

PARUL UNIVERSITY
FACULTY OF COMMERCE
B.Com. (Hons) Summer 2017 – 18 Examination

Semester: 4

Date: 24/05/2018

Subject Code: 16104253

Time: 10.30 am to 1.00 pm

Subject Name: Human Resource and Knowledge Management

Total Marks: 60

Instructions:

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

Q.1 Do as directed.**A) Multiple choice type questions. (Each of one mark)****(06)**

1. Which is not an activity included under the step Dissemination.

a) Flow	b) Mining
c) Sharing	d) Alert
2. Who gave the process of Knowledge Management?

a) Jeff Angus	b) Jeetu Patel
c) Both	d) None
3. _____ is able to better manage knowledge effectively at an individual and team level.

a) Knowledge Worker	b) Knowledge Executive
c) Knowledge Manager	d) Knowledge Chief Owner
4. _____ is able to better manage knowledge effectively at an organisational and team level.

a) Knowledge Worker	b) Knowledge Executive
c) Knowledge Manager	d) Knowledge Chief Owner
5. Individual and Group Learning is a first step of _____ Model.

a) Wiig Model	b) McElroy Model
c) Zack Model	d) Bukowitz Model
6. Creation is the first step of which Model?

a) McElroy Model	b) Bukowitz Model
c) Zack Model	d) Wiig Model

B) Definitions / One-liners / Terms. (Each of one mark)**(06)**

1. What do you understand by the term Organizational Learning?
2. What is Organizational Culture?
3. Define Knowledge Management.
4. Who is a Chief Knowledge Officer?
5. Give one example of Knowledge Management System used in an organization.
6. State any one discipline related to Knowledge Management.

Q.2 Numerical / Short Note Questions. (Each of 04 mark)**(12)**

1. Write a short note on Approaches of Knowledge Management.
2. Describe the relationship between Organizational Culture and Knowledge Management.
3. Explain the Social Theory of Learning.

Q.3 Answer the following. (Any Three)**(18)**

1. Explain Knowledge Management Model given by Zack and Meyer.
2. Explain the classical Conditioning Theory of Learning.
3. Why HRM Practices are Important to Knowledge Management?
4. Explain in detail the role of Knowledge Management Officers.

Q.4 Answer the following. (Any two)**(18)**

1. Discuss in detail the characteristics of Organizational Culture.
2. Explain in detail the Bukowitz and Williams Model of Knowledge Management.
3. Explain in detail the knowledge management cycle with the help of a diagram.