

**UNIVERSITY OF COLOMBO, SRI LANKA**  
**FACULTY OF MANAGEMENT AND FINANCE**

Bachelor of Business Administration (Level II – Semester VII) Examination – 2017

**HRM 2211 - Knowledge Management**

**Two (02) Hours**

**Answer any five questions**

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1. i. Describe what is knowledge and its dimensions. (06 Marks)  
  
ii. Describe basic features of tacit and explicit knowledge (07 Marks)  
  
iii. Describe knowledge hierarchy (07 Marks)  
  
**(Total 20 Marks)**
  
2. Explain knowledge management by describing aims and basic processes (activities) of the knowledge management (20 Marks)
  
3. i. Briefly describe the knowledge management system cycle. (10 Marks)  
  
ii. 'The success of the knowledge management system determine by various factors.' Briefly describe the factors leading to success or failure of knowledge management systems. (10 Marks)  
  
**(Total 20 marks)**
  
4. 'In modern competitive economy organization cannot be just survived without becoming learning organizations.' Justify this statement, highlighting basic features of the learning organizations. (20 Marks)

5. i. What do you mean by knowledge management strategies? Explain. (10 Marks)

ii. Describe the meaning of knowledge sharing metrics and list at least 5 criteria to measure success of knowledge sharing metrics. (10 Marks)

**(Total 20 marks)**

6. i. Describe the meaning of knowledge conversion process. (08 Marks)

ii. Briefly describe seven strategic leavers relate to knowledge Management. (12 Marks)

**(Total 20 marks)**

7. Write short note on:

- i. Core competencies of knowledge workers
- ii. Role of Chief Knowledge Officer (CKO)
- iii. Organizational learning
- iv. Approaches to knowledge Management

(05 Marks Each)

**(Total 20 marks)**

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