

I Semester End Examination - May 2022
Knowledge Management & Innovation

Course Code: MCM106T

Time: 3 hours

QP Code: 11017

Total Marks: 70

Section – A

1. Answer any seven questions. Each question carries two marks. (7X2=14)

- a) What is the meaning of Knowledge?
- b) What is the difference between IM & KM?
- c) What do you mean by common sense?
- d) What are the four theories of learning?
- e) Give the meaning of Blogs.
- f) Give the meaning of Tacit Knowledge.
- g) Define Learning Organisation.
- h) What do you mean by knowledge broker?
- i) What are the types of GAP Analysis?
- j) What do you mean by social net work analysis?

Section – B

Answer any four questions. Each question carries five marks. (4X5=20)

2. Explain the importance of KM.
3. Explain the techniques of K.M.
4. Explain the KM Life cycle with the help of a diagram.
5. What are the objects of knowledge Audit?
6. Explain different types of organisational learning.
7. Explain business decision making process. What are the factors affecting decision making process.

Section – C

Answer any two questions. Each question carries twelve marks. (2X12=24)

8. Explain KM cycle.
9. Explain Nonaka and Takeuchi knowledge model.
10. What are the barriers in knowledge sharing for individuals and organisation?
11. What is bench marking? Explain its steps and benefits of Bench marking?

Section – D

Compulsory Question (1X12=12)

12. Which are the major categories of KM roles? Explain.