

**Indian Statistical Institute  
Documentation Research and Training Centre**

**M.S. in Library and Information Science  
Semester II, Mid-Term Exam (AY 2024-25)**

**Paper - 8: Knowledge Management**

**Date: 20/02/2025**

**Max. Marks: 40  
Time: 1 hr 30 minutes**

**Answer any four questions. Each question carries 10 marks.**

- 1) Define Knowledge Management (KM) and discuss its multidisciplinary nature. How does KM contribute to individuals, communities, and organizations?
- 2) Describe the four major steps of the Wiig KM Cycle. Explain how organizations build, hold, pool, and use knowledge with relevant examples.
- 3) Compare and contrast any two KM cycles among the following:
  - i. Zack KM Cycle
  - ii. Bukowitz & Williams KM Cycle
  - iii. McElroy KM CycleHighlight their similarities, differences, and significance in KM practices.
- 4) Explain the differences between tacit and explicit knowledge. How do organizations convert tacit knowledge into explicit knowledge, and why is this process important?
- 5) Discuss the transition from physical assets to knowledge assets in modern organizations. Provide examples to illustrate how knowledge assets contribute to competitive advantage.
- 6) Describe the process of knowledge acquisition and refinement in the KM cycle. Why is high-quality knowledge acquisition crucial for effective KM implementation?