

SHRIMATHI DEVKUNVAR NANALAL BHATT VAISHNAV COLLEGE FOR WOMEN
(AUTONOMOUS)

(Affiliated to the University of Madras and Re-accredited with 'A+' Grade by NAAC)
Chromepet, Chennai — 600 044.

M.A.(HRM) END SEMESTER EXAMINATIONS APRIL - 2023

SEMESTER - II

22PHRET2002 - Knowledge Management

Total Duration : 2 Hrs. 30 Mins.

Total Marks : 60

Section B

Answer any **SIX** questions ($6 \times 5 = 30$ Marks)

1. Define Knowledge Management and explain the significance of KM.
2. Write the Importance of KM Assessment.
3. Explain in detail about knowledge life cycle.
4. What are the Obstacles to Knowledge Sharing?
5. Write the different characteristics of individual knowledge workers.
6. Discuss the roadblocks for successful implementation of KM programme.
7. Write a Short Note : a) Gap Analysis b) Balanced Score Card method.
8. Explain the application of knowledge management in service industry with examples.

Section C

I - Answer any **TWO** questions ($2 \times 10 = 20$ Marks)

9. Describe in details about the Roles and Responsibilities in CoPs.
10. Write a note on Knowledge Architecture.
11. Elucidate the Knowledge Management strategy and Metrics.
12. The value of Knowledge to an economy comes from sharing with others. Discuss the necessity of knowledge management in the knowledge based economy.

II - Compulsory question ($1 \times 10 = 10$ Marks)

13. Discuss the issues and challenges in knowledge management.
