

Seat No. 6176

QP-4733

Total No. of Pages : 3

MAR-APR 2025 SUMMER EXAMINATION
11949 Bachelor of Computer Application(BCA) NEP 2.0

Sub. Name: Knowledge Management

Sub. Code: 111004/96661/110752

Day and Date: APRIL ,28-04-2025

Total Marks: 80

Time: 02:30 PM To 05:30 PM

Instructions: 1. Figures to the right indicate full marks

Special Inst.: 1) Que.1 and Que. 8 are compulsory.

2) Attempt any three Questions from Que. No.2 to Que. No. 7.

Q1) Multiple Choice Questions (12 questions for 1 mark each)

[12]

- i. What is the primary objective of Knowledge Management ?
 - A. To increase organizational profits
 - B. To store data in an organized manner
 - C. To create, share, and manage knowledge to enhance organizational performance
 - D. To monitor employee performance
- ii. Which term refers to knowledge that is easily communicated and documented?
 - A. Tacit knowledge
 - B. Explicit knowledge
 - C. Experiential knowledge
 - D. Silent knowledge
- iii. Which of the following is an example of tacit knowledge?
 - A. An instruction manual
 - B. A company policy
 - C. A skill gained through hands-on experience
 - D. A research report
- iv. What is one of the most significant challenges in managing tacit knowledge?
 - A. It is easily documented
 - B. It is primarily stored in databases
 - C. It is difficult to transfer to others
 - D. It is outdated
- v. The process of converting tacit knowledge into explicit knowledge is known as:
 - A. Externalization
 - B. Socialization
 - C. Combination
 - D. Internalization

[1]

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- vi. Which of the following tools is commonly used in the Knowledge Discovery phase?
- A. Email
 - B. Data Mining
 - C. Web Conferencing
 - D. Document Management System
- vii. Which principle of Knowledge Management focuses on continuous improvement?
- A. Simplicity
 - B. Adaptability
 - C. Knowledge Sharing
 - D. Benchmarking
- viii. Which of the following techniques helps in capturing knowledge from experts?
- A. Data mining
 - B. Web conferencing
 - C. Benchmarking
 - D. Cloud storage
- ix. Which of the following is a tool used for knowledge mapping?
- A. Spreadsheet
 - B. Visual Thinking Software
 - C. Antivirus Software
 - D. Presentation Slides
- x. Organizational knowledge processing involves:
- A. Erasing outdated information
 - B. Transforming and applying knowledge to decision-making processes
 - C. Collecting only paper-based data
 - D. Building network infrastructure
- xi. Which industry has significantly benefited from KM through better customer service and product customization?
- A. Construction
 - B. Agriculture
 - C. Manufacturing
 - D. Retail and Service
- xii. Knowledge Management in the service industry primarily improves:
- A. Warehouse layout
 - B. Production line speed
 - C. Customer satisfaction and service delivery
 - D. Raw material cost

Q2) Explain the evolution and history of Knowledge Management. How has it [16]

[2]

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transformed over time in organizations? Discuss its scope and significance in modern organizations.

- Q3) Discuss the various types of knowledge in Knowledge Management. [16]
- Q4) Explain the Knowledge Management Life Cycle. Describe each phase with suitable examples. [16]
- Q5) Define Knowledge Sharing Systems. Discuss how these systems help in collaboration and knowledge dissemination..Compare and contrast Knowledge Capture Systems and Knowledge Sharing Systems. [16]
- Q6) Describe various techniques used in knowledge analysis. Explain how data mining and online analytical processing support knowledge discovery. [16]
- Q7) Elaborate on the various Knowledge Management roles and responsibilities within an organization. What skills are required for each role? Identify and explain the major future challenges for Knowledge Management in organizations. [16]
- Q8) Write notes on (Any Four out of Six) [20]
- Data-Information-knowledge-Wisdom relationship [5]
 - Organizational impact on knowledge management [5]
 - Knowledge Discovery Systems [5]
 - Knowledge Acquisition tools [5]
 - knowledge mapping tools [5]
 - Knowledge Management in Manufacturing and service industry [5]

End Of Question Paper

Important Note for Chief Exam Officer / SRPD Coordinator / Sr Supervisor/ Student -

This Question Paper may be distributed for following Subjects as common code.

सदरची प्रश्नपत्रिका खालील विषयांकरिता वितरित करता येईल.

- 1] (7824) Bachelor of Computer Application (CBCS)NEP (96661) Knowledge Management Part 3 SEM 6
- 2] (7810) B.C.A. (CBCS) (110752) Knowledge Management Part 3 SEM 6
- 3] (717) Bachelor of Computer Application (111004) Knowledge Management Part 3 SEM 6