2. **What is the role of a knowledge repository in a knowledge management system?**
   a. Facilitating real-time communication
   b. Storing and organising knowledge assets
   c. Automating decision-making processes
   d. Managing user interfaces

3. **Which component of a knowledge management system is responsible for capturing and organising tacit knowledge?**
   a. Knowledge repository
   b. Collaboration tools
   c. Social networks
   d. Communities of practice

4. **What is the purpose of a taxonomy in a Knowledge Management System?**
   a. Classifying and categorising knowledge assets
   b. Enforcing data security
   c. Automating routine tasks
   d. Managing user interfaces

5. **In the SECI Model of Knowledge Creation, what does 'Socialisation' involve?**
   a. Externalising tacit knowledge into explicit forms
   b. Creating new knowledge through group interactions and shared experiences
   c. Combining different forms of knowledge to create new insights
   d. Codifying knowledge into formal documents

6. **Which type of knowledge is difficult to articulate and often involves personal experiences and intuition?**
   a. Explicit knowledge
   b. Codified knowledge
   c. Tacit knowledge
   d. Structural knowledge

7. **What is the significance of a knowledge map in a knowledge management system?**
   a. Identifying security vulnerabilities
   b. Visualising the distribution of knowledge within the organisation
   c. Automating decision-making processes
   d. Classifying documents based on content

8. **How do expert systems contribute to knowledge management systems?**
   a. By facilitating real-time communication
   b. By capturing and applying expert knowledge to solve specific problems

Unit-IV

1. **In the context of knowledge management Systems, what does the term 'explicit knowledge' refer to?**
   a. Tacit knowledge that is difficult to articulate
   b. Knowledge that is documented and easily codified
   c. Unstructured information without clear meaning
   d. Personal insights and experiences

c. By automating routine tasks without human intervention

d. By providing a platform for social collaboration

9. What is the role of a Knowledge Management Officer (KMO) in an organisation's Knowledge Management System?

a. Managing user interfaces

b. Ensuring data security

c. Overseeing the implementation and maintenance of the KMS

d. Automating decision-making processes

10. What is the primary purpose of a Knowledge Management System (KMS)?

a. Data storage and retrieval

b. Information sharing and collaboration

c. Automation of routine tasks

d. Real-time transaction processing

11. Which technique involves the systematic review and organisation of an organisations knowledge assets to improve accessibility and retrieval?

a. Communities of practice

b. Taxonomy development

c. Expert systems

d. Social networks

12. What is the main advantage of using Communities of Practice (CoPs) as a knowledge management technique?

a. Rapid automation of processes

b. Improved collaboration and knowledge sharing among employees

c. Real-time decision-making

d. Enhanced data security

13. In the context of knowledge management, what does the term 'benchmarking' refer to?

a. Identifying and adopting best practices from other organisations

b. Developing standardised processes within the organisation

c. Automating decision-making processes

d. Creating a repository for explicit knowledge

14. What is a limitation of using Expert Systems in Knowledge Management?

a. Difficulty in capturing tacit knowledge

b. High dependence on human interactions

c. Limited ability to handle routine tasks

d. Inability to store and organise explicit knowledge

15. Which knowledge management technique involves capturing and codifying the expertise of individuals to provide automated decision support?

a. Benchmarking

b. Communities of practice

c. Expert systems

d. Taxonomy development

16. What is a potential challenge of implementing Social Network Analysis (SNA) in knowledge management?

a. Limited scalability for large organisations

b. Inability to capture tacit knowledge

c. Overemphasis on explicit knowledge

d. Lack of support for collaboration

17. What does the term 'Storytelling' refer to in the context of knowledge management?

a. Creating fictional narratives to engage employees

b. Sharing organisational experiences and knowledge through storytelling

c. Automating decision-making processes using narrative techniques

d. Developing visual representations of knowledge

18. Which technique focuses on creating a visual representation of knowledge, often using diagrams, charts and graphs?

a. Benchmarking

b. Storytelling

c. Taxonomy development

d. Mind mapping

19. What is a potential limitation of using benchmarking as a knowledge management technique?

a. Inability to capture tacit knowledge

b. Difficulty in identifying best practices from other organisations

c. Overemphasis on explicit knowledge

d. Lack of organisational commitment and resistance to change

20. What is the primary goal of a Knowledge Management System (KMS)?

a. Data storage

b. Information dissemination

c. Knowledge creation and sharing

d. Task automation

21. In a Knowledge Management System, explicit knowledge refers to:
    a. Tacit knowledge
    b. Unstructured information
    c. Formalised and codified information
    d. Informal discussions

22. Which of the following is a component of the knowledge management cycle?
    a. Data acquisition
    b. Knowledge utilisation
    c. Information silos
    d. Technology integration

23. What is the role of a knowledge repository in knowledge management?
    a. Managing employee schedules
    b. Storing and organising knowledge assets
    c. Conducting market research
    d. Facilitating communication

24. Which knowledge management approach focuses on capturing the expertise of individuals through interviews or observations?
    a. Codification
    b. Personalisation
    c. Socialisation
    d. Externalisation

25. What is the main purpose of a Knowledge Management System's taxonomy?
    a. Classifying data
    b. Organising knowledge into categories
    c. Conducting market analysis
    d. Streamlining communication

26. Which technique involves creating a knowledge map to visualise the relationships between different knowledge elements?
    a. Mind mapping
    b. Codification
    c. Benchmarking
    d. Externalisation

27. In the SECI model of knowledge conversion, what does 'SECI' stand for?
    a. Socialisation, externalisation, Codification, Internalisation
    b. Systematic, Efficient, Collaborative, integrated
    c. Sequential, External, Collaborative, Internal
    d. Sharing, Encouraging, Collaborating, Innovating

28. Which of the following is a limitation of knowledge codification?
    a. Facilitates knowledge sharing
    b. may lead to oversimplification of knowledge
    c. Enhances tacit knowledge transfer
    d. Promotes individual learning

29. What is the significance of a knowledge audit in a knowledge management initiative?
    a. Measuring employee productivity
    b. Assessing the effectiveness of training programs
    c. Evaluating and documenting existing knowledge assets capabilities
    d. Implementing IT infrastructure

30. Which technology is commonly used for creating and managing collaborative documents in knowledge management?
    a. Spreadsheet software
    b. Knowledge repositories
    c. Wikis
    d. E-mail communication

31. What is the primary focus of a community of practice in knowledge management?
    a. Codifying explicit knowledge
    b. Facilitating socialisation
    c. Managing data repositories
    d. Documenting best practices

32. Which knowledge management technique involves creating a structured environment for employees to share experiences and insights?
    a. Codification
    b. Socialisation
    c. Externalisation
    d. Internalisation

33. What is the role of a Chief Knowledge Officer (CKO) in an organisation's knowledge management efforts?
    a. Data entry and validation
    b. Leading knowledge creation and sharing initiatives
    c. IT system maintenance
    d. Financial analysis

34. Which factor is crucial for the success of a knowledge management initiative in an organisation?
    a. Restricting access to knowledge
    b. Emphasising individual knowledge hoarding
    c. Encouraging a culture of knowledge sharing
    d. Minimising collaboration

35. What is the purpose of benchmarking in knowledge management?
a. Setting performance standards
b. Measuring organisational efficiency
c. Identifying best practices from external sources
d. Codifying explicit knowledge

36. Which knowledge management technique involves converting tacit knowledge into explicit knowledge through documentation?
a. Socialisation
b. Codification
c. Externalisation
d. Internalisation

37. In the context of knowledge management, what does the term 'knowledge transfer' refer to?
a. Disseminating information to the public
b. Moving knowledge from one person or place to another
c. Deleting outdated knowledge
d. Codifying explicit knowledge

38. What is the significance of a lessons learned repository in knowledge management?
a. Encouraging knowledge hoarding
b. Documenting and sharing experiences to improve future performance
c. Storing irrelevant information
d. Restricting access to knowledge

39. Which of the following is a challenge associated with implementing a knowledge management system?
a. Lack of organisational culture supportive of knowledge sharing
b. Excessive focus on codification
c. Overemphasis on individual knowledge hoarding
d. Limited use of technology

40. Which knowledge management technique involves creating a common vocabulary and understanding within an organisation?
a. Codification
b. Taxonomy development
c. Socialisation
d. Externalisation

41. What is the role story telling in knowledge management?
a. Facilitating externalisation
b. Codifying explicit knowledge
c. Encouraging socialisation
d. Transmitting tacit knowledge through narratives

42. Which knowledge management technique involves creating an external representation of tacit knowledge?
a. Socialisation
b. Codification
c. Externalisation
d. Internalisation

43. What is the purpose of a knowledge management policy in an organisation?
a. Restricting access to knowledge
b. Facilitating knowledge sharing and collaboration
c. Hoarding knowledge assets
d. Codifying explicit knowledge

44. Which technology facilitates the automatic categorisation and tagging of content in a knowledge management system?
a. Machine learning
b. Data warehousing
c. E-mail communication
d. Social media platforms