

4. (a) Discuss Intracommunity knowledge processes. 7

- (b) Indian Aluminium is a medium scale company. It is located in Karnataka. The company is having various departments such as Production department, Maintenance department, Finance department, Marketing department etc. But these departments do not have trust on each other. As HR consultant, what efforts will you take to create interpersonal trust among different departments ? 7

OR

- (c) Explain boundary spanning and knowledge process significance. 7
- (d) Mather and Platt is a multinational company. The employees are from different countries. The company wishes to implement knowledge management processes. As HR consultant, how will you proceed and implement the knowledge management processes in such a cross community ? 7

SECTION - C

5. MSB Pumps is a multinational company. The pumps are supplied globally. Some special pumps are

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Fourth Semester Master of Business Administration
Examination

KNOWLEDGE MANAGEMENT

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[Max. Marks : 70

- Note : (1) Attempt all questions.
(2) Figures to the right indicate marks.

SECTION - A

1. (a) What do you mean by Knowledge Management? Discuss knowledge management processes. 14

OR

- (b) Discuss the meaning and concept of knowledge management. Explain knowledge society concept and post industrial concept. 14

SECTION - B

2. (a) Explain Earl's seven school of knowledge management approach. 7

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- (b) Himalaya Industries is a medium scale company. Mr. Singh recently joined Himalaya Industries as works manager. For last one month he was studying the working of organisation. He observed that employees are talented and skilled but not working sincerely and efficiently. Mr. Singh wishes to increase the efficiency of employees. As HR consultant, suggest a suitable knowledge management program to Mr. Singh. 7

OR

- (c) Discuss Hansen codification versus personalisation framework in brief. 7
- (d) Rohit fabrication is one year old company. Most of the workers are fresh from ITI. Company has purposefully employed fresh workers so that they can be moulded as desired. Company wishes to enhance the skills of the workers through knowledge management program. If you are HR consultant, how would you make workers participation in knowledge management process ? 7

3. (a) What do you mean by forgetting and unlearning knowledge ? 7

- (b) The school is running in Amravati since last forty years. The school has good reputation. But now competition has increased as many new modern schools have come in Amravati. School's management wants to modify the education system so that school can stand in competition and keep its reputation. You are appointed as HR consultant, how would you use knowledge creation theory in this case. 7

OR

- (c) Discuss dynamics of organisation learning. 7
- (d) Agrawal Aluminium was established in 1995. Company has good name in the market for quality products. Company is very much concerned for employees and run number of welfare programs for employees. Now few other competitors came in the market with modern technology and machines. Agrawal Aluminium also brought advance technology. The problem is that most of the employees are old and finding difficult to cope up with new technology. As consultant, how will you solve this learning problem ? 7

exclusively manufactured by a company. The employees are provided regular training for updating their knowledge. The company is very much concerned about the welfare of employees. The company wishes that employees should be happy so that they can perform well. The company is facing the problem of conflict among the different departments. The company encourages all the departments to use knowledge management concept to increase production, profit and reduce cost. The company also encourages employees to update their knowledge. Company tries to create healthy environment so that there should be minimum conflict. Wifi facility is provided inside the company. So that employees can have free and easy access to internet. However company is lacking with good leaders and different departments are having conflict among them.

- (i) Analyses the case. 5
- (ii) To improve leadership and minimise conflict, what knowledge management processes should company introduce ? 9



