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(To be filled in the OMR Sheet)

O.M.R. Serial No.

प्रश्नपुस्तिका क्रमांक
Question Booklet No.

प्रश्नपुस्तिका सीरीज
Question Booklet Series

C

BCA (Sixth Semester) Examination, July-2022

BCA-604(N)

Knowledge Management

Time : 1:30 Hours   **Maximum Marks-100**

जब तक कहा न जाय, इस प्रश्नपुस्तिका को न खोलें

K-380

निर्देश :–

1. परीक्षार्थी अपने अनुक्रमांक, विषय एवं प्रश्नपुस्तिका की सीरीज का विवरण यथास्थान सही– सही भरें, अन्यथा मूल्यांकन में किसी भी प्रकार की विसंगति की दशा में उसकी जिम्मेदारी स्वयं परीक्षार्थी की होगी।

2. इस प्रश्नपुस्तिका में 100 प्रश्न हैं, जिनमे से केवल 75 प्रश्नों के उत्तर परीक्षार्थियों द्वारा दिये जाने है। प्रत्येक प्रश्न के चार वैकल्पिक उत्तर प्रश्न के नीचे दिये गये हैं। इन चारों में से केवल एक ही उत्तर सही है। जिस उत्तर को आप सही या सबसे उचित समझते हैं, अपने उत्तर पत्रक (O.M.R. ANSWER SHEET) में उसके अक्षर वाले वृत्त को काले या नीले बाल प्वांइट पेन से पूरा भर दें। यदि किसी परीक्षार्थी द्वारा किसी प्रश्न का एक से अधिक उत्तर दिया जाता है, तो उसे गलत उत्तर माना जायेगा।

3. प्रत्येक प्रश्न के अंक समान हैं। आप के जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।

4. सभी उत्तर केवल ओ०एम०आर० उत्तर पत्रक (O.M.R. ANSWER SHEET) पर ही दिये जाने हैं। उत्तर पत्रक में निर्धारित स्थान के अलावा अन्यत्र कहीं पर दिया गया उत्तर मान्य नहीं होगा।

5. ओ०एम०आर० उत्तर पत्रक (O.M.R. ANSWER SHEET) पर कुछ भी लिखने से पूर्व उसमें दिये गये सभी अनुदेशों को सावधानीपूर्वक पढ़ लिया जाय।

6. परीक्षा समाप्ति के उपरान्त परीक्षार्थी कक्ष निरीक्षक को अपनी ओ०एम०आर० शीट उपलब्ध कराने के बाद ही परीक्षा कक्ष से प्रस्थान करें।

7. निगेटिव मार्किंग नहीं है।

महत्वपूर्ण :–   प्रश्नपुस्तिका खोलने पर प्रथमतः जॉच कर देख लें कि प्रश्नपुस्तिका के सभी पृष्ठ भलीभाँति छपे हुए हैं। यदि प्रश्नपुस्तिका में कोई कमी हो, तो कक्ष निरीक्षक को दिखाकर उसी सीरीज की दूसरी प्रश्नपुस्तिका प्राप्त कर लें।

Rough Work / रफ कार्य

1. Final step in the process of knowledge Discovery form Data (KDD) is:

   (A) Pattern evaluation

   (B) Data cleaning

   (C) Knowledge presentation

   (D) Data mining

2. This clustering algorithm initially assume that each data instance represents a single cluster, is known as:

   (A) Agglomerative clustering

   (B) Conceptual clustering

   (C) K- Means clustering

   (D) Divisive clustering

3. _____ Is a centralized repository that stores data from multiple sources and transforms them into a common, multi-dimensional model for efficient querying and analysis.

   (A) Data Selection

   (B) Data Cleaning

   (C) Data Transformation

   (D) Data warehouse.

4. The simple form of data warehouse that is focused on single subject:

   (A) Spread mart

   (B) Data mart

   (C) Both of the above

   (D) None of the above

5.   What is INCORRECT in context to OLTP system?

(A) Provides high performance

(B) Provides detailed and flat relational view of data

(C) Based on Entity Relationship Model

(D) None of the above

6.   Knowledge that is written down in the form of instructions is a form of what?

(A) Tacit knowledge

(B) Explicit knowledge

(C) Embodied knowledge

(D) Deep knowledge

7.   Which of the following is/are the key attribute (s) of knowledge management?
(A) Embedding knowledge in processes, products, and/ or services
(B) Representing knowledge in documents, databases, and software
(C) Facilitating knowledge growth through culture and incentives
(D) All of the above

8.   The approache (s) to knowledge acquisition from individuals and groups is/are:
(A) Interviewing experts
(B) Learning by being told
(C) Learning by observation
(D) All of the above

9.   The major tasks carried out by knowledge engineers includes:
(A) Analyzing information and knowledge flow
(B) Working with experts to obtain information
(C) Designing and implementing an expert system
(D) All of the above

10. Tacit knowledge can be captured using:

    (A) Brainstorming

    (B) Structured interviewing

    (C) Questionnaires

    (D) All of the above

11. The objectives of knowledge Management is/are to:

    (A) Improve the quality of management decision –making by ensuring that reliable and secure knowledge

    (B) Gather, analyze, store, share, use and maintain knowledge and information

    (C) Maintain a Service Knowledge Management System (SKMS) that provides controlled access to knowledge, information and data that is appropriate for each audience

    (D) All of the above

12. Consider the following statements about tacit knowledge:

    1. The tacit knowledge is difficult to communicate and share.

    2. The tacit knowledge exists outside a human being.

    3. The tacit knowledge is impossible to steal or copy.

    (A) All the statements, 1st ,2nd and 3rd are true

    (B) Statement 1st is true while 2nd and 3rd are false

    (C) Statement 1st is true, 2nd is false and 3rd is true

    (D) Statements 1st is false while 2nd and 3rd are true

13. Consider the following statements about explicit knowledge:

    1. The explicit knowledge is drawn from experience, action, or subjective insight.

    2. The explicit knowledge can be shared, copied, processed, and stored.

    (A) Both the statement 1st and 2nd are true

    (B) Statements 1st is true while 2nd is false

    (C) Both the statements 1st and 2nd are false

    (D) Statements 1st is false while 2nd is true

14. Which of the following is an example of explicit knowledge?

(A) Unwritten procedures

(B) Patents

(C) Previous experiences in the workplace

(D) Informal contacts

15. Which step is the first in the structured problem-solving approach?

(A) Analyze the problem

(B) Develop creative solutions.

(C) Implement the plan.

(D) Identify the problem

16. Knowledge-based competition emphasizes on:

(A) Protecting and exploiting scarce and valuable knowledge- based assets

(B) Stealing knowledge from competitors

(C) Keeping quiz after training program

(D) Protecting market position

17. Two types of knowledge are:

(A) Tacit and explicit knowledge

(B) Internal and external knowledge

(C) Specific and general knowledge

(D) Inherent and acquired knowledge

18. Which of the following is not recommended for fostering knowledge management?

(A) Ignoring people or cultural issues

(B) Valuing and rewarding individual's knowledge

(C) A culture that recognizes tacit knowledge

(D) Encouraging employees to share knowledge

19. The success of knowledge management in future is NOT dependent on:

(A) Short term gains

(B) People improvement

(C) Process improvement

(D) Organizational improvement

20.	The intellectual capital does NOT mean:

(A)	Customer capital

(B)	Organizational capital

(C)	Human capital

(D)	Financial capital

21.	Which of the following is MOST suitable for different place, same time in knowledge sharing process?

(A)	Face to face meeting

(B)	Peer to shared computer

(C)	E- mail

(D)	Video conferencing

22.	Consider the below mentioned statements:

1.	The goals of the organization must be very clear before making a DSS.

2.	The choice of information technology is both a strategic business decision and a financial decision.

State True or False:

(A)	1-True, 2- True

(B)	1-False, 2- False

(C)	1-True, 2-False

(D)	1-False, 2- True

23.	Expertise and experience of organizational members that has not been formally documented is known as

(A)	Knowledge sharing

(B)	Organizational learning

(C)	Tacit knowledge

(D)	Organizational memory

24. The set of processes developed in an organization to create, gather, store, transfer, and apply knowledge, best describes:

(A) Organizational learning

(B) Knowledge management

(C) Organizational memory

(D) None of the above

25. Knowledge workers need:

(A) Quick and easy access to external database

(B) Communications and document management tools

(C) A user-friendly interface and analytical tools

(D) All of the above

26. The distance between two clusters can be found using:

(A) Eucledian Distance

(B) Single Linkage

(C) None of the above

(D) Both of the above

27. In clustering, dissimilarity (is) _____ proportional to distance.

(A) Directly

(B) Inversly

(C) Not

(D) May or may not be

28. Data mining application domains are:

(A) Biomedical

(B) DNA data analysis

(C) Retail industry and telecommunication industry

(D) All of the above.

29. Which of the following process includes data cleaning, data integration, data selection, data transformation, data mining, pattern evolution and knowledge presentation?

(A) KDD process

(B) ETL process

(C) KTL process

(D) MDX process

30. Which of the following is the collection of data objects that are similar to one another within the same group?

(A) Partitioning

(B) Grid

(C) Cluster

(D) Table

31. The Synonym for data mining is:

(A) Data warehouse

(B) Knowledge discovery in database

(C) ETL

(D) OLAP

32. The apriori property means:

(A) If a set cannot pass a test, all of its supersets will fail the same test as well

(B) To improve the efficiency the level- wise generation of frequent item sets

(C) If a set can pass a test, all of its supersets will fail the same test as well

(D) To decrease the efficiency the level-wise generation of frequent item sets

33. Knowledge about knowledge is known as:

(A) Meta knowledge

(B) Class knowledge

(C) Structured knowledge

(D) Classified knowledge

34. This clustering algorithm initially assumes that each data instance represents a single cluster:

(A) Agglomerative clustering

(B) Conceptual clustering

(C) K-Means clustering

(D) Expectation maximization

35. An operational system is which of the following?
(A) A system that is used to run the business in real time and is based on historical data

(B) A system that is used to run the business in real time and is based on current data

(C) A system that is used to support decision making and is based on historical data

(D) A system that is used to support decision making and is based on current data.

36. Which of the following is/are the Data mining tasks?

(A) Regression

(B) Classification

(C) Inference of associative rules

(D) All of the above

37. The value of the variables of the following kind of attributes has a significance in their ordering:

(A) Categorical attributes

(B) Ordinal attributes

(C) Numeric attributes

(D) Binary attributes

38. This step of the knowledge discovery from data (KDD) process deals with noisy data:

(A) Creating a target dataset

(B) Data preprocessing

(C) Data transformation

(D) Data mining

39. In an association rule X⇒Y, rule confidence is defined as the conditional probability that:

(A) Y is true when X is known to be true

(B) X is true when Y is known to be true

(C) Y is false when X is known to be false

(D) X is false when Y is known to be false

40. This approach is best when we are interested in finding all possible interactions among a set of attributes:

(A) Decision tree

(B) Association rules

(C) K-Means algorithm

(D) Genetic learning

41. Which statement about outliers is true?

(A) Outliers should be identified and removed from a dataset

(B) Outliers should be part of the training dataset but should not be present in the test data

(C) Outliers should be part of the dataset but should not be present in the training data

(D) The nature of the problem determines, how outliers are used

42. Which statement is true about prediction problems?

(A) The output attribute must be categorical

(B) The output attribute must be numeric

(C) The resultant model is designed to determine future outcomes

(D) The resultant model is designed to classify current behavior

43. Classification problems are distinguished from estimation problems in that:

   (A) Classification problems require the output attribute to be numeric

   (B) Classification problems require the output attribute to be categorical

   (C) Classification problems do not allow an output attribute

   (D) Classification problems are designed to predict future outcome

44. Data mining can be useful in:

   (A) Detecting fraud

   (B) Forecasting market trends

   (C) Analyzing consumers' behaviour

   (D) All of the above

45. Among the following, which one is the preprocessing step in Knowledge discovery from data (KDD) process:

   (A) Knowledge presentation

   (B) Data transformation

   (C) Data mining

   (D) Pattern evaluation

46. A person trained to interact with a human expert in order to capture their knowledge:

   (A) Knowledge programmer

   (B) Knowledge developer

   (C) Knowledge engineer

   (D) Knowledge extractor

47. In an association rule, support refers to:

   (A) Usefulness

   (B) Certainity

   (C) Confidence

   (D) None of the above

48. What is correct in context of supervised and unsupervised learning?

    (A) Both contain training as well as testing data set

    (B) Unsupervised learning does not include training data set but include testing data set

    (C) Unsupervised learning neither include training data set nor testing data set

    (D) Supervised learning include training data set but does not include testing data set

49. Data used to build a data mining model:

    (A) Validation data

    (B) Training data

    (C) Test data

    (D) Hidden data

50. Data mining is best described as the process of:

    (A) Identifying patterns in data

    (B) Deducing relationships in data

    (C) Representing data

    (D) Simulating trends in data

51. Which of following is NOT a property of the data warehouse?

    (A) Collection from heterogeneous sources

    (B) Subject oriented

    (C) Time variant

    (D) Volatile

52. Identify the correct option which defines data mart:

    (A) A subgroup of data warehouse

    (B) Another type of data warehouse

    (C) Not related data warehouse

    (D) None of the above

53. In Bottom Up-approach of building a data warehouse, ____.

   (A) A data warehouse is created first

   (B) Both data warehouse and data mart are created side by side

   (C) Anything among data warehouse and data mart can be created first. It does not make any difference

   (D) A data mart is created first

54. Which of the following is applied on a data warehouse?

   (A) Write only

   (B) Read only

   (C) Both of the above

   (D) None of the above

55. Which of the following tools, a business intelligence system will have?

   (A) OLAP tool

   (B) Data mining tool

   (C) Reporting tool

   (D) Both (A) and (B) above

56. The data is stored, retrieved and update in ____.

   (A) OLTP

   (B) OLAP

   (C) Data Mart

   (D) FTP

57. Strategic Information is required by:

   (A) Middle managers

   (B) Line managers

   (C) Top managers

   (D) All workers

58. BI stands for:

   (A) Business Integration

   (B) Business Intelligence

   (C) Backward Integration

   (D) None of the above

59. The components of an expert system include:

   (A) Knowledge Base

   (B) User interface

   (C) Inference Engine

   (D) All of the above

60. ETL stands for which of the following:

   (A) Extraction, Transformation, and Loading

   (B) Extraction, Transformation, and Levelling

   (C) Extraction, Transformation, and Landing

   (D) Extraction, Transformation, and Locking

61. An information –analysis tool that involves the automated discovery of patterns and relationships in a data warehouse is called_____.

   (A) A data mart

   (B) Data mining

   (C) Predictive analysis

   (D) Business intelligence

62. A structure designed to store data for decision support:

   (A) Operational database

   (B) Flat file

   (C) Decision tree

   (D) Data warehouse

63. On- line transaction processing is used when_____.

    (i)   It is required to answer random queries

    (ii)   It is required to ensure correct processing

    (iii)   All files are available on-line

    (iv)   All files are stored using hard disk.

    (A) i, ii

    (B) i, iii

    (C) ii, iii, iv

    (D) i, ii, iii

64. Which of the following is not a kind of data warehouse application?

    (A) Information processing

    (B) Analytical processing

    (C) Data mining

    (D) Transaction processing

65. A knowledge-intensive computer program that captures the expertise of a human in limited domains of knowledge describes:

    (A) Virtual reality

    (B) An expert system

    (C) A decision support system

    (D) Fuzzy logic

66. Which of the following is correct for a data warehouse?
    (A) Can be updated by end users
    (B) Contains numerous naming conventions and format
    (C) Organized around impotent subject areas
    (D) Contains only current data

67. 24×7 availability is very important in case of:
   (A) OLAP systems
   (B) OLTP systems
   (C) Both of the above
   (D) None of the above

68. Data in data warehouses are tuned for quick:
   (A) Update
   (B) Insert
   (C) Read
   (D) All of the above

69. Which of the following is not a characteristic of a data warehouse?
   (A) Contains nonvolatile data
   (B) Is subject oriented
   (C) Supports data processing, collection and management
   (D) Stores data to be reported on, analyzed and tested

70. Operational database are designed to support _____ whereas decision support systems are designed to support_____.
   (A) Transactional processing, data analysis
   (B) Data analysis, transactional processing
   (C) Independent data marts, dependent data marts
   (D) Dependent data marts, independent data marts

71. Which of the following helps organizations to systematically manage important day-to-day business data for further processing?
   (A) Business Analytics
   (B) Information Systems
   (C) Data Warehouse
   (D) Database Management System

72. Which of the following is not a characteristic of a data warehouse?

   (A) Contains historical data

   (B) Designed for decision support

   (C) Stores data in normalized tables

   (D) Promotes data redundancy

73. Database query is used to uncover this type of knowledge:

    (A) Deep

    (B) Hidden

    (C) Shallow

    (D) Multidimensional

74. Which of the following tools a business intelligence system will have?

    (A) OLAP tool

    (B) Data mining tool

    (C) Reporting tool

    (D) All of the above

75. A Business Intelligence system requires data from:

    (A) Data warehouse

    (B) Operational systems

    (C) Database servers

    (D) Web servers

76. What is a 'model base' in a Decision Support System?

    (A) The type of software used for a Decision Support System

    (B) The example on which the Decision Support System is based

    (C) A set of analytical and statistical models to provide guidelines for making decisions

    (D) The type of DBMS being used in the Decision Support System

77. Utilizing data from both internal and external sources, which of the following is NOT the best example of what a Decision Support System is typically utilized for?

    (A) Generate comparative sales figures between the first and second quarters

    (B) Print out a listing of employees' names and addresses

    (C) Use product sales assumptions to projected revenue figures

    (D) Provide a listing of products sold by customers' area codes for further analysis

78. Which of the following statements about Decision Support Systems (DSS) is false?

(A) A DSS makes decisions automatically with limited user input required

(B) A user of a DSS should have some knowledge of the subject matter but does not have to be a specialized data analyst

(C) DSS are often used for problems where the conditions are uncertain

(D) DSS use both data sets and analytical models to facilitate decision making

79. _____ is a decision support system that provides support for decision making by groups of people.

(A) Decision support system (DSS)

(B) Groupware technologies

(C) Group decision support system (GDSS)

(D) Expert system

80. Groupware is a

(A) Hardware

(B) Network

(C) Firmware

(D) Software

81. Data mining CANNOT be done if_____.

(A) Operational data has not been archived

(B) Earlier management decisions are not available

(C) The organization is large

(D) All processing had been only batch processing

82. Which of the following system helped in providing top management with critical information at the right time in the right format?

(A) Expert systems

(B) Executive information systems

(C) Strategic information systems

(D) Decision support systems

83. The components of a/an_____ system include software modules and knowledge base.

   (A) Expert system

   (B) Decision support

   (C) Neural Networks

   (D) Artificial intelligent

84. ____ Makes use of groupware technology on Internet platform for faster response processing.

   (A) E- communication

   (B) E- business

   (C) E- commerce

   (D) E- collaboration

85. Groupware is build around each of the following principles:

   (A) Communication, collaboration, and coordination

   (B) Communication, collaboration, coordination, and knowledge sharing

   (C) Communication, collaboration, coordination, and investigation

   (D) Communication, collaboration, coordination, and team ware

86. _____ Gives managers access to more information and knowledge.

   (A) Individual decision-making

   (B) Strategic decision-making

   (C) Operational decision-making

   (D) Group decision-making

87. Which of the following is not true in the case of a decision support system (DSS)?

   (A) Specialized in easy to use software

   (B) Employs interactive processing

   (C) Inflexible

   (D) Adaptable

88. Credit card companies would most likely use which of the following to check for fraudulent credit card use?

(A) Data mining

(B) Expert systems

(C) Neural networks

(D) Multi-dimensional data analysis

89. Searching for valuable business information in a database, data warehouse, or data mart is referred to as_____ .

(A) Structured queries

(B) Database queries

(C) Data mining

(D) Expert systems query

90. Usually___ decisions are made by lower level decision makers.

(A) Structured

(B) Unstructured

(C) Semi-structured

(D) Procedural

91. Calculating gross pay for hourly workers is an example of ____ decision making.

(A) Structured

(B) Unstructured

(C) Semi-structured

(D) Procedural

92. Success in the _____ of the decision-making process results in resolving the original problem and failure leads to a return to previous phases.

(A) Implementation

(B) Choice

(C) Design

(D) Intelligence

93. An ____ is a form of GSS that supports anytime/anyplace meetings.

   (A) Electronic Meeting System

   (B) Electronic Document System

   (C) E- commerce

   (D) Groove Sketchpad

94. Choose the wrong statement about expert systems:

   (A) They are very subjective in nature

   (B) They can deal with semi- structured and unstructured problems

   (C) An expert system is an application of artificial intelligence

   (D) None of the above

95. All of the following are correct about groupware EXCEPT:

   (A) Groupware refers to programs that help people work together collectively while located remotely from each other

   (B) Groupware is software that supports multiple users working on related tasks in local and remote networks

   (C) Groupware provides a mechanism that helps users coordinate and keep track of ongoing projects together

   (D) Groupware is application software used to access and view websites

96. Critical information for top management is provided by ____ Management system.

   (A) Expert

   (B) Executive

   (C) Decision

   (D) Managerial

97. Using the ____, a decision maker can make hypothetical changes to problem data and observe the impact on the results.

    (A) Simulation

    (B) What- if analysis

    (C) Optimization

    (D) Goal-seeking analysis

98. The basic component (s) of DSS is (are):

    (A) Database

    (B) Model

    (C) DSS software

    (D) All of the above

99. GDSS is the short form of:

    (A) Group decision support system

    (B) Group discussion support system

    (C) Group decision service system

    (D) Group discussion support service

100. Which of the following is not a primary function of a decision support system?

    (A) Knowledge discovery

    (B) Reporting data

    (C) Processing data

    (D) Analyzing data

******

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1. Examinee should enter his / her roll number, subject and Question Booklet Series correctly in the O.M.R. sheet, the examinee will be responsible for the error he / she has made.

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4. Every answer should be marked only on Answer Booklet **(O.M.R ANSWER SHEET).**Answer marked anywhere else other than the determined place will not be considered valid.

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