MBSC-4.1C

Sl.No. :

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Fourth Semester M.B.A. Degree Examination, October - 2025
(SLM Scheme) (CBCS)
MANAGEMENT
Human Resource Management (Elective - C)
Knowledge Management

Time : 3 Hours **Max. Marks : 80**

SECTION - A

Answer any five questions. Each question carries five marks. [5 × 5 = 25]

Q1) What is KM maturity? Explain its levels with examples.

Q2) Define learning organization. List its characteristics.

Q3) Describe Knowledge Application and Strategic Knowledge Leadership.

Q4) Explain the phases of development in knowledge management and the role of knowledge workers.

Q5) What are the motivators and inhibitors of effective knowledge sharing?

Q6) Discuss the process of performance management in talent systems.

Q7) Outline the pillars and benefits of talent management.

SECTION - B

Answer any four questions. Each question carries ten marks. [4 × 10 = 40]

Q8) Discuss the relationship between knowledge management processes and managerial decision-making.

Q9) Evaluate key factors influencing cultural change to build a knowledge-centered organizational culture.

Q10) Explain knowledge networking and its role in developing KM capabilities.

Q11) Analyse obstacles to learning organizations and suggest ways to overcome them using KM.

Q12) Describe modern practices in talent attraction, engagement, and retention.

Q13) Examine the building blocks of talent management systems and their impact on organizational performance.

SECTION - C

Q14) **Case Study (Compulsory)** **[1 × 15 = 15]**

Globaltech Consultants has faced high attrition among its knowledge workers, which has resulted in project delays and client dissatisfaction. The company's leadership recognizes the need for a strategic overhaul of its knowledge management and talent management systems. However, the existing culture is competitive and lacks mechanisms for appropriate recognition and sharing of knowledge. The management plans to introduce a structured knowledge management process, supported by talent acquisition strategies that focus on cultural fit, skills enhancement, and social media engagement to retain top performers and enable knowledge flow across teams.

Questions :

a) Discuss the cultural and structural challenges Globaltech faces for effective knowledge and talent management?

b) Propose methods to integrate social media and knowledge management for improved talent retention.

c) How can the leadership foster a culture that balances competition and collaboration for sustainable knowledge sharing?

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