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NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY, NIET BUSINESS SCHOOL,  
GREATER NOIDA

(An Autonomous Institute Affiliated to AKTU, Lucknow)

PGDM (Global)

TRIMESTER: V - THEORY EXAMINATION (2024-2025)

Subject: Knowledge Management

Time: 2.5 Hours

Max. Marks: 60

General Instructions:

IMP: Verify that you have received the question paper with the correct course, code, branch etc.

1. This Question paper comprises of three Sections -A, B, & C. It consists of Multiple Choice Questions (MCQ's) & Subjective type questions.

2. Maximum marks for each question are indicated on right -hand side of each question.

3. Illustrate your answers with neat sketches wherever necessary.

4. Assume suitable data if necessary.

5. Preferably, write the answers in sequential order.

6. No sheet should be left blank. Any written material after a blank sheet will not be evaluated/checked.

**SECTION-A**

15

1. Attempt all parts:-

1-a. The primary purpose of Knowledge Management in an organization is ----- 1  
-(CO1, K1)

- (a) To store all organizational data
- (b) To increase employee turnover
- (c) To facilitate the efficient use of knowledge for better decision-making
- (d) None of these

1-b. The first step in the Knowledge Management Cycle is -----.(CO2, K1) 1

- (a) Share
- (b) Store
- (c) Capture
- (d) None of these

1-c. In the process of moving from Information Management to Knowledge Management, this is a key enabler for effective knowledge sharing ----- 1  
.(CO3, K2)

- (a) A centralized database for data storage
- (b) A culture of trust and collaboration
- (c) A system for data encryption
- (d) None of these

1-d.	This is an important characteristic of a Knowledge Management System (KMS). -- ----- (CO4, K2)	1
	(a) Ability to store knowledge in various formats (text, images, video)	
	(b) Focus on managing the organization's financial resources	
	(c) Primarily used for managing supply chains	
	(d) None of these	
1-e.	Define the purpose of using the Six Thinking Hats technique. ----- (CO5, K1)	1
	(a) To allow everyone to focus on their strongest thinking style	
	(b) To help a group think about a problem from multiple perspectives	
	(c) To solve problems only using logic and facts	
	(d) None of these	
2.	Attempt all parts:-	
2.a.	Describe the types of knowledge in knowledge management. (CO1, K3)	2
2.b.	Illustrate the meaning of organizational learning. (CO2, K3)	2
2.c.	Explain the role of collaboration in the knowledge management cycle.(CO3, K4)	2
2.d.	Explain the way in which the Six Thinking Hats method helps in group discussions. (CO4, K4)	2
2.e.	Give reasons for importance of capturing tacit knowledge. (CO5, K3)	2
	<b><u>SECTION-B</u></b>	15
3.	Answer any <u>three</u> of the following:-	
3-a.	Describe the significance of creating a knowledge management strategy. (CO1, K3)	5
3-b.	Mention the relationship between globalization and a knowledge economy. (CO2, K2)	5
3.c.	Give reasons for using social media in knowledge management. (CO3, K3)	5
3.d.	Describe the role of a community of practice in knowledge management. (CO4, K4)	5
3.e.	Explain the role of dialogue in knowledge conversion. (CO5,K4)	5
	<b><u>SECTION-C</u></b>	30
4.	Answer any <u>one</u> of the following:-	
4-a.	Describe the role played by technology tools in facilitating the knowledge sharing phase of the knowledge management cycle. (CO1, K4)	6
4-b.	Identify some ways in which knowledge application can improve organizational performance during the knowledge management cycle. (CO1, K1)	6
5.	Answer any <u>one</u> of the following:-	
5-a.	Discuss the role of employees in the shift from information management to knowledge management. (CO2, K2)	6

- 5-b. Mention the differences between the process of knowledge creation and information management. (CO2, K2) 6
6. Answer any one of the following:-
- 6-a. Describe how the role of labor changes in a knowledge economy compared to the industrial economy. (CO3, K4) 6
- 6-b. Illustrate the role played by organizations in the transition to a knowledge economy. (CO3, K4) 6
7. Answer any one of the following:-
- 7-a. Elucidate how social networks enhance knowledge sharing in knowledge management system. (CO4, K4) 6
- 7-b. Discuss the benefits and challenges of using enterprise search engines in knowledge management. (CO4, K4) 6
8. Answer any one of the following:-
- 8-a. Provide an example of application of White Hat in a business setting. (CO5, K2) 6
- 8-b. The Red Hat is associated with emotions and intuition. Discuss the importance of considering emotional responses in decision-making, and how it impacts team dynamics. (CO5, K4) 6

REG:JULY\_DEC-2024