Write short note on: Balance score card method.

5. Discuss about Retention management.

4. Explain the Performance Appraisal process in Knowledge Management.

3. Explain the Concept of Intellectual Capital.

2. Explain the types of Knowledge Management.

1. What is mean by Knowledge Management and explain the characteristics of Knowledge management.

Answer any FIVE questions.

PART A — 6 x 5 = 30 marks

Maximum: Three hours

(2012 - 13 Batch onwards)

Knowledge Management

Human Resource Management

Third Semester

DECEMBER 2014/DECEMBER 2015

MB.F A. DEGREE EXAMINATION

MHR 3003/MBFH 3001

MBHR 3003/MHR 3001

What is the reason for the success of Tisha?

(a) Is really the knowledge sharing the secret of Tisha?

(b) Tisha success of both technology and subject matter are also necessary.

Questions:

other colleagues for tips too.

Some copies during the lunch breaks. She asked

She persuaded him to show her how to work the machine.

and did not even have the software on her

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<table>
<thead>
<tr>
<th>Case Study</th>
<th>PART C — 1 x 20 = 20 marks</th>
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<tbody>
<tr>
<td><strong>PART B</strong> — 5 x 10 = 50 marks</td>
<td>7. What are the sources support to create the Knowledge Expertise?</td>
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<td>10. Explain the knowledge and role related issues. — Explain.</td>
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<td>11. Explain the technology push for knowledge management.</td>
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<td>12. Briefly explain the application of Knowledge management in organization.</td>
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<td></td>
<td>13. Briefly explain the application of Knowledge management in organization.</td>
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<td>14. Critically evaluate the Knowledge Discovery.</td>
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<td>15. What are the technologies used in managing knowledge?</td>
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<td></td>
<td>16. It is, of course, not enough to create rich environments where people can share. Xerox provides a lot of these environments with online knowledge sharing tools. A秸秆 of best practices chat rooms for CoPs, a company Yellow Pages, and a section of the public website. Knowledge Street, which is devoted to promoting leadership and motivated people. A few years ago, Jack Whalen, a sociologist, spent some time in Xerox customer service call centre outside Dallas studying how people use Eureka. The trouble was that the usual employees were not using it. Management therefore decided workers needed an incentive to change. To this end, they held a contest in which workers could win points (convertible into cash) each time they solve a customer problem, by what ever means. The winner was an eight year veteran named Carlos, who had more than 900 points. Carlos really knew his stuff and everyone else knew this too. Carlos never used the software.</td>
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