



**SIDDHARTH INSTITUTE OF ENGINEERING & TECHNOLOGY : PUTTUR
(AUTONOMOUS)**
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QUESTION BANK (DESCRIPTIVE)

Subject with Code : Knowledge Management (25MB9035)

Course & Branch: MBA

Year & Sem: II-MBA & I-Sem

Regulation: R25

UNIT - I

INTRODUCTION TO KNOWLEDGE MANAGEMENT

1	a)	Define Knowledge Management and explain its objectives.	[L1][CO1]	[6M]
	b)	Explain the scope of Knowledge Management with suitable examples	[L2][CO1]	[6M]
2		Explain the principles of Knowledge Management and discuss how they facilitate effective knowledge sharing and innovation	[L2][CO1]	[12M]
3	a)	Discuss the significance of Knowledge Management in modern organizations	[L2][CO1]	[6M]
	b)	Describe any five techniques used in Knowledge Management.	[L2][CO1]	[6M]
4		Distinguish between data and information with suitable examples.	[L4][CO1]	[12M]
5	a)	Differentiate between tacit knowledge and explicit knowledge	[L4][CO1]	[6M]
	b)	Explain how Knowledge Management contributes to organizational learning.	[L3][CO1]	[6M]
6		Analyze the differences among data, information, knowledge, and wisdom using practical examples.	[L4][CO1]	[12M]
7	a)	Illustrate the role of Knowledge Management in improving decision-making	[L3][CO1]	[6M]
	b)	Compare information and knowledge with examples.	[L4][CO1]	[6M]
8		Evaluate the effectiveness of different Knowledge Management techniques in supporting innovation and organizational learning.	[L5][CO1]	[12M]
9		Design a Knowledge Management framework for a medium-sized organization by incorporating appropriate principles and techniques.	[L6][CO1]	[12M]
10		Develop a strategy for implementing Knowledge Management in a higher educational institution to improve teaching, learning, and research outcomes.	[L6][CO1]	[12M]

UNIT - II**ESSENTIALS OF KNOWLEDGE MANAGEMENT**

1		Explain the basic types of Knowledge Management and discuss their significance in organizations.	[L2][CO2]	[12M]
2	a)	Describe the different types of organizational knowledge with suitable examples.	[L2][CO2]	[5M]
	b)	Explain the stages of the Knowledge Life Cycle.	[L2][CO2]	[7M]
3		Describe the Knowledge Life Cycle and explain each stage with suitable examples	[L2][CO2]	[12M]
4		Analyze the relationship between organizational knowledge sources and the Knowledge Management process..	[L4][CO2]	[12M]
5		Evaluate the importance of Knowledge Conversion in promoting innovation and knowledge sharing within organizations.	[L1][CO2]	[12M]
6	a)	Explain the SECI model of Knowledge Conversion with suitable examples.	[L2][CO2]	[6M]
	b)	Explain how organizational knowledge contributes to organizational success.	[L2][CO2]	[6M]
7	a)	Illustrate the Knowledge Life Cycle with a neat diagram.	[L2][CO2]	[6M]
	b)	Compare internal and external knowledge sources.	[L2][CO2]	[6M]
8		Explain various organizational knowledge sources and evaluate their importance in Knowledge Management.	[L5][CO2]	[12M]
9		Discuss the Knowledge Management process and explain how it supports organizational learning.	[L2][CO2]	[12M]
10		Design a Knowledge Management framework for an organization by integrating knowledge sources, life cycle stages, and knowledge conversion processes.	[L6][CO4]	[12M]

UNIT - III**IMPLEMENTATION OF KNOWLEDGE MANAGEMENT**

1	a)	Define Knowledge Management (KM) and explain the need for a Knowledge Management Road Map.	[L2][CO2]	[5M]
	b)	List the major roadblocks to successful Knowledge Management implementation.	[L1][CO2]	[7M]
2	a)	Describe the objectives of the 10-Step KM Road Map proposed by Amrit Tiwana.	[L1][CO2]	[4M]
	b)	What is Information Architecture? Explain its importance in Knowledge Management.	[L1][CO2]	[8M]
3		Discuss the major roadblocks to successful Knowledge Management implementation and suggest suitable measures to overcome them.	[L2][CO2]	[12M]
4		Describe the 10-Step KM Road Map and explain how it contributes to successful Knowledge Management implementation.	[L4][CO2]	[12M]
5	a)	Compare Information Architecture and Knowledge Management in terms of objectives and applications.	[L1][CO2]	[6M]
	b)	Illustrate how Information Architecture supports Knowledge Management using a suitable example.	[L1][CO2]	[6M]
6	a)	Differentiate between technological and organizational roadblocks in KM implementation.	[L2][CO2]	[6M]
	b)	Explain the concept of the "Three-Way Balancing Act" in Information Architecture.	[L2][CO2]	[6M]
7		Develop a strategy to overcome organizational, technological, and cultural roadblocks in implementing Knowledge Management.	[L6][CO3]	[12M]
8		Evaluate the importance of Information Architecture in organizing, retrieving, and sharing organizational knowledge.	[L5][CO3]	[12M]
9		Analyze the relationship between Information Architecture and successful Knowledge Management implementation.	[L4][CO5]	[12M]
10		Evaluate the effectiveness of Amrit Tiwana's 10-Step KM Road Map in implementing Knowledge Management systems in organizations.	[L5][CO2]	[12M]

UNIT - IV**KNOWLEDGE MANAGEMENT AND INFORMATION TECHNOLOGY**

1	a)	Define the role of Information Technology (IT) in Knowledge Management Systems (KMS).	[L2][CO3]	[6M]
	b)	Explain the importance of Information Technology in Knowledge Management.	[L2][CO3]	[6M]
2	a)	Describe the major Information Technology tools used in Knowledge Management Systems.	[L2][CO2]	[6M]
	b)	Explain the relationship between E-commerce and Knowledge Management.	[L2][CO2]	[6M]
3		Explain the role of Information Technology in Knowledge Management Systems and discuss its impact on organizational performance.	[L1][CO2]	[12M]
4	a)	Discuss the role of Knowledge Management in enhancing E-commerce business performance	[L2][CO2]	[6M]
	b)	Define Benchmarking and explain its significance in Knowledge Management.	[L4][CO2]	[6M]
5	a)	Describe the different types of benchmarking used in organizations.	[L2][CO2]	[6M]
	b)	Explain how Information Technology facilitates knowledge sharing in organizations.	[L2][CO2]	[6M]
6		Discuss various Information Technology tools that support Knowledge Management Systems with suitable example	[L1][CO3]	[12M]
7		Describe the applications of Knowledge Management in E-commerce and explain their benefits to organizations	[L2][CO2]	[12M]
8		Analyze the role of Information Technology in improving knowledge creation, storage, sharing, and retrieval within organizations.	[L4][CO5]	[12M]
9		Evaluate the importance of Knowledge Management in enhancing customer satisfaction and competitive advantage in E-commerce.	[L1][CO5]	[12M]
10		Develop a strategy for implementing an effective Knowledge Management System using Information Technology tools and benchmarking techniques	[L6][CO5]	[12M]

UNIT – V**FUTURE OF KNOWLEDGE MANAGEMENT AND INDUSTRY PERSPECTIVE**

1	a)	Define Knowledge Management and explain its importance in the manufacturing industry	[L1][CO2]	[6M]
	b)	Explain the role of Knowledge Management in the service industry.	[L1][CO2]	[6M]
2	a)	Describe the impact of Artificial Intelligence (AI) and Big Data on the future of Knowledge Management.	[L1][CO3]	[6M]
	b)	Illustrate how Knowledge Management improves product quality and productivity in manufacturing organizations.	[L3][CO4]	[6M]
3		Explain the role and significance of Knowledge Management in manufacturing industries with suitable examples.	[L1][CO2]	[12M]
4		Compare the implementation of Knowledge Management in manufacturing and service industries, highlighting their similarities and differences.	[L4][CO3]	[12M]
5		Analyze the challenges faced in implementing Knowledge Management in manufacturing and service industries and suggest appropriate solutions.	[L4][CO5]	[12M]
6	a)	Differentiate between traditional Knowledge Management and modern Knowledge Management practices.	[L4][CO2]	[6M]
	b)	Explain the emerging trends in the future of Knowledge Management.	[L2][CO2]	[6M]
7	a)	Discuss the benefits of Knowledge Management in manufacturing organizations.	[L2][CO2]	[8M]
	b)	Compare the application of Knowledge Management in manufacturing and service industries.	[L2][CO3]	[4M]
8		Design a strategy implementation framework for a manufacturing or service organization by incorporating leadership, resource allocation, and planning systems.	[L6][CO5]	[12M]
9	a)	Explain how digital technologies support the future development of Knowledge Management.	[L1][CO2]	[6M]
	b)	Describe the challenges in implementing Knowledge Management in manufacturing industries.	[L1][CO2]	[6M]
10		Evaluate the role of Knowledge Management in helping organizations achieve sustainable competitive advantage in the future	[L5][CO2]	[12M]

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