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HIGHLIGHTED HANDOUT

MGMT630

Knowledge Management

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Mgmt630 Final TERM - Lecture notes 4

knowledge mangmt (University of Garden City)



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The images, languages and concepts held by the staff and customers indicate which of the following assets of knowledge?

Experiential knowledge

Systematic knowledge

[Conceptual knowledge](#)

Routine knowledge

[Reference Page # 131 \(Handouts\)](#)

Conceptual knowledge assets consist of explicit knowledge articulated through images, symbols and language. They are the assets based on the concepts held by customers and members of the organization.

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

Explicit knowledge

[Tacit knowledge](#)

Procedural knowledge

Declarative knowledge

which capital creates the leverage and flexibility to rapidly deploy new knowledge and create an ever-changing array of products and services?

[Intellectual capital](#)

Capital stock

Social capital

All of the given options

which of the following global economy is also called as the “Information Age”, the “third Wave” or the _____?

E-Commerce Economy

[Electronic Economy](#)

Third World Economy

Developed Economy

[Reference Page # 5 \(Handouts\)](#)

The global economy has decisively entered a new age. It is variously called the “Information Age,” the “Third Wave,” or the “Electronic Economy.”

Which one of the following is not a business driven approach?

Expert driven business

Experience driven business

Efficiency driven business

[Product driven business](#)

[Reference Page # 120 \(Handouts\)](#)

Which one of the following is a property of knowledge capturing?

Determining feasibility

choosing appropriate expert

taping the expert’s knowledge

All of the given options

A project manager trains his juniors and assistants regarding the effective project management skills by telling its learning and experiences in the practical field. This scenario indicates which of the following dimension of nonaka's SECI model.

Socialization

Internalization

Combination

Externalization

which one of the following is most suitable for different place, same time conditions in knowledge sharing process?

Face to face meeting

Peer to Peer shared computer

E-Mail

Video conferencing

Which of them is a correct statement?

The greatest strategy, the greatest financial plan, the greatest turnaround, is only going to be temporary if it is not grounded in people"

The greatest strategy, the greatest financial plan, the greatest turnaround, is only going to be temporary if it is not grounded in capital"

The greatest strategy, the greatest financial plan, the greatest turnaround, is only going to be temporary if it is not grounded in financial capital"

None of them

Reference Page # 30 (Handouts)

All of the following includes four dimensions of knowledge management EXCEPT:

Processes

Products

People

Price

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

Logic

Fact

Argument

Rule

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

Virtual organizations

Virtual communities

Virtual offices

Virtual teams

To access multiple different repositories and sources from one screen, which of the following can be used in an organization?

Group support system

Data warehousing

[Internal portal](#)

Web forum

[Reference Page # 147 \(Handouts\)](#)

Following Are the components of KM except:

People

[Currency](#)

Process

Technology

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

A Fifteenth of traditional cost

[A tenth of traditional cost](#)

A Twentieth traditional cost

Same as traditional cost

An effective data has which of the following characteristic/s?

Accurate

Large

Comparable

[All of the given options](#)

ABC incorporation has implemented the advanced and updated version of an enterprise resource planning (ERP) software to get the competitive advantage by increasing its operational efficiency. ABC incorporation is pursuing for which dimension of the knowledge?

[Core knowledge](#)

Advanced knowledge

Innovative knowledge

None of the given above

Human receive information in which of the following way?

Seeing

Hearing

Smelling

[All of the given options](#)

The patient probably has a serious case of the flu. The given statement is an example of:

[Data](#)

Instrumental understanding

Metadata

Knowledge

The term _____ refers to a set of sequenced planned actions or events intended to help an organization increase its effectiveness.

Intervention

Performance management

Institutionalization

[Knowledge management](#)

MGMT630 Knowledge Management Quiz # 3 Solved MCQs

MGMT630 Knowledge Management Multiple Choice Question shared by Naveed Iqbal Khan

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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

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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. Inference

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

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

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 - ConSUMER

PROducer - ConSUMER

PROfessional - ConSUMER

PROsumption - AsSUMER

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 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:

rashid umer (rashidumer50@yahoo.com)

Page 176 handouts

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

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 is NOT suitable for knowledge extraction?

Aggregated data

Disaggregated information

Appraised information

Personal experience

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Expandable
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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

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

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- 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

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

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

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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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

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

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:

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

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c) Knowledge in organizational entities

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d) Episodic knowledge

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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

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

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 _____.

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&lp...>

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:

1763

1765

Read more: [MGMT630 quiz no3 solved with reference - Virtual University of Pakistan http://vustudents.ning.com/group/mgmt630knowledgemanagement/forum/topics/mgmt630-quiz-no3-solved-with-reference#ixzz1IKukOm4k](http://vustudents.ning.com/group/mgmt630knowledgemanagement/forum/topics/mgmt630-quiz-no3-solved-with-reference#ixzz1IKukOm4k)