

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 - NOV'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. What are the different types of knowledge?
2. Explain the roles and responsibilities of CoPs in knowledge management.
3. Predict the need for knowledge management metrics in any organisation.
4. Describe the characteristics of individual knowledge workers.
5. Illustrate and explain the Nonaka's Model of knowledge management.
6. Prepare a list of recommendations on how to provide incentives for knowledge sharing.
7. Explain the Balanced Scorecard Method with suitable illustration.
8. Distinguish knowledge application at the individual and organizational levels.

### **Section C**

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

9. Show by citing any relevant example that Knowledge Management among the work force is essential in the present challenging VUCA world.
10. Classify the types of knowledge management assessment.
11. Determine the ways to overcome the obstacles to knowledge sharing.
12. Justify the need for a KM strategy road map.

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

13. Explain briefly the benefits and challenges of using knowledge repositories in knowledge management.

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