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CRS 507

Third Semester M.Com. (HRD) Examination, December 2018
COMMERCE
Knowledge Management

Time : 3 Hours

Max. Marks : 70

SECTION – A

Answer **any four** questions. **Each** question carries **10** marks.

(4×10=40)

1. Explain the concepts of data, information, knowledge and wisdom with suitable examples.
2. What are the key dimensions of knowledge management ?
3. Explain the major challenges of successfully implementing knowledge management initiatives in a large organisation.
4. What are the major benefits of corporate e-learning ?
5. What are the basic characteristics of knowledge portals ?
6. Distinguish between data mining and data warehouse.
7. What are the key components of business intelligence ?

SECTION – B

Answer **any two** questions. **Each** question carries **15** marks.

(2×15=30)

8. Discuss the major contributions and implications of the Wiig knowledge management cycle to the process of knowledge management.
9. Explain the relative merits and demerits of various techniques of capturing tacit knowledge in an organisation.

P.T.O.



10. Tripti manufacturing company is totally committed to the philosophy of 'knowledge sharing by all means'. Nevertheless, this company has not yet become successful in handling the ticklish issue of 'knowledge walk-out'. Even though, the roles, outputs and competencies of all the knowledge workers are clearly defined, the performance of these employees in managing knowledge is not up to the mark. Surface level analysis reveals that 'knowledge hoarding culture' is deep-seated in the organisation as reflected by the values, beliefs, perceptions, mindsets and the behavioural patterns of employees.

You are required to answer the following posers :

- a) What is the root cause of the problems encountered by this company ?
- b) What strategies and approaches do you recommend to overcome the problems experienced by this company ?
