define knowledge management.
2. State the differences between information and knowledge.
3. List the contents of knowledge management systems.
4. How is tacit knowledge acquired?
5. What are the uses of knowledge audit?
6. What are the agencies of knowledge enablers?
7. State the importance of knowledge management framework.
8. List the activities involved in the knowledge management process model.
9. Name four areas of functionality in the knowledge management system model.
10. What is the need for knowledge management codification?

PART B — (5 × 16 = 80 marks)

11. (a) Define knowledge management matrix and how to collect and code knowledge.

Or

- (b) Discuss tacit and explicit knowledge and the accumulation of knowledge.

12. (a) List and describe the benefits of knowledge management system in organizational learning process.

Or

- (b) Discuss knowledge management in public administration such as governmental agencies.

13. (a) What is the importance of developing and sustaining knowledge culture?

Or

- (b) Give three examples of knowledge culture enhancement programs and describe how they can help an organisation.

14. (a) Define organisational memory. Explain how it can be developed.

Or

- (b) How is knowledge management useful in developing and running a community of practice?

15. (a) Discuss and differentiate knowledge management tools and knowledge management techniques.

Or

- (b) Define knowledge audit. Discuss why and when knowledge audit is necessary and briefly list and explain the steps in knowledge audit.
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Reg. No. :

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Question Paper Code : 85725

M.C.A. DEGREE EXAMINATION, FEBRUARY 2011.

Elective

DMC 1674 — KNOWLEDGE MANAGEMENT

(Regulation 2007)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What do you understand by the term 'Knowledge Management Matrix'?
2. State the criteria for 'Prioritizing Knowledge Strategies'.
3. How would you distinguish Tacit Knowledge from Explicit Knowledge?
4. Briefly state the 'Knowledge Formation Process'.
5. Define Collaborative Platforms.
6. State the need of 'Codification of Knowledge'.
7. Distinguish 'Knowledge Management Infrastructure' from 'Knowledge Culture Enablers'.
8. Define 'Knowledge Culture'.
9. Distinguish 'Knowledge Management Tools' from 'Knowledge Management Techniques'.
10. What is 'Knowledge Management'?

PART B — (5 × 16 = 80 marks)

11. (a) (i) State the implications of Knowledge Management Strategy. (8)

(ii) Describe knowledge as a strategic asset. (8)

Or

(b) (i) Differentiate knowledge sourcing from knowledge abstraction. (8)

(ii) Explain the following terms. (8)

(1) Knowledge Economy

(2) Knowledge Attributes

12. (a) (i) Briefly explain the process of collection and codification of knowledge. (8)

(ii) Briefly explain the benefits of Knowledge Management. (8)

Or

(b) (i) State the role of Knowledge culture Enablers in Knowledge Management. (8)

(ii) How knowledge diffusion is used in knowledge Management? (8)

13. (a) (i) State the practical implications of knowledge management and explain the life cycle. (8)

(ii) State and explain the applications of Knowledge Management. (8)

Or

(b) (i) List a few knowledge careers and explain them. (8)

(ii) Discuss the implications of knowledge management in any service industry. (8)

14. (a) (i) How will you develop knowledge culture for knowledge management? Discuss. (8)

(ii) Explain the knowledge acquisition techniques. (8)

Or

- (b) (i) Explain knowledge culture enhancement. (8)
- (ii) Discuss knowledge formation methods. (8)
15. (a) (i) Explain the advantages of knowledge communities. (8)
- (ii) List and explain the audit for knowledge management systems. (8)

Or

- (b) (i) Describe the practical implementation of knowledge management system. (8)
- (ii) State and explain the applications of knowledge measurement. (8)
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Reg. No. :

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Question Paper Code : GG 2542

M.C.A. DEGREE EXAMINATION, AUGUST 2010.

Elective

DMC 1674 — KNOWLEDGE MANAGEMENT

(Regulation 2007)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. State the benefits of knowledge management.
2. 'Is knowledge a strategic asset' – Substantiate.
3. Define knowledge diffusion.
4. What do you understand from the Knowledge Attributes?
5. Why is knowledge codification needed?
6. State the life cycle of knowledge management.
7. Who are the knowledge culture enablers?
8. Define knowledge culture.
9. 'Is knowledge audit a boon or bane' Elucidate.
10. State the contents of knowledge management system.

PART B — (5 × 16 = 80 marks)

11. (a) Discuss in detail the role of technology in knowledge management.

Or

(b) Explain how knowledge management can reach to the bottom of the pyramid. Give examples of substantiate it.

12. (a) Explain the role attributes of knowledge management.

Or

(b) Differentiate tacit knowledge from explicit knowledge.

13. (a) Narrate the role played by the collaborative platforms in knowledge management and organizational learning.

Or

(b) How can knowledge management be applied in development of a country?

14. (a) Explain the steps of implementing knowledge culture enhancement programs.

Or

(b) Explain the process of developing organization memory.

15. (a) Explain the differences between knowledge management tools and knowledge management techniques.

Or

(b) Explain the practical implementation of knowledge management system in development of knowledge economy of a country.

Reg. No. :

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Question Paper Code : YY 2545

M.C.A. DEGREE EXAMINATION, FEBRUARY 2010.

Elective

DMC 1674 — KNOWLEDGE MANAGEMENT

(Regulation 2007)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define Knowledge Economy.
2. What is knowledge management?
3. List the knowledge attributes.
4. Distinguish between tacit and explicit knowledge.
5. What is a knowledge repository?
6. List the collaborative platforms for knowledge management systems.
7. Define knowledge culture.
8. Give the advantages of knowledge communities.
9. What is knowledge audit?
10. Write down the features of knowledge management tools.

PART B — (5 × 16 = 80 marks)

11. (a) (i) How will you use technology for knowledge management? Discuss. (8)
(ii) Explain the knowledge management matrix. (8)

Or

- (b) (i) Explain the knowledge management strategy in detail. (8)
(ii) How will you prioritize knowledge strategies? Explain them. (8)

12. (a) (i) Define knowledge acquisition. Explain the knowledge acquisition techniques. (8)
(ii) Describe the knowledge formation methods. (8)

Or

- (b) Define knowledge sourcing abstraction, conversion and diffusion. Describe them. (16)
13. (a) (i) What is organisational learning? Discuss. (8)
(ii) Explain the knowledge management architecture. (8)

Or

- (b) (i) Describe the knowledge management system life cycle. (8)
(ii) State and explain the applications of knowledge management. (8)
14. (a) (i) How will you develop a knowledge culture? Discuss. (8)
(ii) What are knowledge culture enablers? Explain with examples. (8)

Or

- (b) Discuss the implementation of knowledge culture enhancement programs. (16)
15. (a) (i) Explain the knowledge management measurements. (8)
(ii) List a few knowledge careers and explain them. (8)

Or

- (b) Discuss the implementation of a knowledge management system for a software industry. (16)
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