

SD COLLEGE OF MANAGEMENT STUDIES
KNOWLEDGE MANAGEMENT SYSTEM
UNIT – 4

1. What is a knowledge management system (KMS)?

- A) A system for managing financial data
- B) A system for managing knowledge within an organization
- C) A system for managing human resources
- D) A system for managing inventory

Ans - b

2. Which of the following is NOT a component of a knowledge management system?

- A) Knowledge creation
- B) Knowledge storage
- C) Knowledge destruction
- D) Knowledge dissemination

Ans - c

3. What is the primary purpose of a knowledge management system?

- A) To store data in a structured format
- B) To improve decision-making and problem-solving
- C) To automate routine tasks
- D) To manage financial transactions

Ans - b

4. Which of the following is an example of tacit knowledge?

- A) Instruction manuals
- B) Employee expertise
- C) Databases
- D) Organizational policies

Ans - b

5. What is the role of a knowledge repository in a knowledge management system?

- A) To create new knowledge
- B) To store and organize knowledge

- C) To disseminate knowledge to external stakeholders
- D) To delete obsolete knowledge

Ans - b

6. Which of the following technologies is commonly used for capturing tacit knowledge?

- A) Document management systems
- B) Expert locator systems
- C) Email systems
- D) Social networking platforms

Ans - b

7. What is the significance of knowledge sharing in a knowledge management system?

- A) It helps in reducing organizational costs
- B) It promotes innovation and creativity
- C) It increases employee turnover
- D) It decreases organizational efficiency

Ans - b

8. Which of the following is NOT a potential benefit of implementing a knowledge management system?

- A) Improved decision-making
- B) Enhanced employee satisfaction
- C) Increased organizational complexity
- D) Accelerated innovation

Ans - c

9. What is the role of knowledge mapping in a knowledge management system?

- A) To identify knowledge gaps within the organization
- B) To store knowledge in a central repository
- C) To automate routine tasks
- D) To track employee performance

Ans - a

10. How can a knowledge management system contribute to organizational learning?

- A) By restricting access to knowledge
- B) By promoting a culture of knowledge sharing
- C) By limiting communication between employees
- D) By focusing solely on explicit knowledge

Ans – b

11. What is the primary objective of a knowledge management system (KMS)?

- a) To store data
- b) To manage information flow within an organization
- c) To facilitate communication between employees
- d) To capture, store, and distribute knowledge within an organization

Ans – d

12. Which of the following is NOT a component of a typical knowledge management system?

- a) Knowledge acquisition
- b) Knowledge dissemination
- c) Knowledge monetization
- d) Knowledge utilization

Ans – c

13. What is the purpose of knowledge acquisition in a knowledge management system?

- a) To create new knowledge
- b) To capture and codify existing knowledge
- c) To distribute knowledge to users
- d) To evaluate the effectiveness of knowledge management practices

Ans – b

14. Which structure is commonly used to organize knowledge in a knowledge management system?

- a) Hierarchical structure
- b) Relational structure
- c) Network structure
- d) Sequential structure

Ans – a

15. In a knowledge management system, what is the role of knowledge dissemination?

- a) To restrict access to knowledge
- b) To ensure that knowledge is shared among employees
- c) To prioritize certain types of knowledge over others
- d) To evaluate the quality of knowledge stored in the system

Ans – b

16. Which of the following best describes the purpose of knowledge utilization in a knowledge management system?

- a) To measure the ROI of knowledge management initiatives
- b) To ensure that knowledge is effectively applied to achieve organizational goals
- c) To categorize knowledge based on its relevance to different departments
- d) To archive outdated knowledge

Ans – b

17. Which technology is commonly used to support knowledge management systems?

- a) Blockchain
- b) Virtual reality
- c) Artificial intelligence
- d) Quantum computing

Ans – c

18. What is the significance of knowledge sharing in a knowledge management system?

- a) It enhances individual recognition within the organization
- b) It fosters innovation and problem-solving
- c) It reduces the need for documentation
- d) It limits access to sensitive information

Ans – b

19. Which aspect of a knowledge management system focuses on capturing tacit knowledge?

- a) Knowledge acquisition
- b) Knowledge dissemination

- c) Knowledge utilization
- d) Knowledge creation

Ans – a

20. What is the primary benefit of implementing a knowledge management system in an organization?

- a) Increased employee turnover
- b) Decreased innovation
- c) Improved decision-making
- d) Reduced collaboration

Ans – c

21. Which of the following is a technique used for explicit knowledge management?

- a) Storytelling
- b) Communities of Practice
- c) Document Management Systems
- d) After Action Reviews

Ans – c

22. What technique is best suited for capturing tacit knowledge?

- a) Knowledge Repositories
- b) Expert Locator Systems
- c) Mentoring and Coaching
- d) Lessons Learned Workshops

Ans – c

23. Which technique involves creating a centralized location for storing and organizing knowledge assets?

- a) Knowledge Mapping
- b) Expert Systems
- c) Knowledge Repositories
- d) Knowledge Audits

Ans – c

24. What technique focuses on encouraging employees to share their expertise and experiences?

- a) Knowledge Harvesting
- b) Best Practices Transfer
- c) After Action Reviews
- d) Communities of Practice

Ans – d

25. Which technique aims to identify critical knowledge within an organization and assess its value?

- a) Knowledge Mapping
- b) Knowledge Audits
- c) Expert Locator Systems
- d) Knowledge Harvesting

Ans – b

26. What technique involves the use of technology to automate decision-making processes based on expert knowledge?

- a) Knowledge Harvesting
- b) Expert Systems
- c) Best Practices Transfer
- d) After Action Reviews

Ans – b

27. Which technique focuses on capturing insights and lessons learned after completing a project or task?

- a) Expert Locator Systems
- b) Knowledge Harvesting
- c) Lessons Learned Workshops
- d) Best Practices Transfer

Ans – c

28. What technique involves creating a database of experts within an organization to facilitate knowledge sharing and collaboration?

- a) Knowledge Mapping
- b) Communities of Practice
- c) Expert Locator Systems
- d) Document Management Systems

Ans – c

29. Which technique emphasizes the systematic documentation and dissemination of successful methods and approaches?

- a) Best Practices Transfer
- b) Knowledge Audits
- c) Expert Systems
- d) Knowledge Repositories

Ans – a

30. What technique involves visually representing the flow of knowledge within an organization?

- a) Knowledge Mapping
- b) Knowledge Audits
- c) Knowledge Harvesting
- d) Communities of Practice

Ans – a