

**Documentation Research and Training Centre
Indian Statistical Institute, Bangalore – 560059**

**MSLIS (2020-22/2021-23)
Mid Semester Examination- March 2022
Paper: Knowledge Management**

Date: 09/03/2022

**Full Marks – 40
Time: 90 mins**

Answer any four questions. Each question carries equal marks.

1. Define Knowledge Management. What is the relevance of Knowledge Management in the era of the Knowledge Economy? [3+7]
2. What is a KM cycle? What are the components of a KM cycle? Highlight the major steps in the Zack KM Cycle. [1+3+6]
3. Define a case and a case study. Identify different phases of a case study. Describe the relevance of case studies in KM learning. [1+1+3+5]
4. “Knowledge never loses its value”. Critically examine this statement in view of knowledge management. [10]
5. Define and describe briefly any two of the following: [2*5=10]
 1. Knowledge artefacts in KM cycle
 2. Concept Analysis Technique
 3. Tacit Knowledge versus Explicit Knowledge