

Indian Statistical Institute

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

Paper 08: Knowledge Management

Time: 10:00 AM - 1:00 PM

Max. Marks: 100

Date: 30-04-2024

[Instruction: Read the question before you attempt.]

Attempt all questions

1. What are KM metrics? ~~What are its different approaches?~~ Highlight the major steps in Wiig KM Cycle. [5+5]
2. Explain organizational culture and its different types supported by example. [10]
3. What is the Integrated KM Cycle? Also explain its components. Provide a mapping of Integrated KM Cycle with rest all other KM Cycle? [2+4+4]
4. Define regression analysis. Explain different types of regression analysis with examples. [2+8]
5. Define Semantic Network and elaborate on Wiig's Knowledge Management Model with illustrative examples. [10]
6. Discuss any **two** the following methods with an example. [5x2]
 - a. Balanced Scorecard Method
 - b. House of Quality Method
 - c. Benchmarking Method
7. Describe the knowledge management strategy in detail supported by example. [10]

OR

- Discuss various forms and types of Knowledge.
8. Discuss various stages of Internalization. Explain Diffusion as per Boisot's SLC (Social Learning Cycle). Write the definition of Bennet and Bennet's ICAS (Intelligent Complex Adaptive System) theory. [5+3+2]
9. Explain any **two** in detail. [10x2]
 - a. Knowledge Capture and Creation Tools.
 - b. Knowledge Sharing and Dissemination Tools.
 - c. Knowledge Acquisition and Application Tools