310- Corporate Governance

1. What is the key difference between information and knowledge?

a. Information is raw data, while knowledge is processed information with context.

b. Information is theoretical, while knowledge is practical.

c. Information and knowledge are interchangeable terms.

d. Information is specific, while knowledge is general.

Answer: a. Information is raw data, while knowledge is processed information with context.

2. Define epistemology in the context of knowledge management.

a. It is the study of organizational structures.

b. It is the philosophical study of the nature and scope of knowledge.

c. It refers to the process of knowledge creation.

d. It focuses on explicit knowledge.

Answer: b. It is the philosophical study of the nature and scope of knowledge.

3. Differentiate between tacit and explicit knowledge.

a. Tacit knowledge is theoretical, while explicit knowledge is practical.

b. Tacit knowledge is context-specific and hard to articulate, while explicit knowledge is easily codifiable.

c. Tacit knowledge is general, while explicit knowledge is specific.

d. Tacit knowledge is always codifiable, while explicit knowledge is always context-specific.

Answer: b. Tacit knowledge is context-specific and hard to articulate, while explicit knowledge is easily codifiable.

4. What characterizes procedural knowledge?

a. It involves knowing "how."

b. It is theoretical and abstract.

c. It is easily codifiable.

d. It is synonymous with declarative knowledge.

Answer: a. It involves knowing "how."

5. Identify the type of expertise associated with theoretical knowledge and deep understanding.

a. Associational expertise.

b. Motor skill expertise.

c. Theoretical expertise.

d. General expertise.

Answer: c. Theoretical expertise.

6. Why is Knowledge Management (KM) essential for organizations?

a. It complicates organizational processes.

b. It reduces employee expertise.

c. It enhances decision-making and innovation.

d. It focuses solely on data management.

Answer: c. It enhances decision-making and innovation.

7. What is the purpose of aligning KM with business strategy?

a. To create complexity in organizational processes.

b. To enhance organizational culture.

c. To ensure KM is separate from business strategy.

d. To contribute to organizational goals and objectives.

Answer: d. To contribute to organizational goals and objectives.

8. In the KM Cycle, what does "Knowledge creation" involve?

a. Transforming tacit knowledge into explicit knowledge.

b. Generating new knowledge through innovation and learning.

c. Capturing explicit knowledge for future use.

d. Transferring knowledge through communication.

Answer: b. Generating new knowledge through innovation and learning.

9. What role does culture and structure play in knowledge transfer and sharing?

a. They have no impact on knowledge transfer and sharing.

b. They are hindrances to knowledge transfer.

c. They play a crucial role in facilitating or hindering knowledge transfer.

d. Culture is important, but structure has minimal impact.

Answer: c. They play a crucial role in facilitating or hindering knowledge transfer.

10. What is the purpose of knowledge codification in the KM system life cycle?

a. To limit access to knowledge.

b. To make knowledge explicit and easily transferable.

c. To complicate the knowledge-sharing process.

d. To discourage knowledge creation.

Answer: b. To make knowledge explicit and easily transferable.

11. What is a key component of Knowledge Infrastructure in KM?

a. Physical office space.

b. Technology infrastructure.

c. Organizational hierarchy.

d. Marketing strategy.

Answer: b. Technology infrastructure.

12. What is the purpose of a Knowledge Audit in the analysis, design, and development of a KM system?

a. To assess employees' job performance.

b. To evaluate the effectiveness of organizational culture.

c. To identify and evaluate existing organizational knowledge.

d. To analyze financial records.

Answer: c. To identify and evaluate existing organizational knowledge.

13. What is the role of KM tools in the development of a KM system?

a. To complicate the knowledge-sharing process.

b. To limit access to knowledge.

c. To facilitate the analysis and dissemination of knowledge.

d. To discourage knowledge creation.

Answer: c. To facilitate the analysis and dissemination of knowledge.

14. What does "inferences from data, data mining, and knowledge portals" refer to in the context of KM tools?

a. Methods for restricting knowledge access.

b. Techniques for explicit knowledge transfer.

c. Approaches to analyzing and extracting insights from data.

d. Strategies for codifying tacit knowledge.

Answer: c. Approaches to analyzing and extracting insights from data.

15. Why is it essential to have a knowledge team in the development of a KM system?

a. To reduce organizational complexity.

b. To ensure only explicit knowledge is considered.

c. To bring together diverse expertise for effective knowledge management.

d. To discourage knowledge sharing.

Answer: c. To bring together diverse expertise for effective knowledge management.

16. What is the role of Communities of Practice in KM Infrastructure?

a. To limit access to knowledge.

b. To facilitate knowledge sharing among individuals with similar interests or expertise.

c. To complicate the knowledge-sharing process.

d. To discourage knowledge creation.

Answer: b. To facilitate knowledge sharing among individuals with similar interests or expertise.

17. What does "Common Knowledge" refer to in KM Infrastructure?

a. Knowledge that is exclusive to a few individuals.

b. Shared knowledge that is widely known and understood within an organization.

c. Tacit knowledge that is difficult to articulate.

d. Explicit knowledge that is hard to codify.

Answer: b. Shared knowledge that is widely known and understood within an organization.

18. How does Organizational Culture contribute to KM Infrastructure?

a. By limiting access to knowledge.

b. By creating barriers to knowledge sharing.

c. By providing a supportive environment for knowledge creation and sharing.

d. By discouraging innovation.

Answer: c. By providing a supportive environment for knowledge creation and sharing.

19. What is the significance of Information Technology Infrastructure in KM?

a. To complicate knowledge-sharing processes.

b. To limit access to knowledge.

c. To facilitate the storage, retrieval, and sharing of explicit knowledge.

d. To discourage knowledge creation.

Answer: c. To facilitate the storage, retrieval, and sharing of explicit knowledge.

20. How does Organizational Structure impact KM Infrastructure?

a. It has no impact on KM.

b. It facilitates knowledge creation.

c. It plays a crucial role in either supporting or hindering knowledge management initiatives.

d. It only affects tacit knowledge.

Answer: c. It plays a crucial role in either supporting or hindering knowledge management initiatives.

19. What are the dimensions of KM Impact?

a. People, Processes, and Products.

b. Technology, Processes, and People.

c. Knowledge, Processes, and Products.

d. People, Culture, and Technology.

Answer: a. People, Processes, and Products.

20. According to universalistic and contingency views, what factors influence KM impact?

a. Only organizational culture.

b. Only technology infrastructure.

c. Both universalistic and contingency views are correct.

d. Neither universalistic nor contingency views are correct.

Answer: c. Both universalistic and contingency views are correct.

21. How can KM impact be assessed?

a. Quantitative measures only.

b. Qualitative measures only.

c. Both qualitative and quantitative measures.

d. Through tacit knowledge assessment only.

Answer: c. Both qualitative and quantitative measures.

22. What are the ethical, legal, and managerial issues associated with KM?

a. There are no ethical, legal, or managerial issues in KM.

b. Ethical issues include privacy concerns, legal issues involve intellectual property, and managerial issues pertain to leadership support.

c. Legal issues include employee contracts, ethical issues involve organizational culture, and managerial issues relate to job satisfaction.

d. Ethical issues revolve around technology use, legal issues concern employee behavior, and managerial issues focus on training.

Answer: b. Ethical issues include privacy concerns, legal issues involve intellectual property, and managerial issues pertain to leadership support.

23. What is the focus of KM experiences from Indian companies?

a. Only technological innovations.

b. Only organizational culture.

c. Both technological innovations and organizational culture.

d. Neither technological innovations nor organizational culture.

Answer: c. Both technological innovations and organizational culture.

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