

1-Which of the following is not type of business?

- a- Expert driven
- b- Experience driven
- c- Expense driven**
- d- Efficiency driven

2-Which of the following is known for the efficiency driven business?

- a- Stock
- b- Flow
- c- Funds**
- d- Growth

referenced by:

rashid umer (rashidumer50@yahoo.com)

Efficiency-based business, all knowledge concerning both problems and solutions is important in an accumulation of knowledge to improve efficiency. These differences lead us to make distinctions between the following three knowledge management strategies of stock strategy, flow strategy and growth strategy:

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3-SCM stands for _____ ?

- a- Supply chain management**
- b- Service chain management
- c- Supply change management
- d- Supply chain measures

referenced by:

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4-Which of the following is a meaning of epistemological in knowledge management?

- a- Involves knowledge creating individuals, groups, organization, and inter-organization
- b- Involves tacit, explicit of knowledge**
- c- Involves implicit knowledge
- d- Involves semantic knowledge

5- SECI process stands for _____ ?

- a- Socialization extreme combination internalization
- b- Security externalization combination internalization
- c- Socialization externalization combination internalization**
- d- Socialization externalization combination initiative

6- Which of the following means collaboration, knowledge sharing of logistics and consensus among knowledge workers and suppliers?

- a- Socialization externalization combination internalization (SECI)
- b- Customer relationship management (CRM)
- c- Supply chain management (SCM)**
- d- None of the above

7-Knowledge generation process includes all of the following except?

- a- Acquire
- b- Rent
- c- Dedicate

d- Require

8-Identify the school that looks to KM as a dimension of competitive strategy?

a- The Economic school

b- The strategic school

c- The organizational school.

d- The management school

9-Which of them is wrongly connected?

a- Socialization----the conversion of tacit knowledge to tacit knowledge

b- Combination-----the conversion of explicit knowledge to Tacit knowledge

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c- Externalization----the conversion of tacit to explicit knowledge

d- Internalization---the conversion of explicit to tacit knowledge

10-Which of the following component is not a part of Nonaka's model?

a- SECI process

b- Knowledge assets

c- Leadership

d- Ma

The idea of "managing" knowledge is _____ because it is not something one typically thinks of as being managed.

Abstract

Concrete

Figurative

All of the given options

Which of the following is an intangible resource?

Machinery

Land

Physical labors

Reputation

Tacit knowledge is expandable, diffusive and shareable but not

Compressible

Transmittable

Substitutable

All of these options

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The terms "knowledge work" and "knowledge worker" first time coined by Professor Peter Drucker in_____.

1955

1960

1965

1970

Knowledge is always a part of a _____ system.

Static

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Close

Dynamic

Open

Knowledge embedded in systems, technology and _____.

Brain

Environment
Processes
All of the given Options

To building KM system there are a lot of challenges that includes following EXCEPT:

Culture
Knowledge Evaluation
Knowledge Processing

Knowledge filtering

If learning insight and judgment abilities are merged together with knowledge in a person, the person has _____.

Knowledge
Understanding

Wisdom

Intelligence

A network engineer installs 5 computers in a firm using a Manual. After this experience, he further installs 50 computers in another firm without use of manual. Engineer has transferred his knowledge from _____.

Explicit to Tacit

Tacit to Explicit
Explicit to General
General to Expertise

Knowledge includes all of the following except:

Aggregated data

Disaggregated data

Appraised information
Personal experience

1. Mr. Naeem, the operational manager of FGH (pvt) ltd., after understanding the organizations procedure, written them in the form of manual and further suggestions were made to the top management for cost reduction and operational efficiency. This scenario indicates which of the following dimension of nonaka's SECI model.

- A. Socialization
 - B. Internalization
 - [C. Combination](#)
 - D. Externalization
- www.vuzs.net

2. Economy driven by information and communication technologies and knowledge workers prevails during

- A. First economic wave
- B. Second economic wave
- [C. Third economic wave](#)
- D. None of the given options

3. Which of the following ratio is to “estimate the value added by given knowledge assets regardless of where they are located”?

- A. Return-on-equity
- B. Return on investment
- [C. Return-on-knowledge](#)
- D. None of the given options

4. Knowledge stored in the form of manuals and formalized policies of the company indicates which of the following characteristics of the knowledge?

- [A. Expandable](#)
- B. Compressible
- C. Diffusible
- D. Shareable

5. What is the average life expectancy of most of the firms?

- [A. Twenty years](#)
- B. Fifteen years
- C. Thirty years
- D. None of the given

6. People knowledge includes which of the following?

- A. Insights
- B. Intuitions
- C. Relational information
- [D. All of the above](#)

7. Grouping ideas or details that are stored and recalled together as a unit is an example of which of the following?

- A. Inferencing
- B. Compilation
- [C. Chunking](#)
- D. Expertise

8. Which of the following knowledge can be articulated, codified, and stored in certain media?

- [A. Explicit knowledge](#)
- B. Tacit knowledge
- C. Procedural knowledge
- D. Declarative knowledge

9. The normative intervention specifies a particular way to manage an organization is known as _____.

- A. Inter-group relations
- B. Large group
- C. Small group
- [D. Grid organization development](#)

10. Which of the following year James Watt invented the steam engine in industrial age?

- A. 1762
- [B. 1763](#)
- C. 1764
- D. 1765

Consistency, Visual clarity, Navigation and Usability are the main ingredients of _____ layer in 7-tier technical core.

User Interface

Authorized Access

Filtering

Collaborative

Arrange the 7-tier technical layers in ascending order:

Middleware

Transport

The physical layer

Knowledge-Enabling Application

Collaborative Intelligence and filtering

User interface

Authorized Access Control

VI, VII, I, II, IV, V, III

VI, VII, V, IV, II, I, III

VI, VI, V, IV, I, II, III

VI, I, II, V, IV, VII, III

HTTP is the abbreviation of _____.

Hyper Terminal Tracking Program

Home Translator and Technical Professional

Hyper Text Transport Protocol

Home Tested And Tried Protocol

If a company wants to establish KM architecture for knowledge capturing, this activity in KMSLC is termed as _____.

Determine Feasibility

Capture Knowledge

Design KM blueprint

Implement KM system

KM team success depends on number of following factors EXCEPT:

Leadership and team motivation

Team size

Complexity of the project

No of experts in a team

In KMSLC, the knowledge developer tests the evaluating system from _____ of the cycle.

Start

End

Middle

Any point

The Conventional system life cycle is _____ but KMSLC is an incremental process.

Process Driven

Documentation-oriented

Result oriented

All of the given options

_____ business solves large and complicated problems for customers. The problems are new, but they can be solved with existing methods in a specific context every time.

Experience-driven

Expert-driven

Efficiency-driven

None of the given options

Nonaka et al. (2001) suggest the essential question of knowledge creation is establishing an organization's ba corresponding to the four modes of knowledge creation. The four corresponding ba for different mode of knowledge creation are originating ba, interacting ba, exercising ba and

_____.

Modulating ba

Cyber ba

Genuine ba

Physical ba

When an inexperienced and unskilled employee is placed in work environment, he learns and acquired new knowledge and skill. In this situation one of the SECI processes has implemented that process is:

Socialization

Externalization
Combination
Internalization

_____ companies are considered as pioneer in the field of Knowledge management

Swedish

American
UK
Swiss

The _____ consists of employee's expertise, unique organization system, and intellectual property.

Intellectual Capital

Patent Asset
Intellectual Rights
None of the Above

The average life expectancy of the most of firm is around _____ years.

10

20

30

40

Knowledge has very short life but it use make it _____

New and Durable

Useless and wastage of time

Refreshing and revalidating

Everlasting and Interesting

Prosumer is a person who is very knowledgeable about a subject and likes to purchase high-quality equipment. The word prosumer is derived by two words:

PROfit - Con**SUMER**

PROducer - Con**SUMER**

PROfessional - Con**SUMER**

PROsumption - As**SUMER**

Knowledge Can Be
Born
Die
Owned
Stored

All of the given options

Human mind can be classified into five categories: Data, Information, Knowledge, Understanding and Wisdom. If human mind answers to "who", "what", "where", and "when" questions, it means one has:

Data

Information

Knowledge

Understanding

Wisdom

Talking to your friend with mobile phone is an event. In this event: Answering a ringing telephone is your ACTION, Hearing the phone ring is DATA, Where the phone is located is INFORMATION and How to pick up the receiver and answer the phone is your _____.

Wisdom

Knowledge

Learning Process

Intelligence

According to Marvin Minsky, the human mind is a _____.

Society of thoughts

Society of minds

Society of Events

Society of incidents

Trial and error or reworking problems is used in problem-solving scenario. An expert uses experience to explain how a problem is solved. This technique of learning is called

Learning by experience

Learning by example

Learning by discovery

Learning by observation

Which of the following is NOT suitable for knowledge extraction?

Aggregated data

Disaggregated information

Appraised information

Personal experience

Which of the following is needed to understand relationships between different pieces of information?

Knowledge

Data

Information

Wisdom

Knowledge can be organized by following methods EXCEPT:

Cataloging

Indexing

Codifying

Projecting

Knowledge is embedded in all of the following EXCEPT:

Brain

Technology

Systems

Environment

Dell and Amazon are examples of which of the following?

Virtual products and services

Virtual communities

Virtual offices

Virtual teams

Knowledge management includes all of the following EXCEPT:

Gather data

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Organize data

Replication of data

Refine data

Which of the following pair is rightly connected?

Total Quantity Management -----TQM

Business Plan Reengineering ----- BPR

System Change Management ----- SCM

Information and Communications Technology ----- ICT

Knowledge can be preserved in all of the following forms EXCEPT:

Patents

Books

Documentaries

Languages

Which of the following can induce a cognitive dissonance between belief and practice?

Judgmental knowledge

Categorical imperative

Potential commitment

Dynamic system

“Knowledge can be summarized for easier handling and can be packaged into small physical formats”. Which of the following knowledge characteristic best describes this statement?

Expandable

Compressible
Transportable
Diffusive

Which of the following writer described a fundamental underlying trend for shaping the future?

Choices:

Philip Kotler

William Jefferson

Gitman Shaw

John Naisbitt

BLACKMIST

Which of the following pair is wrongly connected?

Choices:

Netscape ----USA

IBM----- Denmark

Ford motor----- USA

Benetton----- Italy

BLACKMIST

Minds of individuals, knowledge, competencies, experience are examples of which of the following?

Choices:

Structural capital

Human capital

Customer capital

Intellectual capital

BLACKMIST

All of the following are the examples of knowledge databases EXCEPT:

Choices:

Products and technologies

Customer's histories

Best practices

Marketing strategies

BLACKMIST

Ownership of capital and means of production are examples of which of the following?

Choices:

Agricultural capital

Industrial capital

Economical capital

Social capital

BLACKMIST

Which of the following statement refers to "Declarative knowledge"?

Choices:

Knowledge that can be shared with others

Knowledge as sets of principles and facts which can be explained to others

Knowledge that enables the application of processes

Knowledge which is hard or reproduce with others

Information is more significant than data because it is _____.

Choices:

Context – Sensitive

Consensus – Sensitive

Technically – Sensitive

All of the given options

BLACKMIST

The branch of philosophy that studies the nature of knowledge, its presuppositions and foundations, and its extent and validity refers to which of the following term?

Choices:

 Epistemological Psychological Ontological Sociological

BLACKMIST

In SECI model of knowledge creation "S" stands for which of the following?

Choices:

Standardization

Specialization

Socialization

Simplification

BLACKMIST

Which of the following processes involves riskier brainstorming to create competitive advantage?

Choices:

Process effectiveness

Process efficiency

Process innovation

Process invention

BLACKMIST

In knowledge management, patents, trademarks, copyrights and brands are the examples of intellectual assets managed by which of the following schools?

Choices:

 The Economic School The Strategic School The Organizational School The Management School

BLACKMIST

Product brands, service brands, corporate brands etc are examples of which of the following assets?

Choices:

Intellectual property assets

Human centered assets

Infrastructure assets

Market assets

BLACKMIST

Which of the following ratio is to “estimate the value added by given knowledge assets regardless of where they are located”?

Choices:

 Return-on-equity Return-on-investment Return-on-knowledge Return-on-assests

BLACKMIST

All of the following refers to the infrastructure assets **EXCEPT**:

Choices:

Corporate Culture

Education

Management

Philosophy

BLACKMIST

What was the fundamental principle behind the industrial revolution?

Choices:

Managers need to be intelligent and trained to direct workers' activity

Managers need to have authoritative style to control workers' activity

Managers need to be able to promote positive conflict to increase interactivity

Managers need to engage in capturing a good market base

BLACKMIST

Which of the following is among the fundamental approaches used by the business valuation profession to value specified ownership interests in privately held companies?

Choices:

Market approach

Customer approach

Reputation approach

Strategic approach

BLACKMIST

Expertise and experience is desired by which of the following types of knowledge buyers?

Choices:

Local buyers

Global buyers

Project level buyers

Company level buyers

BLACKMIST

Which of the following years was the first essential step in the evolution of knowledge management?

Choices:

Early 1960s

Early 1970s

Early 1980s

Early 1990s

BLACKMIST

Which was the fundamental principle behind the industrial revolution?

Choices:

Managers needed to be intelligent and trained to direct workers activity

Capitalists required new type of workers

Machines needed people to operate them

Farming and agriculture was not enough for the economy

BLACKMIST

Which of the following types of knowledge resides in long – term memory?

Choices:

Episodic knowledge

Shallow knowledge

Declarative knowledge

All of the given options

BLACKMIST

In which of the following type(s) of human learning, specially constructed examples or scenarios are used to develop the concept(s) of the student?

Choices:

Learning by experience

Learning by example

Learning by discovery

All of the given options

BLACKMIST

All of the following are dimensions of knowledge management EXCEPT:

Choices:

- Processes
- Products
- People
- Price

BLACKMIST

What is the difference between knowledge characterized as “know what” and “know how”? Explain briefly with the help of example..

Answer:



BLACKMIST

What three dimensions are relevant for examining the impact of knowledge management on business processes?

Answer:



BLACKMIST

Define cost approach of business?

Answer:



BLACKMIST

"Tacit knowledge and explicit knowledge are not totally separate but mutually complementary entities". Do you agree or not? Justify.

Answer:



BLACKMIST

Knowledge can transfer within family member, from internal source to external and from external to internal source. Discuss knowledge transfer between individuals and from individuals to external structure.

Answer:



BLACKMIST

MIDTERM EXAMINATION
Spring 2010
MGMT630- Knowledge Management (Session - 4)

Time: 60 min
Marks: 44

Student Info	
StudentID:	
Center:	
ExamDate:	5/29/2010 1

For Teacher's Use Only									
Q No.	1	2	3	4	5	6	7	8	Total
Marks									
Q No.	9	10	11	12	13	14	15	16	
Marks									
Q No.	17	18	19	20	21	22	23	24	
Marks									
Q No.	25	26	27	28	29	30	31	32	
Marks									

Question No: 1 (Marks: 1) - Please choose one

Which of these is **NOT** an element of technical knowledge and skill?

- ▶ Hardware
- ▶ System integration
- ▶ Software
- ▶ Network infrastructure correct

Question No: 2 (Marks: 1) - Please choose one

Following are the examples of intangible resources **EXCEPT**:

- ▶ Brand image
- ▶ Innovation
- ▶ Land Correct
- ▶ Copyrights

Question No: 3 (Marks: 1) - Please choose one

All of the following are the terms used interchangeably for global economy **EXCEPT**:

- ▶ Third Wave Economy
- ▶ Electronic Economy
- ▶ Third World Economy
- ▶ Developed Economy Correct

Question No: 4 (Marks: 1) - Please choose one

Which of the following are the organizations related to theatres, televisions, actors, singers under one title?

- ▶ Information industries
- ▶ Knowledge industries
- ▶ Ethics industries
- ▶ Arts industries correct

Question No: 5 (Marks: 1) - Please choose one

Which of the following is among the three core levers of strategy?

- ▶ Knowledge in products and services correct
- ▶ Organizational memory
- ▶ Knowledge in relationships
- ▶ Knowledge assets

Question No: 6 (Marks: 1) - Please choose one

All of the following are the examples of knowledge databases **EXCEPT**:

- ▶ Products and technologies
- ▶ Customer's histories
- ▶ Best practices Correct

- ▶ Marketing strategies

Question No: 7 (Marks: 1) - Please choose one

Which of the following knowledge comprises all the insights, intuitions, and relational information we use to work with other people?

- ▶ Categorized knowledge
- ▶ Stored knowledge
- ▶ People knowledge Correct
- ▶ Immanent knowledge

Question No: 8 (Marks: 1) - Please choose one

The refining phase of knowledge management includes all of the following steps EXCEPT:

- ▶ Contextualizing correct
- ▶ Collaborating
- ▶ Filtering
- ▶ Projecting

Question No: 9 (Marks: 1) - Please choose one

Physical, cognitive and punctuation marks are examples of which of the following knowledge?

- ▶ Procedural knowledge correct
- ▶ Declarative knowledge
- ▶ Tacit knowledge
- ▶ Explicit knowledge

Question No: 10 (Marks: 1) - Please choose one

Reengineering shifts processes from one stage to another stage in a way which is more_____.

- ▶ Productive correct
- ▶ Monotonous
- ▶ Efficient
- ▶ Aggressive

Question No: 11 (Marks: 1) - Please choose one

IF mothers are women AND Sarah is a mother, THEN Sarah is a woman. This conclusion is based on which of the following reasoning?

- ▶ Analogy Reasoning correct
- ▶ Inductive Reasoning
- ▶ Deductive Reasoning
- ▶ Case-Based Reasoning

Question No: 12 (Marks: 1) - Please choose one

Which of the following statement refers to “shallow knowledge?”

- ▶ Knowledge based on the fundamental structure, function, and behavior of objects
- ▶ Readily recalled knowledge that resides in short-term memory correct
- ▶ Surface information that experts verbalize easily
- ▶ Knowledge used to create explicit knowledge

Question No: 13 (Marks: 1) - Please choose one

The branch of philosophy that studies the nature of knowledge, its presuppositions and foundations, and its extent and validity refers to which of the following term?

- ▶ Epistemological
- ▶ Ontological
- ▶ Sociological
- ▶ Psychological correct

Question No: 14 (Marks: 1) - Please choose one

Which of the following strategies focuses on developing new knowledge?

- ▶ Stock strategy
- ▶ Flow strategy
- ▶ Growth strategy
- ▶ Share strategy

Question No: 15 (Marks: 1) - Please choose one

Companies that offer customized products will fit in which of the following strategy?

- ▶ Codification strategy
- ▶ Personalization strategy
- ▶ Growth strategy Correct
- ▶ Stock strategy

Question No: 16 (Marks: 1) - Please choose one

I have a problem and I am looking for someone in the organization who has knowledge that can solve my problem.” In this situation according to the strategic school, management must have which of the following perspective?

- ▶ Information-based perspective Correct
- ▶ Technology-based perspective
- ▶ Culture-based perspective
- ▶ Structure-based perspective

Question No: 17 (Marks: 1) - Please choose one

Culture-based perspective is concerned with which of the following?

- ▶ Access to information
- ▶ Application of information technology
- ▶ Knowledge sharing Correct
- ▶ Application knowledge

Question No: 18 (Marks: 1) - Please choose one

Human capital is a general term that refers to all of the following resources that individuals directly contribute to an organization **EXCEPT**:

- ▶ Physical resources
- ▶ Knowledge resources
- ▶ Social resources
- ▶ Financial resources Correct

Question No: 19 (Marks: 1) - Please choose one

How can the organization's employees improve the competence of customers, suppliers and other stakeholders? This strategic question is asked in which of the following knowledge transfer?

- ▶ Knowledge transfers between individuals
- ▶ Knowledge transfers from individuals to external structure Correct
- ▶ Knowledge transfers from external structure to individuals
- ▶ Knowledge transfers from competence to internal structure

Question No: 20 (Marks: 1) - Please choose one

Which of the following is viewed as a tool to aid internal decisions and descriptions of the company's knowledge assets to the shareholders?

- Industrial capital reporting
- Intellectual capital reporting
- Social capital reporting Correct
- Cultural capital reporting

Question No: 21 (Marks: 1) - Please choose one

Which of the following characteristics describes that "knowledge can be summarized for easier handling and can be packaged into small physical formats"?

- Expandable
- Compressible Correct
- Transportable
- Diffusive

Question No: 22 (Marks: 1) - Please choose one

- ▶ Process instructions approach
- ▶ Development instructions approach
- ▶ Practice instructions approach

Question No: 28 (Marks: 1) - Please choose one

According to Grover and Davenport (2001), organization can be viewed to have how many categories of buyers of knowledge?

- ▶ Two Correct
- ▶ More than five
- ▶ More than ten
- ▶ Unlimited

Question No: 29 (Marks: 3)

Briefly explain the key attributes of intelligent behavior.

Question No: 30 (Marks: 3)

Write steps of approaching knowledge value added (KVA).

Question No: 31 (Marks: 5)

Briefly explain what type of knowledge is used in each of these activities:

- a. tying a shoelace
- b. baking a pie
- c. debugging a computer program
- d. replacing a car's flat tire
- e. driving in congested traffic

Question No: 32 (Marks: 5)

Write the three fundamental assumptions of Knowledge-Value-Added theory with the help of example.

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KNOWLEDGE MANAGEMENT

Quiz # 02

Question # 1 of 20 (Start time: 07:50:50 PM)

“An organic and self-organized group of individuals who are dispersed geographically or organizationally but communicate regularly to discuss issues of mutual interest” refers to which of the following term?

Select correct option:

Socialization

Internalization

Externalization

Communities of practice

Question # 2 of 20 (Start time: 07:52:08 PM)

Which of the following writer described six special characteristics of information or explicit knowledge?

Select correct option:

Ikujiro Nonaka

Daniel Bell

Harlan Cleveland

Michael Polanyi

Question # 3 of 20 (Start time: 07:53:13 PM)

Which of the following pair is rightly connected?

Select correct option:

Total Quantity Management —TQM

Business Plan Reengineering — BPR

System Change Management — SCM

Information and Communications Technology — ICT

Question # 4 of 20 (Start time: 07:54:12 PM)

The cost of an electronic transaction is what percentage of the corresponding traditional transaction cost?

Select correct option:

A Fifteenth of traditional cost

A tenth of traditional cost

A Twentieth traditional cost

Same as traditional cost

Question # 5 of 20 (Start time: 07:55:18 PM)

Knowledge can be refined by following methods EXCEPT:

Select correct option:

Contextualizing

Collaboration

Cataloging

Mining

Question # 6 of 20 (Start time: 07:56:48 PM)

If your Personal computer (PC) is not working well, you bring computer to Hafeez center or your nearer computer shop for rectification of problem. The computer expert identifies the problem by listening error reported by you.

This expertise is called _____.

Select correct option:

Associational expertise

Motor skill expertise

Theoretical expertise

All of the given Options

Question # 7 of 20 (Start time: 07:58:18 PM)

BPR stands for what?

Select correct option:

Business, promotion, resources

Business, product, retailers

Business, process ,re engineering

Benefit, promotion, resources

Question # 8 of 20 (Start time: 07:59:36 PM)

Which of the following pair is rightly connected?

Select correct option:

Total Quantity Management —TQM

Business Plan Reengineering — BPR

System Change Management — SCM

Information and Communications Technology — ICT

Question # 9 of 20 (Start time: 08:00:36 PM)

In which of the following years book “Mega Trend” was published?

Select correct option:

1980

1981

1982

1983

Question # 10 of 20 (Start time: 08:01:50 PM)

Knowledge is embedded in all of the following EXCEPT:

Select correct option:

Brain

Technology

Systems

Environment

Question # 11 of 20 (Start time: 08:03:19 PM)

Declarative knowledge is often characterized as which of the following?

Select correct option:

Know-Why

Know-What

Know-How

Know-When

Question # 12 of 20 (Start time: 08:04:51 PM)

Data communication, networking, and wireless transmission are examples of which of the following?

Select correct option:

Process drivers

Technology drivers

Financial drivers

Personnel- specific drivers

Question # 13 of 20 (Start time: 08:06:00 PM)

In an advertising agency, which of the following employees is involved in least knowledge work?

Select correct option:

Creative Director

Finance Director

Concept/Copy Writer

Front Desk Officer

Question # 14 of 20 (Start time: 08:07:28 PM)

Which of the following is NOT suitable for knowledge extraction?

Select correct option:

Aggregated data

Disaggregated information

Appraised information

Personal experience

Question # 15 of 20 (Start time: 08:08:55 PM)

Phone services, fax services, answering services, web-hosting services, and meeting & conference facilities are the examples of which of the following?

Select correct option:

Virtual organizations

Virtual communities

Virtual offices

Virtual teams

Question # 16 of 20 (Start time: 08:10:25 PM)

A lawyer who advocates a particular outcome in a trial based on legal precedents or a judge who creates case law is using which of the following?

Select correct option:

Analogy reasoning

Case-based reasoning

Formal reasoning

Analytical reasoning

Question # 17 of 20 (Start time: 08:11:42 PM)

Which of the following is the “Value created by fostering connections Between individuals”?

Select correct option:

Human capital

Relation capital

Structural Capital

Intellectual capital

Question # 18 of 20 (Start time: 08:13:14 PM)

A knowledge worker remains with a company for a longer period if he has job security, a degree of voluntarism,

fair process and _____.

Select correct option:

Emotional Commitment

Affiliation with employees

Instruction Manual

All of the given Options

Question # 19 of 20 (Start time: 08:14:21 PM)

Which of the following knowledge refers to transmittable in formal and systematic language?

Select correct option:

Declarative knowledge

Procedural knowledge

Explicit knowledge

Tacit knowledge

Question # 20 of 20 (Start time: 08:15:51 PM)

Information is more significant than data because it is:

Select correct option:

Context – Sensitive

Consensus – Sensitive

Technically – Sensitive

All of the given options

MGMT-630

KNOWLEDGE MANAGEMENT

Quiz # 02

Question # 1 of 20 (Start time: 07:50:50 PM)

“An organic and self-organized group of individuals who are dispersed geographically or organizationally but communicate regularly to discuss issues of mutual interest” refers to which of the following term?

Select correct option:

Socialization

Due Date : 25.05.2010

Total Marks: 1

Internalization

Externalization

Communities of practice

Total Marks: 1

Question # 2 of 20 (Start time: 07:52:08 PM)

Which of the following writer described six special characteristics of information or explicit knowledge?

Select correct option:

Ikujiro Nonaka

Daniel Bell

Harlan Cleveland

Michael Polanyi

Total Marks: 1

Question # 3 of 20 (Start time: 07:53:13 PM)

Which of the following pair is rightly connected?

Select correct option:

Total Quantity Management —TQM

Business Plan Reengineering — BPR

System Change Management — SCM

Information and Communications Technology — ICT

Total Marks: 1

Question # 4 of 20 (Start time: 07:54:12 PM)

The cost of an electronic transaction is what percentage of the corresponding traditional transaction cost?

Select correct option:

A Fifteenth of traditional cost

A tenth of traditional cost

A Twentieth traditional cost

Same as traditional cost

Question # 5 of 20 (Start time: 07:55:18 PM)

Knowledge can be refined by following methods EXCEPT:

Select correct option:

Contextualizing

Total Marks: 1

Collaboration

Cataloging

Mining

Question # 6 of 20 (Start time: 07:56:48 PM)

If your Personal computer (PC) is not working well, you bring computer to Hafeez center or your nearer computer shop for rectification of problem. The computer expert identifies the problem by listening error reported by you.

This expertise is called _____.

Select correct option:

Associational expertise

Total Marks: 1

Motor skill expertise

Theoretical expertise

All of the given Options

Question # 7 of 20 (Start time: 07:58:18 PM)

BPR stands for what?

Select correct option:

Business, promotion, resources

Total Marks: 1

Business, product, retailers

Business, process ,re engineering

Benefit, promotion, resources

Total Marks: 1

Question # 8 of 20 (Start time: 07:59:36 PM)

Which of the following pair is rightly connected?

Select correct option:

Total Quantity Management —TQM

Business Plan Reengineering — BPR

System Change Management — SCM

Information and Communications Technology — ICT

Question # 9 of 20 (Start time: 08:00:36 PM)

In which of the following years book “Mega Trend” was published?

Select correct option:

1980

Total Marks: 1

1981

1982

1983

Question # 10 of 20 (Start time: 08:01:50 PM)

Knowledge is embedded in all of the following EXCEPT:

Select correct option:

Brain

Total Marks: 1

Technology

Systems

Environment

Question # 11 of 20 (Start time: 08:03:19 PM)

Declarative knowledge is often characterized as which of the following?

Select correct option:

Know-Why

Total Marks: 1

Know-What

Know-How

Know-When

Question # 12 of 20 (Start time: 08:04:51 PM)

Data communication, networking, and wireless transmission are examples of which of the following?

Select correct option:

Process drivers

Total Marks: 1

Technology drivers

Financial drivers

Personnel- specific drivers

Question # 13 of 20 (Start time: 08:06:00 PM)

In an advertising agency, which of the following employees is involved in least knowledge work?

Select correct option:

Creative Director

Total Marks: 1

Finance Director

Concept/Copy Writer

Front Desk Officer

Question # 14 of 20 (Start time: 08:07:28 PM)

Which of the following is NOT suitable for knowledge extraction?

Select correct option:

Aggregated data

Total Marks: 1

Disaggregated information

Appraised information

Personal experience

Question # 15 of 20 (Start time: 08:08:55 PM)

Phone services, fax services, answering services, web-hosting services, and meeting & conference facilities are the examples of which of the following?

Select correct option:

Virtual organizations

Total Marks: 1

Virtual communities

Virtual offices

Virtual teams

Question # 16 of 20 (Start time: 08:10:25 PM)

A lawyer who advocates a particular outcome in a trial based on legal precedents or a judge who creates case law is using which of the following?

Select correct option:

Analogy reasoning

Total Marks: 1

Case-based reasoning

Formal reasoning

Analytical reasoning

Question # 17 of 20 (Start time: 08:11:42 PM)

Which of the following is the “Value created by fostering connections Between individuals”?

Select correct option:

Human capital

Total Marks: 1

Relation capital

Structural Capital

Intellectual capital

Question # 18 of 20 (Start time: 08:13:14 PM)

A knowledge worker remains with a company for a longer period if he has job security, a degree of voluntarism, fair process and _____.

Select correct option:

Emotional Commitment

Total Marks: 1

Affiliation with employees

Instruction Manual

All of the given Options

Question # 19 of 20 (Start time: 08:14:21 PM)

Which of the following knowledge refers to transmittable in formal and systematic language?

Select correct option:

Declarative knowledge

Total Marks: 1

Procedural knowledge

Explicit knowledge

Tacit knowledge

Question # 20 of 20 (Start time: 08:15:51 PM)

Information is more significant than data because it is:

Select correct option:

Context – Sensitive

Total Marks: 1

Consensus – Sensitive

Technically – Sensitive

All of the given options

MGMT-630

KNOWLEDGE MANAGEMENT

Quiz # 02

Question # 1 of 20 (Start time: 07:50:50 PM)

“An organic and self-organized group of individuals who are dispersed geographically or organizationally but communicate regularly to discuss issues of mutual interest” refers to which of the following term?

Select correct option:

Socialization

Due Date : 25.05.2010

Total Marks: 1

Internalization

Externalization

Communities of practice

Total Marks: 1

Question # 2 of 20 (Start time: 07:52:08 PM)

Which of the following writer described six special characteristics of information or explicit knowledge?

Select correct option:

Ikujiro Nonaka

Daniel Bell

Harlan Cleveland

Michael Polanyi

Total Marks: 1

Question # 3 of 20 (Start time: 07:53:13 PM)

Which of the following pair is rightly connected?

Select correct option:

Total Quantity Management —TQM

Business Plan Reengineering — BPR

System Change Management — SCM

Information and Communications Technology — ICT

Total Marks: 1

Question # 4 of 20 (Start time: 07:54:12 PM)

The cost of an electronic transaction is what percentage of the corresponding traditional transaction cost?

Select correct option:

A Fifteenth of traditional cost

A tenth of traditional cost

A Twentieth traditional cost

Same as traditional cost

Question # 5 of 20 (Start time: 07:55:18 PM)

Knowledge can be refined by following methods EXCEPT:

Select correct option:

Contextualizing

Total Marks: 1

Collaboration

Cataloging

Mining

Question # 6 of 20 (Start time: 07:56:48 PM)

If your Personal computer (PC) is not working well, you bring computer to Hafeez center or your nearer computer shop for rectification of problem. The computer expert identifies the problem by listening error reported by you.

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Total Marks: 1

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Total Marks: 1

Technology

Systems

Environment

Question # 11 of 20 (Start time: 08:03:19 PM)

Declarative knowledge is often characterized as which of the following?

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Total Marks: 1

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Financial drivers

Personnel- specific drivers

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Instruction Manual

All of the given Options

Question # 19 of 20 (Start time: 08:14:21 PM)

Which of the following knowledge refers to transmittable in formal and systematic language?

Select correct option:

Declarative knowledge

Total Marks: 1

Procedural knowledge

Explicit knowledge

Tacit knowledge

Question # 20 of 20 (Start time: 08:15:51 PM)

Information is more significant than data because it is:

Select correct option:

Context – Sensitive

Total Marks: 1

Consensus – Sensitive

Technically – Sensitive

All of the given options

MGMT630 CURRENT QUIZES SOLVES BY MUHAMMAD AAMIR

Question # 1 of 15 (Start time: 06:33:01 PM)

Total Marks: 1

Which of the following is wrongly connected?

▶ Select correct option:

Natural Capital ----- To be preserved

Financial Capital -----To be attracted

Social Capital ----- To be generated

TRUE

Creative capital ----- To be cultivated

Question # 2 of 15 (Start time: 06:34:24 PM)

Total Marks: 1

Information is more significant than data because it is:

▶ Select correct option:

Context – Sensitive

Consensus – Sensitive

Technically – Sensitive

All of the given options

TRUE

Question # 3 of 15 (Start time: 06:35:11 PM)

Total Marks: 1

ERP stands for?

▶ Select correct option:

- Enterprise retailing price
- Enterprise resource price
- Enterprise resource planning
- None of the given options
- TRUE

Question # 4 of 15 (Start time: 06:35:57 PM)

Total Marks: 1

Investors market includes all of the following EXCEPT:

▶ Select correct option:

- Stockholders
- Family
- Friends
- TRUE

Values

Question # 5 of 15 (Start time: 06:37:14 PM)

Total Marks: 1

All of the following refers to knowledge-based resources EXCEPT:

▶ Select correct option:

Skills

Abilities

Learning capacities

Expertise

TRUE

Question # 6 of 15 (Start time: 06:38:44 PM)

Total Marks: 1

Dell and Amazon are examples of which of the following?

▶ Select correct option:

Virtual products and services

TRUE

Virtual communities

Virtual offices

Virtual teams

Question # 8 of 15 (Start time: 06:41:07 PM)

Total Marks: 1

Which of the following is the knowledge that people carry in their minds and is, therefore, difficult to access?

▶ **Select correct option:**

Explicit knowledge

Tacit knowledge

Procedural knowledge

Declarative knowledge

TRUE NOT SURE

Question # 9 of 15 (Start time: 06:42:29 PM)

Total Marks: 1

Which of the following is the study of the principles of valid inference and demonstration?

▶ **Select correct option:**

Logic

Fact

Argument

TRUE

Rule

Question # 10 of 15 (Start time: 06:43:21 PM)

Total Marks: 1

Grouping ideas or details that are stored and recalled together as a unit is an example of which of the following?

▶ Select correct option:

Inferencing

Compilation

Chunking

TRUE

Expertise

Question # 11 of 15 (Start time: 06:44:33 PM)

Total Marks: 1

Which of them is wrongly connected?

▶ Select correct option:

Socialization----the conversion of tacit knowledge to

Combination--the conversion of explicit knowledge to

TRUE

Externalization----the conversion of tacit to explicit k

Internalization---the conversion of explicit to tacit kn

Question # 12 of 15 (Start time: 06:45:27 PM)

Total Marks: 1

The World Bank lends money to support a country for which of the following?

▶ **Select correct option:**

Cultural development

Educational development

Economic development

TRUE

All of the given options

Question # 13 of 15 (Start time: 06:46:24 PM)

Total Marks: 1

Knowledge can be captured by all of the following methods EXCEPT:

▶ **Select correct option:**

Data entry

Interviewing

Brainstorming

TRUE

Filtering

Question # 14 of 15 (Start time: 06:47:10 PM)

Total Marks: 1

Which of the following can not considered as knowledge worker?

▶ Select correct option:

Software designer

System analyst

Supervisor

TRUE

Electronic engineer

Question # 15 of 15 (Start time: 06:48:34 PM)

Total Marks: 1

Knowledge is embedded in all of the following EXCEPT:

▶ Select correct option:

Brain

Technology

Systems



Environment

TRUE

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Quiz Start Time: 03:58 PM

Question # 4 of 15 (Start time: 07:54:21 PM)

Total Marks: 1

Which of the following is wrongly connected?

▶ Select correct option:

- Natural Capital ----- To be preserved
- Financial Capital -----To be attracted
-

Quiz Start Time: 03:58 PM

Question # 6 of 15 (Start time: 07:56:34 PM)

Total Marks: 1

Which one of the following is not a KM driver?

▶ Select correct option:

- Technology drivers
- Process drivers
- promotional drivers
- Knowledge related drivers

ANSWER



Click here to Save Answer & Move to Next Question

Quiz Start Time: 03:58 PM

Question # 7 of 15 (Start time: 07:57:30 PM)

Total Marks: 1

Which of the following knowledge refers to transmittable in formal and systematic language?

▶ Select correct option:

- Declarative knowledge
- Procedural knowledge
- Explicit knowledge
- Tacit knowledge

ANSWER

▶ [Click here to Save Answer & Move to Next Question](#)

Quiz Start Time: 03:58 PM

Question # 8 of 15 (Start time: 07:58:05 PM)

Total Marks: 1

The branch of philosophy that studies the nature of knowledge, its presuppositions and foundations, and its extent and validity refers to which of the following term?

▶ Select correct option:

- Epistemological

- Psychological
- Ontological
- All of the given options



Click here to Save Answer & Move to Next Question

MC090400692 : Arslan Azeem

Time Left **89** sec(s)

Quiz Start Time: 03:58 PM

Question # 9 of 15 (Start time: 07:59:52 PM)

Total Marks: 1

If your Personal computer (PC) is not working well, you bring computer to Hafeez center or your nearer computer shop for rectification of problem. The computer expert identifies the problem by listening error reported by you. This expertise is called _____.



Select correct option:

- Associational expertise
- Motor skill expertise
- Theoretical expertise
- All of the given Options



Click here to Save Answer & Move to Next Question

Quiz Start Time: 03:58 PM

Question # 10 of 15 (Start time: 08:01:46 PM)

Total Marks: 1

Which of the following writer described six special characteristics of information or explicit knowledge?

Select correct option:

- Ikujiro Nonaka
- Daniel Bell
- Harlan Cleveland
- Michael Polanyi

ANSWER

 [Click here to Save Answer & Move to Next Question](#)

Quiz Start Time: 03:58 PM

Question # 11 of 15 (Start time: 08:02:36 PM)

Total Marks: 1

Six attributes of knowledge products and services includes all of the following EXCEPT:

Select correct option:

- Learn
- Anticipate

Interactive

Effective

ANSWER



Click here to Save Answer & Move to Next Question

MC090400692 : Arslan Azeem

Time Left 89 sec(s)

Quiz Start Time: 03:58 PM

Question # 12 of 15 (Start time: 08:03:52 PM)

Total Marks: 1

Brain surgeon's expertise is an example of which of the following knowledge?

Select correct option:

Knowledge is immanent

ANSWER

Knowledge can be owned

Knowledge can be stored

Knowledge can born



Click here to Save Answer & Move to Next Question

MC090400692 : Arslan Azeem

Time Left 89 sec(s)

Quiz Start Time: 03:58 PM

Question # 13 of 15 (Start time: 08:04:23 PM)

Total Marks: 1

Crops grew in summer and harvested in the autumn is an example of which of the following?

Select correct option:

- The industrial age
- The agrarian age
- The information age
- The new age

ANSWER



Click here to Save Answer & Move to Next Question

MC090400692 : Arslan Azeem

Time Left **89** sec(s)

Quiz Start Time: 03:58 PM

Question # 14 of 15 (Start time: 08:05:12 PM)

Total Marks: 1

Which of the following is needed to understand relationships between different pieces of information?

Select correct option:

- Knowledge
- Data
- Information

ANSWER

Wisdom



Click here to Save Answer & Move to Next Question

MC090400692 : Arslan Azeem

Time Left **89**
sec(s)

Quiz Start Time: 03:58 PM

Question # 15 of 15 (**Start time: 08:05:46 PM**)

Total Marks: 1

Which of the following knowledge was used to apply the concepts the student read about in the chapter to real -world situations he/she may have encountered at her work place?

Select correct option:

General knowledge

Specific knowledge

ANSWER

Explicit knowledge

Tacit knowledge



Click here to Save Answer & Move to Next Question

Creative capital ----- To be cultivated



Click here to Save Answer & Move to Next Question

MC090400692 : Arslan Azeem

Time Left **68**
sec(s)

Quiz Start Time: 03:58 PM

Question # 5 of 15 (Start time: 07:55:43 PM)

Total Marks: 1

The World Bank lends money to support a country for which of the following?

▶ Select correct option:

- Cultural development
- Educational development
- Economic development
- All of the given options

ANSWER



Click here to Save Answer & Move to Next Question

786/110
WAJAHAT AZIZ

1-Which of the following is correct term for “making tacit knowledge explicit”?

Codifying the knowledge

Translate the knowledge

Transform the knowledge

Clarifying the knowledge

2-Data without context, purpose or meaning is known as:

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a) Information

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b) Knowledge

c) Wisdom

d) Illustration

3-The knowledge that can be accessed by another individual or firm or moved away from one firm to another easily is known as:

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WAJAHAT AZIZ

a) Migratory knowledge

b) Tacit knowledge

c) Embrained Knowledge

d) Embedded knowledge

4-Which of these is an attribute?

a) Above

b) Color

c) Blue

d) Sky

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5-Which of the following is an example of both concept knowledge and tacit knowledge?

a) How to boil and egg

b) How to ride a bicycle

c) Wheel is part of a car

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WAJAHAT AZIZ

d) The position of keys on a typewriter

6-What is knowledge?

a) Symbols, facts, numbers

b) Experiences

c) The application of data and information

d) Data that has been processed

7-The term "knowledge worker" was invented in 1959 by which of the following scholar?

a) Grace Hopper

b) Peter Drucker

c) Alfred Sloan

d) Nicholas Carr

8-Knowledge can be refined by following methods EXCEPT:

a) Contextualizing

b) Collaboration

c) Cataloging

d) Mining

9-Applying the best know-how while performing core tasks is called as:

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a) Knowledge in processes

b) Knowledge in relationships

c) Knowledge in people

d) Knowledge in products (services)

10-The refining phase of knowledge management includes all of the following steps EXCEPT:

a) Contextualizing

b) Filtering

c) Collaborating

d) Projecting

1-Procedures, rules, and norms are examples of which of the following?

a) Knowledge in people

b) Knowledge in artifacts

c) Knowledge in organizational entities

d) Inter-organizational relationship

2-Which of the following knowledge was used to apply the concepts that the student read about in the chapter to real -world situations he/she may have encountered at her work place?

a) General knowledge

b) Specific knowledge

c) Explicit knowledge

d) Tacit knowledge

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3-In KVA, the correlation between any two or more estimates should be at a high level to ensure an accurate estimate. This simple matched correlation measures the _____ of an estimate.

a) Efficiency

b) Consistency

c) Reliability

d) Durability

4-The process that links the acquisition of raw material to the sale of the finished product refers to which of the following integration?

a) Horizontal integration

b) Vertical Integration

c) Horizontal & vertical both

d) None of the given options

5- Which of the following relates certain elements of truth about a subject matter or domain?

a) Logic

b) Fact

c) Argument

d) Rule

6- The “preface of any book” which tells about the book is an example of which of the following?

a) Tacit knowledge

b) Specific knowledge

c) Declarative knowledge

d) Episodic knowledge

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7-In an advertising agency, which of the following employees is involved in least knowledge work?

a) Creative Director

b) Finance Director

c) Concept/Copy Writer

d) Front Desk Officer

8-Which of the following is not a three dimension of knowledge management?

- a) Effectiveness
- b) Innovation
- c) Efficiency

d) Performance

9-The useful information is derived from the data, but the organization lacks the expertise to interpret the information in the right way which creates a serious problem for the organizations. This gap is called as:

- a) Design gap

b) Expertise gap

- c) Execution gap
- d) Leverage gap

10-If your Personal computer (PC) is not working well, you bring computer to Hafeez center or your nearer computer shop for rectification of problem. The computer expert identifies the problem by listening error reported by you. This expertise is called

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Environment

Dell and Amazon are examples of which of the following?

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Virtual teams

Knowledge management includes all of the following EXCEPT:

Gather data
Organize data

Replication of data

Refine data

Which of the following pair is rightly connected?

Total Quantity Management -----TQM

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Business Plan Reengineering ----- BPR

System Change Management ----- SCM

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Knowledge can be preserved in all of the following forms EXCEPT:

Patents
Books
Documentaries

Languages

Which of the following can induce a cognitive dissonance between belief and practice?

Judgmental knowledge

Categorical imperative

Potential commitment

Dynamic system

“Knowledge can be summarized for easier handling and can be packaged into small physical formats”. Which of the following knowledge characteristic best describes this statement?

Expandable

Compressible

Transportable

Diffusive

1-Procedures, rules, and norms are examples of which of the following?

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QUIZ

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Compressible

Transportable

Diffusive

1-Which of the following is not type of business?

a- Expert driven

b- Experience driven

c- Expense driven

d- Efficiency driven

2-Which of the following is known for the efficiency driven business?

a- Stock

b- Flow

c- Funds

d- Growth

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3-SCM stands for _____?

a- Supply chain management

b- Service chain management

c- Supply change management

d- Supply chain measures

4-Which of the following is a meaning of epistemological in knowledge management?

a- Involves knowledge creating individuals, groups, organization, and inter-organization

b- Involves tacit, explicit of knowledge

c- Involves implicit knowledge

d- Involves semantic knowledge

5- SECI process stands for _____?

- a- Socialization extreme combination internalization
- b- Security externalization combination internalization
- c- Socialization externalization combination internalization**
- d- Socialization externalization combination initiative

6- Which of the following means collaboration, knowledge sharing of logistics and consensus among knowledge workers and suppliers?

- a- Socialization externalization combination internalization (SECI)
- b- Customer relationship management (CRM)
- c- Supply chain management (SCM)**
- d- None of the above

7-Knowledge generation process includes all of the following except?

- a- Acquire
- b- Rent
- c- Dedicate
- d- Require**

8-Identify the school that looks to KM as a dimension of competitive strategy?

- a- The Economic school
- b- The strategic school**
- c- The organizational school
- d- The management school

9-Which of them is wrongly connected?

- a- Socialization----the conversion of tacit knowledge to tacit knowledge
- b- Combination-----the conversion of explicit knowledge to Tacit knowledge**

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- c- Externalization----the conversion of tacit to explicit knowledge
- d- Internalization---the conversion of explicit to tacit knowledge

10-Which of the following component is not a part of Nonaka's model?

- a- SECI process
- b- Knowledge assets
- c- Leadership
- d- Ma**

The idea of "managing" knowledge is _____ because it is not something one typically thinks of as being managed.

Abstract

Concrete
Figurative
All of the given options

Which of the following is an intangible resource?

Machinery
Land
Physical labors
Reputation

Tacit knowledge is expandable, diffusive and shareable but not

Compressible
Transmittable
Substitutable
All of these options

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The terms “knowledge work” and “knowledge worker” first time coined by Professor Peter Drucker in_____.

1955
1960
1965
1970

Knowledge is always a part of a _____ system.

Static

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WAJAHAT AZIZ

Close
Dynamic
Open

Knowledge embedded in systems, technology and _____.

Brain

Environment

Processes

All of the given Options

To building KM system there are a lot of challenges that includes following EXCEPT:

Culture

Knowledge Evaluation

Knowledge Processing

Knowledge filtering

If learning insight and judgment abilities are merged together with knowledge in a person, the person has _____.

Knowledge

Understanding

Wisdom

Intelligence

A network engineer installs 5 computers in a firm using a Manual. After this experience, he further installs 50 computers in another firm without use of manual. Engineer has transferred his knowledge from _____.

Explicit to Tacit

Tacit to Explicit

Explicit to General

General to Expertise

Knowledge includes all of the following except:

Aggregated data

Disaggregated data

Appraised information

Personal experience

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Consistency, Visual clarity, Navigation and Usability are the main ingredients of _____ layer in 7-tier technical core.

User Interface

Authorized Access

Filtering

Collaborative

Arrange the 7-tier technical layers in ascending order:

Middleware

Transport

The physical layer

Knowledge-Enabling Application

Collaborative Intelligence and filtering

User interface

Authorized Access Control

VI, VII, I, II, IV, V, III

VI, VII, V, IV, II, I, III

VI, VI, V, IV, I, II, III

VI, I, II, V, IV, VII, III

HTTP is the abbreviation of _____.

Hyper Terminal Tracking Program

Home Translator and Technical Professional

Hyper Text Transport Protocol

Home Tested And Tried Protocol

If a company wants to establish KM architecture for knowledge capturing, this activity in

KMSLC is termed as _____.

Determine Feasibility

Capture Knowledge

Design KM blueprint

Implement KM system

KM team success depends on number of following factors EXCEPT:

Leadership and team motivation

Team size

Complexity of the project

No of experts in a team

In KMSLC, the knowledge developer tests the evaluating system from _____ of the cycle.

Start

End

Middle

Any point

The Conventional system life cycle is _____ but KMSLC is an incremental process.

Process Driven

Documentation-oriented

Result oriented

All of the given options

_____ business solves large and complicated problems for customers. The problems are new, but they can be solved with existing methods in a specific context every time.

Experience-driven

Expert-driven

Efficiency-driven

None of the given options

Nonaka et al. (2001) suggest the essential question of knowledge creation is establishing an organization's ba corresponding to the four modes of knowledge creation. The four corresponding ba for different mode of knowledge creation are originating ba, interacting ba, exercising ba and _____.

Modulating ba

Cyber ba

Genuine ba

Physical ba

When an inexperienced and unskilled employee is placed in work environment, he learns and acquired new knowledge and skill. In this situation one of the SECI processes has implemented that process is:

Socialization

- Externalization
- Combination
- Internalization

_____ companies are considered as pioneer in the field of Knowledge management.

Swedish

- American
- UK
- Swiss

The _____ consists of employee's expertise, unique organization system, and intellectual property.

Intellectual Capital

- Patent Asset
- Intellectual Rights
- None of the Above

The average life expectancy of the most of firm is around _____ years.

- 10
- 20**
- 30
- 40

Knowledge has very short life but it use make it _____

- New and Durable
- Useless and wastage of time

Refreshing and revalidating

- Everlasting and Interesting

Prosumer is a person who is very knowledgeable about a subject and likes to purchase high-quality equipment. The word prosumer is derived by two words:

- PRO**fit - Con**SUMER**
- PRO**ducer - Con**SUMER**
- PRO**fessional - Con**SUMER**
- PRO**sumption - As**SUMER**

Knowledge Can Be
Born
Die
Owned
Stored

All of the given options

Human mind can be classified into five categories: Data, Information, Knowledge, Understanding and Wisdom. If human mind answers to "who", "what", "where", and "when" questions, it means one has:

Data

Information

Knowledge
Understanding
Wisdom

Talking to your friend with mobile phone is an event. In this event: Answering a ringing telephone is your ACTION, Hearing the phone ring is DATA, Where the phone is located is INFORMATION and How to pick up the receiver and answer the phone is your

_____.
Wisdom

Knowledge

Learning Process
Intelligence

According to Marvin Minsky, the human mind is a _____.

Society of thoughts

Society of minds

Society of Events
Society of incidents

Trial and error or reworking problems is used in problem-solving scenario. An expert uses experience to explain how a problem is solved. This technique of learning is called

Learning by experience

Learning by example
Learning by discovery
Learning by observation

1- Conventional managerial learning approaches mostly stress on which of the following?

a) Efficiency and utility

b) Socio cognitive routines
c) Subjectivity

d) Inductive learning

2- Formal strategic planning methods do not correlate with profitability because_____.
Which of the following statement is the most appropriate reason according to the author?

- a) They are contextual and situation-specific
- b) They are efficient but not innovative and effective to facilitate creativity**
- c) They ignore subjective experience of individual
- d) They are deductive and data-driven

3- According to the writer of article which of the following approach is suitable to enhance the organizational learning?

- a) Cognitive heuristics approach
- b) Knowledge based strategy approach**
- c) Inductive learning methods /approach
- d) Deductive learning methods /approach

4- Managers of knowledge-intensive firms have adopted which of the following best practices in knowledge-creation?

- a) Sticking to decisions and singular vision of top management
- b) Avoiding ambiguity and chaos
- c) Utilizing personal experiential knowledge of employees**
- d) Using homogenous tools and techniques to analyze information

5- According to Peter Senge, which of the following factors are effective in enhancing employee's commitment and motivation in knowledge creation process?

- a) Amplification of information
- b) Formation of autonomous task forces**
- c) Articulation of subjective knowledge
- d) Zero tolerance for ambiguity

Subjective questions of final term february 2011 are as below

Question. briefly define tacit and explicit knowledge ---3 Answer: page.69

Explicit knowledge: Knowledge codified in documents, books, or other repositories.

Tacit knowledge: Knowledge used to create explicit knowledge; the mind-set of individuals that includes intuitions, values, and beliefs that stem from experience.

Question .benefits to organizations of KVA analysis-----5

Question .Define Learning organizations-----3 answer.page.233

There 'really' exist learning organizations in the world – organizations which are presumably different from non-learning ones - and as corporate actors they learn by themselves,2 either from each other or by being immersed in ecology of learning. The touchstone with which to determine whether, how and in what circumstances learning has been produced is the concept of

change. Organizational change is the outcome of a more or less rational procedure of the production of knowledge and its practical application. If this does not come about, something 'has gone wrong' and dysfunctional learning has taken place. learning organizations (LO) are born.

Companies with outstanding reputations - Shell, Mercedes Benz, Isvor Fiat - baptize themselves Los and devote enormous resources to creating a 'corporate' identity that is recognizable, recognized and trustworthy in the eyes of its members and of society at large.

Question .Describe the crucial requirements for the successful implementation of knowledge sharing systems-----5 Answer: page.210

a-Collection and systematic organization of information from various sources.

Most organizational business processes require information and data including CAD drawings, e-mails, electronic documents such as specifications, and even paper documents. This requisite information may be dispersed throughout the organization. This first step requires the collection of this information throughout the organization.

b. Minimization of up-front knowledge engineering

. Knowledge-sharing systems must take advantage of explicit organizational information and data, such that these systems can be built quickly, generate returns on investment, and be able to adapt to new requirements. This information and data is mostly found in databases and documents.

c. Exploiting user feedback for maintenance and evolution.

Knowledge-sharing systems should concentrate on capturing the knowledge of the organization's members. This includes options for maintenance and user feedback so the knowledge can be kept fresh and relevant. Furthermore, knowledge sharing systems should be designed to support user's needs and their business process workflows.

d. Integration into existing environment.

Knowledge-sharing systems must be integrated into an organization's information flow, by integrating with the IT tools currently used to perform the business tasks. Humans, by nature, will tend to avoid efforts to formalize knowledge (ever met a computer programmer that enjoys commenting her code?). In fact, as a rule of thumb, if the effort required in formalizing knowledge is too high, it should be left informal, to be described by humans, and not attempt to be made explicit. For instance, consider the possibility of capturing the "how-to" knowledge, of how to ride a bicycle. Clearly an understanding of the laws of physics can help explain why a person stays on the bicycle while it's moving, but few of us recall these laws while we ride. Other than the proverbial "keep your feet on the pedal," which doesn't explicate much about the riding process, most of us learned to ride a bicycle through hours of practice, and many falls, while we were kids. It would be impractical to try to codify this knowledge and make it explicit. On the other hand, it might be useful to know who's a good bicycle rider, in particular if one is looking to put together a cycling team.

e. Active presentation of relevant information.

Finally, the goal of an active knowledge-sharing system is to present its users with the required information when and wherever it's needed. These systems are envisioned to become intelligent assistants, automatically eliciting and providing knowledge that may be useful in solving the current task, whenever and wherever it's needed.

Question .Describes Knowledge maps -----5

Question .how would u elaborate the concept of knowledge mapas an effective codification tool?5 Answer: Page.206

Codification Tools/Procedures Knowledge Maps

- Knowledge maps originated from the belief that people act on things that they understand and accept.
- It indicates that self-determined change is sustainable.
- Knowledge map is a visual representation of knowledge.
- They can represent explicit/tacit, formal/informal, documented/undocumented, internal/external knowledge.
- It is not a knowledge repository.

- It is a sort of directory that points towards people, documents, and repositories.
 - It may identify strengths to exploit and missing knowledge gaps to fill.
- Knowledge Mapping is very useful when it is required to visualize and explore complex systems.
- Examples of complex systems are ecosystems, the internet, telecommunications systems, and customer-supplier chains in the stock market.
- Knowledge Mapping is a multi-step process.
- Key can be extracted from database or literature and placed in tabular form as lists of facts.
- These tabled relationships can then be connected in networks to form the required knowledge maps.

A popular knowledge map used in human resources is a skills planner in which employees are matched to jobs. Steps to build the map:

- A structure of the knowledge requirements should be developed.
- Knowledge required of specific jobs must be defined.
- You should rate employee performance by knowledge competency.
- You should link the knowledge map to some training program for career development and job Advancement

Question. Concept mapping -----3 Answer:Page.203

Concept Mapping

- It is a network of concepts consisting of nodes and links.
- A node represents a concept, and a link represents the relationship between concepts (refer to Figure 6.5 in page 172 of your textbook).
- Concept mapping is designed to transform new concepts/propositions into the existing cognitive structures related to knowledge capture.
- It is a structured conceptualization.
- It is an effective way for a group to function without losing their individuality.
- Concept mapping can be done for several reasons:
 - To design complex structures.
 - To generate ideas.
 - To communicate ideas.
 - To diagnose misunderstanding.
- Six-step procedure for using a concept map as a tool:
 - Preparation.
 - Idea generation.
 - Statement structuring.
 - Representation.

- Interpretation
- Utilization.
- Similar to concept mapping, a **semantic net** is a collection of nodes linked together to form a net.
 - A knowledge developer can graphically represent descriptive/declarative knowledge through a net.
 - Each idea of interest is usually represented by a node linked by lines (called **arcs**) which shows relationships between nodes.
 - Fundamentally it is a network of concepts and relationships (refer to page 173 of your textbook for example).

mgmt630 current paper 2011

(1) What is organizational memory, difference between semantic and episodic memory?

Answer.

Organizational memory – recording existing experience for future use, both in the form of explicit knowledge repositories and developing pointers to expertise.

Semantic memory refers to general, explicit and articulated knowledge, whereas **episodic memory** refers to context-specific and situated knowledge. Document management technology allows knowledge of an organization's past, often dispersed among a variety of retention facilities, to be effectively stored and made accessible. Drawing on these technologies, most consulting firms have created semantic memories by developing vast repositories of knowledge about customers, projects, competition, and the industries they serve.

(2) WRITE DOWN THREE limitation of knowledge application system?

(3) identify the categories of intellectual assets ? explain its?answer.page.27

The starting point of .any asset-based approach is that of understanding its different components.

Intellectual assets are frequently categorized into the following groups.

1. **Human capital** – in the minds of individuals; knowledge, competencies, experience, know-how, etc.
- 2 **Structural capital** – 'that which is left after employees go home for the night': processes, information systems, databases, etc.
3. **Customer capital** – customer relationships, brands, trademarks, etc.

(5) What are the benefits of monitoring & measuring knowledge usage? Answer. page.82

(6) Define term Ba? Explain the four characteristics of Ba in SECI model? answer. page.147

Nonaka et al. (2001) suggest that the essential question of knowledge creation is establishing an organization's ba, defined as a common place or space for creating knowledge. Four types of ba corresponding to the four modes of knowledge creation are identified: (1) originating ba, (2) interacting ba, (3) cyber ba, and (4) exercising ba. Originating ba entails the socialization mode of knowledge creation and is the ba from which the organizational knowledge creation process begins. Originating ba is a common place in which individuals share experiences primarily through face-to-face interactions and by being at the same place at the same time. Interacting ba is associated with the externalization mode of knowledge creation and refers to a space where tacit knowledge is converted to explicit knowledge and shared among individuals through the process of dialogue and collaboration. Cyber ba refers to a virtual space of interaction and corresponds to the combination mode of knowledge creation. Finally, exercising ba involves the conversion of explicit to tacit knowledge through the internalization process. Understanding **the characteristics of various ba** and the relationship with the modes of knowledge creation is important to enhancing organizational knowledge creation. For example, the use of IT capabilities in cyber ba is advocated to enhance the efficiency of the combination mode of knowledge creation. Data warehousing and data mining, document management systems, software agents and intranets may be of great value in cyber ba. Considering the flexibility of modern IT, other forms of organizational ba and the corresponding modes of knowledge creation can be enhanced through the use of various forms of information systems. For example, information systems designed for support or collaboration, coordination, and communication processes, as a component of the interacting ba, can facilitate teamwork and thereby increase an individual's contact with other individuals.

(7) Define knowledge discovery give comprehensive description it VU solutions? page 170 not sure

Knowledge Discovery Systems support the process of developing new tacit or explicit knowledge from data and information or from the synthesis of prior knowledge. These systems support two KM sub processes associated with knowledge discovery: combination, enabling the discovery of new explicit knowledge, and socialization, enabling the discovery of new tacit knowledge. Mechanisms and technologies can support knowledge discovery systems by facilitating combination and/or socialization.

Mechanisms that facilitate combination include collaborative problem solving, joint decision making, and collaborative creation of documents. Technologies facilitating combination include knowledge discovery systems, databases, and Web-based access to data. Repositories of information, best practices, and lessons learned also facilitate combination. Technologies can also facilitate socialization, but to a smaller extent than they can facilitate combination.

(8) What specific security that firewalls perform? answer: page.185

Firewalls can protect against:

- E-mails that can cause problems.
 - Unauthorized access from the outside world.
 - Undesirable material (movies, images, music etc).
 - Unauthorized sensitive information leaving the organization.
- Firewalls can not protect against:
 - Attacks not going through the firewall.
 - Viruses on floppy disks.
 - Weak security policies.

(9) identify the list down barrier that org could face applying knowledge sharing system in the org? answer: page.214

A business culture may exist in which an organizational unit considers information from outside the unit as worthless. Typically this culture discourages knowledge consumers from participating in the knowledge market and organizational rewards are tied to creating knowledge (even when unnecessary) and not to sharing or knowledge re-use. Additionally, those organizations that separate knowledge from the knowledge owners/producers tends to discourage knowledge owners from volunteering knowledge to be shared. On the human side, knowledge sharing was anathema to traditional hierarchical organizations where knowledge was equated to power hence employees need to be properly motivated to engage in knowledge sharing initiatives. Without proper management support and motivation to share, knowledge sharing is not likely to occur.

1-Purpose of KM? answer.page.93 3 Marks

The purpose of knowledge management is to help companies create, share and use knowledge more effectively. Effective knowledge management causes fewer errors, less work, more independence in time and space for knowledge workers, fewer questions, and better decisions, less reinventing of wheels, improved customer relations, improved service and improved profitability. Knowledge management is purported to increase both innovation and responsiveness. The recent interest in organizational knowledge has prompted the issue of managing knowledge to the organization's benefit.

1. Define business to business (B2B) portals? 3 Marks answer.page 182

Plasticexchange.com, ChemConnect.com, Paperloop.com are examples of B2B portals for the plastics chemical and paper industries

2. Differentiate semantic and episodic knowledge with examples. Answer.page.70 5 Marks

Episodic knowledge is knowledge based on experiential information chunked as an entity and retrieved from long-term memory on recall. It is synonymous with deep knowledge. For example, a professor with years of consulting experience tends to teach by scenarios or by examples. Such a person doesn't have to think long about citing an episode to illustrate a point.

Semantic knowledge is highly organized, "chunked" knowledge that resides in the expert's long-term memory and represents concepts, facts, and relationships among facts. For example, a professor teaching networking would explain openly and clearly the network concepts, types of cables and their functions, how PCs are connected to a server, etc.

These are all facts, relationships, and realities based on experience.

3. What is the importance of knowledge and why do we need to manage it? 5 Marks

4. Disadvantages of working with multiple experts? 5 Marks answer.page 199

Advantages of working with multiple (team) experts:

- Complex problem domains are usually benefited.
- Stimulates interaction.
- Listening to a multitude of views allows the developer to consider alternative ways of representing knowledge.
- Formal meetings are sometimes better environment for generating thoughtful contributions.

Disadvantages of working with multiple (team) experts:

- Disagreements can frequently occur.
- Coordinating meeting schedules are more complicated.
- Harder to retain confidentiality.
- Overlapping mental processes of multiple experts can result in a *process loss*.
- Often requires more than one knowledge developer.

5. According to Peter Senge, what are the five learning disciplines that make an organization learning organization? 5 Mark

Which of the following writer described a fundamental underlying trend for shaping the future?

Choices:

Philip Kotler

William Jefferson

Gitman Shaw

John Naisbitt

BLACKMIST

Which of the following pair is wrongly connected?

Choices:

Netscape ----USA

IBM----- Denmark

Ford motor----- USA

Benetton----- Italy

BLACKMIST

Minds of individuals, knowledge, competencies, experience are examples of which of the following?

Choices:

Structural capital

Human capital

Customer capital

Intellectual capital

BLACKMIST

All of the following are the examples of knowledge databases EXCEPT:

Choices:

Products and technologies

Customer's histories

Best practices

Marketing strategies

BLACKMIST

Ownership of capital and means of production are examples of which of the following?

Choices:

Agricultural capital

Industrial capital

Economical capital

Social capital

BLACKMIST

Which of the following statement refers to "Declarative knowledge"?

Choices:

Knowledge that can be shared with others

Knowledge as sets of principles and facts which can be explained to others

Knowledge that enables the application of processes

Knowledge which is hard or reproduce with others

Information is more significant than data because it is _____.

Choices:

Context – Sensitive

Consensus – Sensitive

Technically – Sensitive

All of the given options

BLACKMIST

The branch of philosophy that studies the nature of knowledge, its presuppositions and foundations, and its extent and validity refers to which of the following term?

Choices:

 Epistemological Psychological Ontological Sociological

BLACKMIST

In SECI model of knowledge creation "S" stands for which of the following?

Choices:

Standardization

Specialization

Socialization

Simplification

BLACKMIST

Which of the following processes involves riskier brainstorming to create competitive advantage?

Choices:

Process effectiveness

Process efficiency

Process innovation

Process invention

BLACKMIST

In knowledge management, patents, trademarks, copyrights and brands are the examples of intellectual assets managed by which of the following schools?

Choices:

 The Economic School The Strategic School The Organizational School The Management School

BLACKMIST

Product brands, service brands, corporate brands etc are examples of which of the following assets?

Choices:

 Intellectual property assets Human centered assets Infrastructure assets Market assets

BLACKMIST

Which of the following ratio is to “estimate the value added by given knowledge assets regardless of where they are located”?

Choices:

 Return-on-equity Return-on-investment Return-on-knowledge Return-on-assests

BLACKMIST

All of the following refers to the infrastructure assets **EXCEPT**:

Choices:

Corporate Culture

Education

Management

Philosophy

BLACKMIST

What was the fundamental principle behind the industrial revolution?

Choices:

Managers need to be intelligent and trained to direct workers' activity

Managers need to have authoritative style to control workers' activity

Managers need to be able to promote positive conflict to increase interactivity

Manager need to engage in capturing a good market base

BLACKMIST

Which of the following is among the fundamental approaches used by the business valuation profession to value specified ownership interests in privately held companies?

Choices:

Market approach

Customer approach

Reputation approach

Strategic approach

BLACKMIST

Expertise and experience is desired by which of the following types of knowledge buyers?

Choices:

Local buyers

Global buyers

Project level buyers

Company level buyers

BLACKMIST

Which of the following years was the first essential step in the evolution of knowledge management?

Choices:

Early 1960s

Early 1970s

Early 1980s

Early 1990s

BLACKMIST

Which was the fundamental principle behind the industrial revolution?

Choices:

- Managers needed to be intelligent and trained to direct workers activity
- Capitalists required new type of workers
- Machines needed people to operate them
- Farming and agriculture was not enough for the economy

BLACKMIST

Which of the following types of knowledge resides in long – term memory?

Choices:

Episodic knowledge

Shallow knowledge

Declarative knowledge

All of the given options

BLACKMIST

In which of the following type(s) of human learning, specially constructed examples or scenarios are used to develop the concept(s) of the student?

Choices:

Learning by experience

Learning by example

Learning by discovery

All of the given options

All of the following are dimensions of knowledge management EXCEPT:

Choices:

- Processes
- Products
- People
- Price

BLACKMIST

What is the difference between knowledge characterized as “know what” and “know how”? Explain briefly with the help of example..

Answer:



BLACKMIST

What three dimensions are relevant for examining the impact of knowledge management on business processes?

Answer:



BLACKMIST

Define cost approach of business?

Answer:



BLACKMIST

"Tacit knowledge and explicit knowledge are not totally separate but mutually complementary entities". Do you agree or not? Justify.

Answer:



BLACKMIST

Knowledge can transfer within family member, from internal source to external and from external to internal source. Discuss knowledge transfer between individuals and from individuals to external structure.

Answer:



BLACKMIST

Composed by SADIA ALI SADI

Question # 1 of 10 (Start time: 04:20:32 PM) Total Marks: 1

Mr. Naeem, the operational manager of FGH (pvt) ltd., after understanding the organizations procedure, written them in the form of manual and further suggestions were made to the top management for cost reduction and operational efficiency. This scenario indicates which of the following dimension of nonaka's SECI model.

Select correct option:

Socialization

Internalization

Combination

Externalization

Question # 2 of 10 (Start time: 04:22:02 PM) Total Marks: 1

Economy driven by information and communication technologies and knowledge workers prevails during

Select correct option:

First economic wave

Second economic wave

Third economic wave

None of the given options

Question # 3 of 10 (Start time: 04:23:29 PM) Total Marks: 1

Which of the following ratio is to "estimate the value added by given knowledge assets regardless of where they are located"?

Select correct option:

Return-on-equity

Return on investment

Composed by SADIA ALI SADI

PLEASE PRAY FOR ME

Return-on-knowledge

None of the given options

Question # 4 of 10 (Start time: 04:24:52 PM) Total Marks: 1

Knowledge stored in the form of manuals and formalized policies of the company indicates which of the following characteristics of the knowledge?

Select correct option:

Expandable (doubt)

Compressible

Diffusible

Shareable

Question # 5 of 10 (Start time: 04:26:24 PM) Total Marks: 1 What

is the average life expectancy of most of the firms?

Select correct option:

Twenty years

Fifteen years

Thirty years

None of the given

Question # 6 of 10 (Start time: 04:27:03 PM) Total Marks: 1 People

knowledge includes which of the following?

Select correct option:

Insights

Composed by SADIA ALI SADI

Intuitions

Relational information

All of the above

Question # 7 of 10 (Start time: 04:28:04 PM) Total Marks: 1

Grouping ideas or details that are stored and recalled together as a unit is an example of which of the following?

Select correct option:

Inferencing

Compilation

Chunking

Expertise

Question # 8 of 10 (Start time: 04:28:47 PM) Total Marks: 1

Which of the following knowledge can be articulated, codified, and stored in certain media?

Select correct option:

Explicit knowledge

Tacit knowledge

Procedural knowledge

Declarative knowledge Reference

<http://ubiquity.acm.org/article.cfm?id=1366325>

Question # 9 of 10 (Start time: 04:30:13 PM) Total Marks: 1

The normative intervention specifies a particular way to manage an organization is known as _____.

Composed by SADIA ALI SADI

Select correct option:

Inter-group relations

Large group

Small group

Grid organization development

Reference

http://books.google.com.sa/books?id=XiYNdZLw-2YC&pg=PA58&lpg=PA58&dq=The+normative+intervention+specifies+a+particular+way+to+manage+an+organization+is+known%3F&source=bl&ots=w6VKKnT7hN&sig=sX6u7eOtJKvaowIng00zJ2lGYHM&hl=en&sa=X&ei=fMrxTpiRJYOmhAfTsdicAQ&redir_esc=y#v=onepage&q=The%20normative%20intervention%20specifies%20a%20particular%20way%20to%20manage%20an%20organization%20is%20known%3F&f=false

Question # 10 of 10 (Start time: 04:31:45 PM) Total Marks: 1

Which of the following year James Watt invented the steam engine in industrial age?

Select correct option:

1762

1763

1764

1765

Quiz # 1

Time Left **89**
sec(s)

Quiz Start Time: 08:13 PM

Question # 1 of 15 (Start time: 08:13:59 PM)

Total Marks: 1

Which one of the following is not an input device?

▶ **Select correct option:**

- Mouse
- Monitor
- Keyboard
- Touch screen

ANSWER



Click here to Save Answer & Move to Next Question

Quiz # 1

Time Left **89**
sec(s)

Quiz Start Time: 08:13 PM

Question # 2 of 15 (Start time: 08:15:06 PM)

Total Marks: 1

Which of the following is the type of knowledge that can be verbally explained, codified or written down in specific documents?

▶ **Select correct option:**

- Procedural Knowledge

Declarative knowledge

Explicit knowledge

ANSWER

Tacit knowledge



Click here to Save Answer & Move to Next Question

Quiz # 1

Time Left **89**
sec(s)

Quiz Start Time: 08:13 PM

Question # 3 of 15 (**Start time: 08:15:28 PM**)

Total Marks: 1

Human receive information in which of the following way?

Select correct option:

Seeing

Hearing

Smelling

All of the given options

ANSWER



Click here to Save Answer & Move to Next Question

Quiz # 1

Time Left **89**
sec(s)

Quiz Start Time: 08:13 PM

Question # 4 of 15 (Start time: 08:16:27 PM)

Total Marks: 1

Knowledge possessed by a large number of people and easily transferable is known as?

▶ Select correct option:

- Specific Knowledge
- General Knowledge
- Tacit Knowledge
- Procedural knowledge

ANSWER



Click here to Save Answer & Move to Next Question

Quiz # 1

Time Left 90 sec(s)

Quiz Start Time: 08:13 PM

Question # 5 of 15 (Start time: 08:17:29 PM)

Total Marks: 1

Knowledge can be refined by following methods EXCEPT:


▶ Select correct option:

- Contextualizing
- Collaboration

Cataloging

ANSWER

Mining

 [Click here to Save Answer & Move to Next Question](#)

Quiz # 1

Time Left **89**
sec(s) 

Quiz Start Time: 08:13 PM

Question # 6 of 15 (**Start time: 08:17:54 PM**)

Total Marks: 1

Knowledge is embedded in all of the following EXCEPT:

 **Select correct option:**


Brain

Technology

Systems

Environment

ANSWER

 [Click here to Save Answer & Move to Next Question](#)

Quiz # 1

Time Left **89**
sec(s) 

Quiz Start Time: 08:13 PM

Question # 7 of 15 (**Start time: 08:18:23 PM**)

Total Marks: 1

Which of the following knowledge tends to be explicit, metaphysical, and objective?

▶ **Select correct option:**

- Knowledge of rationality ANSWER
- Knowledge of experience
- Knowledge of interest
- None of the given option

▶ [Click here to Save Answer & Move to Next Question](#)

Quiz # 1

Time Left **89** sec(s)

Quiz Start Time: 08:13 PM


Question # 8 of 15 (Start time: 08:19:01 PM)

Total Marks: 1

The “preface of any book” which tells about the book is an example of which of the following?

▶ **Select correct option:**

- Tacit Knowledge ANSWER
- Declarative Knowledge
- Specific Knowledge
- Episodic Knowledge

 [Click here to Save Answer & Move to Next Question](#)

Quiz # 1

Time Left **89**
sec(s) 

Quiz Start Time: 08:13 PM

Question # 9 of 15 (Start time: 08:19:34 PM)

Total Marks: 1

Data communication, networking, and wireless transmission are examples of which of the following?

 **Select correct option:**


Process drivers

Technology drivers

ANSWER

Financial drivers

Personnel- specific drivers

 [Click here to Save Answer & Move to Next Question](#)

Quiz # 1

Time Left **89**
sec(s) 

Quiz Start Time: 08:13 PM

Question # 10 of 15 (Start time: 08:20:08 PM)

Total Marks: 1

Data consist of the following except?

 **Select correct option:**

Facts

Information

ANSWER

Observation

Perception



Click here to Save Answer & Move to Next Question

Time Left 89 sec(s)

Quiz Start Time: 08:13 PM

Question # 11 of 15 (Start time: 08:21:42 PM)

Total Marks: 1

What allows the company to differentiate its products and services by application of superior knowledge refers to which of the following term?

Select correct option:

Innovative knowledge

Advanced knowledge

Core knowledge

None of the given option



Click here to Save Answer & Move to Next Question

Time Left 89 sec(s)

Quiz Start Time: 08:13 PM

Question # 12 of 15 (Start time: 08:23:34 PM)

Total Marks: 1

Information is more significant than data because it is:

▶ Select correct option:

- Context – Sensitive
- Consensus – Sensitive
- Technically – Sensitive
- All of the given options

ANSWER



Click here to Save Answer & Move to Next Question

Time Left

88
sec(s)

Quiz Start Time: 08:13 PM

Question # 13 of 15 (Start time: 08:23:56 PM)

Total Marks: 1

Online Music/Films, E- books, Banking, Education, consultancy and games are examples of which of the following?

▶ Select correct option:

- Virtual Products and services
- Virtual Organization

ANSWER

- Virtual Offices
- Virtual Teams



Click here to Save Answer & Move to Next Question

Time Left **89**
sec(s)

Quiz Start Time: 08:13 PM

Question # 14 of 15 (Start time: 08:24:24 PM)

Total Marks: 1

“Ayan is 6 feet tall” is an example of?

Select correct option:

- Knowledge
- Information
- Data
- None of the given

ANSWER



Click here to Save Answer & Move to Next Question

Time Left **89**
sec(s)

Quiz Start Time: 08:13 PM

Question # 15 of 15 (Start time: 08:24:50 PM)

Total Marks: 1

Which of the following are the organizations related to theatres, televisions, actors, singers under one title?

 **Select correct option:**

Information industries

Knowledge industries

Ethics industries

Arts industries

ANSWER

 [Click here to Save Answer & Move to Next Question](#)

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Question # 1 of 10 (Start time: 04:20:32 PM) Total Marks: 1

Mr. Naeem, the operational manager of FGH (pvt) ltd., after understanding the organizations procedure, written them in the form of manual and further suggestions were made to the top management for cost reduction and operational efficiency. This scenario indicates which of the following dimension of nonaka's SECI model.

Select correct option:

Socialization

Internalization

Combination

Externalization

Question # 2 of 10 (Start time: 04:22:02 PM) Total Marks: 1

Economy driven by information and communication technologies and knowledge workers prevails during

Select correct option:

First economic wave

Second economic wave

Third economic wave

None of the given options

Question # 3 of 10 (Start time: 04:23:29 PM) Total Marks: 1

Which of the following ratio is to "estimate the value added by given knowledge assets regardless of where they are located"?

Select correct option:

Return-on-equity

Return on investment

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Return-on-knowledge

None of the given options

Question # 4 of 10 (Start time: 04:24:52 PM) Total Marks: 1

Knowledge stored in the form of manuals and formalized policies of the company indicates which of the following characteristics of the knowledge?

Select correct option:

Expandable (doubt)

Compressible

Diffusible

Shareable

Question # 5 of 10 (Start time: 04:26:24 PM) Total Marks: 1

What is the average life expectancy of most of the firms?

Select correct option:

Twenty years

Fifteen years

Thirty years

None of the given

Question # 6 of 10 (Start time: 04:27:03 PM) Total Marks: 1

People knowledge includes which of the following?

Select correct option:

Insights

Intuitions

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Relational information

All of the above

Question # 7 of 10 (Start time: 04:28:04 PM) Total Marks: 1

Grouping ideas or details that are stored and recalled together as a unit is an example of which of the following?

Select correct option:

Inferencing

Compilation

Chunking

Expertise

Question # 8 of 10 (Start time: 04:28:47 PM) Total Marks: 1

Which of the following knowledge can be articulated, codified, and stored in certain media?

Select correct option:

Explicit knowledge

Tacit knowledge

Procedural knowledge

Declarative knowledge

Reference

<http://ubiquity.acm.org/article.cfm?id=1366325>

Question # 9 of 10 (Start time: 04:30:13 PM) Total Marks: 1

The normative intervention specifies a particular way to manage an organization is known as _____.

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Select correct option:

Inter-group relations

Large group

Small group

Grid organization development

Reference

http://books.google.com.sa/books?id=XiYNdZLw-2YC&pg=PA58&lpg=PA58&dq=The+normative+intervention+specifies+a+particular+way+to+manage+an+organization+is+known%3F&source=bl&ots=w6VKKnT7hN&sig=sX6u7eOtJKvaowIng00zJ2lGYHM&hl=en&sa=X&ei=fMrxTpiRJYOmhAfTsdicAQ&redir_esc=y#v=onepage&q=The%20normative%20intervention%20specifies%20a%20particular%20way%20to%20manage%20an%20organization%20is%20known%3F&f=false

Question # 10 of 10 (Start time: 04:31:45 PM) Total Marks: 1

Which of the following year James Watt invented the steam engine in industrial age?

Select correct option:

1762

1763

1764

1765