Indian Statistical Institute

Documentation Research and Training Centre
M.S. (Library and Information Science)
2nd Semester Mid-term Examination (2023-2025)

Paper 08: Knowledge Management

Time: 11:30 AM - 1:00 PM   **Max. Marks: 40**   **Date: 21-02-2024**

Section A

Answer all the five questions.

1. What is Organizational Epistemology? [2]
2. What are the differences between tacit and explicit knowledge? [2]
3. Describe how the Pareto principle manifests in the context of knowledge organization with an example. [2]
4. What is the internalization process in the knowledge conversion process? [2]
5. **Answer any two**: [1x2=2]

   i. According to Nonaka and Takeuchi, what is the outcome of the externalization phase in the Knowledge Spiral Model?
       a) Transformation of explicit knowledge into tacit knowledge
       b) Integration of tacit knowledge into organizational culture
       c) Conversion of tacit knowledge into explicit forms
       d) Internalization of organizational knowledge

   ii. What is the primary emphasis of the von Krogh and Roos Model of Organizational Epistemology?
       a) Individual knowledge acquisition
       b) Social interaction and collective knowledge
       c) Knowledge management technology
       d) Cognitive perspectives on knowledge

   iii. Which stage of the knowledge conversion process involves synthesizing explicit knowledge into new forms or structures?
       a) Socialization
       b) Externalization
       c) Combination
       d) Internalization

   iv. Which perspective does the von Krogh and Roos Model consider in understanding knowledge management?
       a) Cultural
       b) Cognitive and connectionist
       c) Economic
       d) Linguistic

Section B

Answer any three questions.

1. What are the five fundamental points of the von Krogh and Roos Model of Organizational Epistemology? Discuss each with examples.   [10]

2. What is KM Cycle? What are the components of KM Cycle? Highlight the major steps in the Bukowitz and Williams Cycle.   [1+3+6]

3. Discuss the Nonaka and Takeuchi Knowledge Spiral Model comprehensively, including a diagram and a case example.   [10]

4. Can ChatGPT or any other Large Language Model (LLM) be treated as KM tools? Justify your answer with reference to KM Cycle.   [10]