

**M.H.R.D. Semester-III Examination**  
**KNOWLEDGE MANAGEMENT**  
**Paper-304**

Time : Three Hours]

[Maximum Marks : 80

**N.B.:**— (1) Solve **ALL** questions.

(2) Figures to the right show maximum marks to the question.

1. (a) Describe the concept of knowledge management. Throw light on the contemporary significance of KM in Indian organizations. 16

**OR**

- (b) What are the applications of knowledge management ? Explain in detail with suitable examples. 16
2. (a) Explain the conduit model of knowledge sharing 4
- (b) Explain the term human thinking and learning 4
- (c) Explain the benefits of knowledge transfer 4
- (d) Define knowledge types with examples 4

**OR**

- (e) Explain knowledge transfer methods 4
- (f) Explain embedded and embodied knowledge with examples 4
- (g) Enumerate the importance of knowledge transfer 4
- (h) What are the obstacles of knowledge transfer process 4
3. (a) Explain the term knowledge system; also elaborate the steps involved in knowledge system life cycle. 16

**OR**

- (b) Explain the term knowledge, capture its importance and various knowledge capture techniques. 16
4. (a) What is web based knowledge management ? 4
- (b) Explain the major steps involved in data mining process. 4
- (c) What are various tools of knowledge management system ? 4
- (d) Elaborate conflict of knowledge ownership. 4

**OR**

- (e) Explain the importance of data mining 4
  - (f) Explain the term data management 4
  - (g) Define knowledge management system tools 4
  - (h) Elaborate the process of Data Management. 4
5. (a) How to manage knowledge workers effectively in order to improve their productivity ? 4
- (b) What is ergonomics ? 4
  - (c) What are the characteristics of knowledge workers ? 4
  - (d) Explain the impact of computer technology on the jobs and performance of knowledge workers. 4

**OR**

- (e) Explain the factors on which productivity of knowledge worker depends 4
- (f) How ergonomics plays a vital role in knowledge management ? 4
- (g) Explain the term "knowledge worker" 4
- (h) Which factors hamper the performance of knowledge workers ? 4