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**SIDDHARTH INSTITUTE OF ENGINEERING & TECHNOLOGY:: PUTTUR
(AUTONOMOUS)****MBA II Year I Semester Regular Examinations Nov/ Dec 2019
KNOWLEDGE MANAGEMENT**

Time: 3 hours

Max. Marks: 60

SECTION – A

(Answer all Five Units 5 x 10 = 50 Marks)

UNIT-I1 Define knowledge management and explain the scope of knowledge management. **10M****OR**2 Explain the methods and techniques of knowledge management. **10M****UNIT-II**3 Explain the knowledge life cycle. **10M****OR**4 Explain the knowledge management technology enablers. **10M****UNIT-III**5 Explain the ten steps of knowledge management implementation of AmritTiwana. **10M****OR**6 Define web portal. What is the role of web portal in knowledge management? **10M****UNIT-IV**7 Define E-Commerce. How it is related to knowledge management. **10M****OR**8 Explain knowledge management tools. **10M****UNIT-V**9 Explain different challenges of knowledge management. **10M****OR**10 Explain the role of knowledge management in service sector. **10M****SECTION – B**

(Compulsory Question)

CASE STUDY:**1 x 10 = 10 Marks**

Knowledge management is at the foundation of organizational learning. At this points and from organizational learning's aspect. Knowledge management defined as the process of managing knowledge. As such, knowledge management limited to the activities that do not add value to knowledge. Therein (2000) mentioned that, knowledge management is concerned with the acquisition and communication of knowledge. Just as not instance but a simple notation, imagine an organization in which all the physical records disintegrate overnight, a simple break up. Suddenly, there are no reports, no computer files, no employee record sheets, no operating manuals, no calendars and all that remain are the people, buildings, capital equipment raw materials and inventory. Now imaging an organization where all the people simply quit showing up for work. New people, who are similar in many ways to the former workers but have no familiarity with that particular organization, come to work instead.

Questions:

- Form an interdisciplinary perspective, what is your view on the effective learning process associated with exploration, exploitation and sharing of human knowledge (tacit and explicit).
- Explain how use appropriate technology and cultural environments can enhance an organization's intellectual capital and performance.
- Which of these two organizations mentioned above will be easier to rebuild to its former status?

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