

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 - 2024

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. State the nature and characteristics of knowledge management.
2. Define Knowledge Architecture.
3. What are the obstacles to knowledge sharing?
4. Distinguish between knowledge and intelligence.
5. Explain the Balanced Scorecard Method.
6. Illustrate Knowledge Audit.
7. What do you mean by EPSS?
8. How to provide incentives for knowledge sharing?

Section C

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

9. Explain the knowledge management models.
10. Describe the significance of knowledge management in the present challenging workforce environment.
11. Examine the role of various knowledge sharing communities.
12. Assess the application of knowledge at the individual, group and organisational levels.

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

13. Appraise the various knowledge management strategies.
