

**APRIL 2021**

**65166/KDA3B**

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Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer any TEN questions each in 50 words.

1. What do you mean by knowledge based economy?
2. What is a Knowledge Management Strategy?
3. What do you mean by knowledge diffusion?
4. What is organizational learning?
5. What is knowledge codification?
6. Define Learning organization.
7. What is ICT?
8. What is meant by knowledge Audit?
9. What do you mean by video conferencing?
10. What is groupware technology?
11. What is knowledge culture?
12. What is meant by E-Learning?

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions, each in 200 words.

13. What are the components of Knowledge Management system?
14. Why think of knowledge as a strategic asset?
15. What are the characteristics of organizational learning?
16. What are the methods used for transferring tacit knowledge?
17. What are the components of unified communication?
18. What are communities of parties? Explain its three characteristics.
19. Outline the process of organizational memory.

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions, each in 500 words.

20. Describe the objectives of Knowledge Management.
21. Explain the major types of knowledge.

22. Explain the modules of Knowledge Management System Architecture.
  23. Discuss the role of managers in the learning organization.
  24. Highlight the principles of implementing Knowledge Culture Enhancement Programs.
  25. Describe the various application of Knowledge Management.
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