

(i) Printed Pages : 2

Roll No.

(ii) Questions : 10

Sub. Code :

2	6	2	0	4
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Exam. Code :

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Master of Commerce 4th Semester

(2056)

KNOWLEDGE MANAGEMENT

(Same For CDOE Candidates)

Paper : M.C.-402

Time Allowed : 3 Hours]

[Maximum Marks : 80

Note :- Attempt any **five** questions in all by selecting at least **one** question from each Unit. Each question carries equal marks.

UNIT—I

1. What do you mean by Knowledge Management System? What are the prerequisites of a successful KMS? Which tools support KMS?
2. Discuss in detail various models of Knowledge Management.
3. What is Knowledge Value Chain? Discuss the processes of knowledge value chain in detail.

UNIT—II

4. What is knowledge sharing? Discuss the tools for knowledge sharing. What are the barriers to knowledge sharing?
5. What do you mean by expert systems? Discuss the characteristics, need, types, and components of expert systems.

UNIT—III

6.
 - a. Differentiate between tacit and explicit knowledge.
 - b. Discuss the concept of Ba.
7. Write a detailed note on social, organisational, and technical conditions which enable knowledge sharing.

UNIT—IV

8. What do you mean by knowledge architecture? How is knowledge shared through knowledge architecture?
9. What do you mean by knowledge-based reward system? What are its key elements? What are the benefits and drawbacks of knowledge-based rewards?
10. Elaborate the role of top and middle management in implementing knowledge management in business.