

Roll No. ....

Question Booklet Number

O. M. R. Serial No.

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Question Booklet Number
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## B. C. A. (Sixth Semester) EXAMINATION, 2022-23

### KNOWLEDGE MANAGEMENT

Paper Code						
B	C	A	6	0	4	N

Questions Booklet Series
<b>A</b>

Time : 1:30 Hours ]

[ Maximum Marks : 75

#### Instructions to the Examinee :

परीक्षार्थियों के लिए निर्देश :

- Do not open the booklet unless you are asked to do so.
  - The booklet contains 100 questions. Examinee is required to answer 75 questions in the OMR Answer-Sheet provided and not in the question booklet. All questions carry equal marks.
  - Examine the Booklet and the OMR Answer-Sheet very carefully before you proceed. Faulty question booklet due to missing or duplicate pages/questions or having any other discrepancy should be got immediately replaced.
- प्रश्न-पुस्तिका को तब तक न खोलें जब तक आपसे कहा न जाए।
  - प्रश्न-पुस्तिका में 100 प्रश्न हैं। परीक्षार्थी को 75 प्रश्नों को केवल दी गई OMR आन्सर-शीट पर ही हल करना है, प्रश्न-पुस्तिका पर नहीं। सभी प्रश्नों के अंक समान हैं।
  - प्रश्नों के उत्तर अंकित करने से पूर्व प्रश्न-पुस्तिका तथा OMR आन्सर-शीट को सावधानीपूर्वक देख लें। दोषपूर्ण प्रश्न-पुस्तिका जिसमें कुछ भाग छपने से छूट गए हों या प्रश्न एक से अधिक बार छप गए हों या उसमें किसी अन्य प्रकार की कमी हो, तो उसे तुरन्त बदल लें।

(Remaining instructions on the last page)

(शेष निर्देश अन्तिम पृष्ठ पर)

***(Only for Rough Work)***

1. The set of processes developed in an organization to create, gather, store, transfer, and apply knowledge, best describes :
  - (A) organizational learnings
  - (B) knowledge management
  - (C) organizational memory
  - (D) knowledge assets
2. Expertise and experience of organizational members that has not been formally documented is known as :
  - (A) knowledge sharing
  - (B) tacit knowledge
  - (C) organizational learning
  - (D) organizational memory
3. A user, systems software, a database, and a set of decision models form a(n) :
  - (A) MIS
  - (B) DSS
  - (C) ESS
  - (D) TPS
4. Which one of the following is most suitable for different place, same time conditions in knowledge sharing process ?
  - (A) Face to face meeting
  - (B) Peer to Peer shared computer
  - (C) E-Mail
  - (D) Video conferencing
5. All of the following includes four dimensions of knowledge management EXCEPT :
  - (A) Processes
  - (B) Products
  - (C) People
  - (D) Price
6. Following are the components of knowledge management except :
  - (A) People
  - (B) Currency
  - (C) Process
  - (D) Technology
7. The term ..... refers to a set of sequenced planned actions or events intended to help an organization increase its effectiveness.
  - (A) Intervention
  - (B) Performance management
  - (C) Institutionalization
  - (D) Knowledge management
8. An information system that supports the planning and assessment needs of executive management is
  - (A) DSS
  - (B) TPS
  - (C) ERP
  - (D) None of these

9. The four-process view of KM includes, in order of sequence :
- (A) capturing, organizing, refining, and transfer
  - (B) organizing, transfer, capturing, and refining
  - (C) capturing, refining, organizing, and transfer
  - (D) capturing, transfer, refining, and organizing
10. The KM life cycle includes knowledge :
- (A) creation
  - (B) capture
  - (C) organization
  - (D) All of the above
11. Your social security statement of earnings that shows your social security number, earnings history, etc is an example of :
- (A) data
  - (B) information
  - (C) knowledge
  - (D) wisdom
12. Knowledge management is :
- (A) a discipline
  - (B) based on information
  - (C) digital networks as used in an organization
  - (D) the process of capturing and using expertise
13. A management information system is one which :
- (A) is required by all managers of an organization.
  - (B) processes data to yield information of value in tactical management.
  - (C) provides operational information.
  - (D) allows better management of organizations.
14. Management information systems usually :
- (A) Serve managers interested in weekly, monthly, and yearly results, not day-to-day activities.
  - (B) Help managers make decisions that are unique, rapidly changing, and not easily specified in advance.
  - (C) Provide managers with a generalized computing and telecommunications capacity that can be applied to a changing array of problems.
  - (D) Perform and record the daily routine transactions necessary to the conduct of business.
15. The information of MIS comes from the :
- (A) Internal source
  - (B) External source
  - (C) Both internal and external source
  - (D) None of the above

16. The system that provides manager with the information needed to make decisions regarding the firm's operational activities.
- (A) EIS
  - (B) ES
  - (C) MIS
  - (D) EDI
17. .... is the fact that is properly arranged, classified and organized.
- (A) Data
  - (B) Events
  - (C) Statements
  - (D) Information
18. The information generated at regular intervals is \_\_\_\_\_ information.
- (A) Depositing
  - (B) Saving
  - (C) Recurring
  - (D) Collecting
19. Processed Data; An aggregation of data that have meaning :
- (A) Knowledge
  - (B) Data
  - (C) Information
  - (D) Wisdom
20. Which is the number one challenge in getting people to share their knowledge rather than hoarding it ?
- (A) Change in culture
  - (B) Knowledge Evaluation
  - (C) Knowledge Processing
  - (D) Knowledge Implementation
21. The main focus of Knowledge management in a firm is :
- (A) Leverage knowledge resources to achieve business objectives
  - (B) Information Management
  - (C) Document Management
  - (D) Process Improvement
22. 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
23. 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

24. A network engineer installs 5 computers in a firm using a installation manual. After this experience, he further installs 50 computers in another firm without use of manual. Engineer has transferred his knowledge from .....
- (A) Explicit to Tacit  
 (B) Tacit to Explicit  
 (C) Explicit to General  
 (D) General to Expertise
25. If learning insight and judgment abilities are merged together with knowledge in a person, the person has :
- (A) Knowledge  
 (B) Understanding  
 (C) Wisdom  
 (D) Intelligence
26. Which of the following is correct term for “making tacit knowledge explicit” ?
- (A) Codifying the knowledge  
 (B) Translate the knowledge  
 (C) Transform the knowledge  
 (D) Clarifying the knowledge
27. Data without context, purpose or meaning is known as :
- (A) Information  
 (B) Knowledge  
 (C) Wisdom  
 (D) Illustration
28. Which of the following refers to the problem of finding patterns (or structures) in the unlabeled data ?
- (A) Supervised learning  
 (B) Unsupervised learning  
 (C) Hybrid learning  
 (D) Reinforcement learning
29. Which of the following can be considered as the correct process of Data Mining ?
- (A) Infrastructure, Exploration, Analysis, Interpretation, Exploitation  
 (B) Exploration, Infrastructure, Analysis, Interpretation, Exploitation  
 (C) Exploration, Infrastructure, Interpretation, Analysis, Exploitation  
 (D) Exploration, Infrastructure, Analysis, Exploitation, Interpretation
30. Which of the following is an essential process in which the intelligent methods are applied to extract data patterns ?
- (A) Warehousing  
 (B) Data Mining  
 (C) Text Mining  
 (D) Data Selection

31. Which of the following statement is true about the classification ?
- (A) It is a measure of accuracy
  - (B) It is a subdivision of a set
  - (C) It is the task of assigning a classification
  - (D) None of the above
32. Which of the following statements is correct about data mining ?
- (A) It can be referred to as the procedure of mining knowledge from data
  - (B) Data mining can be defined as the procedure of extracting information from a set of the data
  - (C) The procedure of data mining also involves several other processes like data cleaning, data transformation, and data integration
  - (D) All of the above
33. Which one of the following correctly defines the term cluster ?
- (A) Group of similar objects that differ significantly from other objects
  - (B) Symbolic representation of facts or ideas from which information can potentially be extracted
  - (C) Operations on a database to transform or simplify data in order to prepare it for a machine-learning algorithm
  - (D) All of the above
34. Which one of the following refers to the binary attribute ?
- (A) This takes only two values. In general, these values will be 0 and 1, and they can be coded as one bit
  - (B) The natural environment of a certain species
  - (C) Systems that can be used without knowledge of internal operations
  - (D) All of the above
35. Which one of the following can be considered as the correct application of the data mining ?
- (A) Fraud detection
  - (B) Corporate Analysis and Risk management
  - (C) Management and market analysis
  - (D) All of the above
36. Which of the following is considered as the first step in the knowledge discovery process ?
- (A) Data selection
  - (B) Data cleaning
  - (C) Data transformation
  - (D) Data integration
37. A data warehouse is which of the following ?
- (A) Can be updated by end users.
  - (B) Contains numerous naming conventions and formats.
  - (C) Organized around important subject areas.
  - (D) Contains only current data.

38. What is a Data Warehouse ?
- (A) A database designed to handle transactions.
  - (B) A database designed to support analytical reporting.
  - (C) A database designed to support operational reporting.
  - (D) A database designed to support transactional processing.
39. What is ETL ?
- (A) Extract, Transform, Load.
  - (B) Extract, Translate, Load.
  - (C) Extract, Transfer, Load.
  - (D) Extract, Transcribe, Load.
40. What is the difference between OLTP and OLAP ?
- (A) OLTP is optimized for transaction processing, while OLAP is optimized for analytical processing.
  - (B) OLTP is optimized for analytical processing, while OLAP is optimized for transaction processing.
  - (C) OLTP and OLAP are the same thing.
  - (D) OLTP and OLAP are both optimized for transaction processing.
41. What is a data mart ?
- (A) A subset of a data warehouse that is designed for a specific business function or department.
  - (B) A database designed to handle transactions.
  - (C) A database designed to support analytical reporting.
  - (D) A database designed to support operational reporting.
42. What is OLTP ?
- (A) A type of database designed for online transaction processing.
  - (B) A type of database designed for online analytical processing.
  - (C) A type of database designed for data warehousing.
  - (D) A type of database designed for data mining.
43. The data warehouse is .....
- (A) read only
  - (B) write only
  - (C) read write only
  - (D) None of the above
44. .... is a subject-oriented, integrated, time-variant, nonvolatile collection of data in support of management decisions.
- (A) Data Mining
  - (B) Data Warehousing
  - (C) Web Mining
  - (D) Text Mining



45. The important aspect of the data warehouse environment is that data found within the data warehouse is ..... .
- (A) subject-oriented
  - (B) time-variant
  - (C) integrated
  - (D) All of the above
46. The data is stored, retrieved and updated in .....
- (A) OLAP
  - (B) OLTP
  - (C) SMTP
  - (D) FTP
47. .... describes the data contained in the data warehouse.
- (A) Relational data
  - (B) Operational data
  - (C) Metadata
  - (D) Informational data
48. .... predicts future trends and behaviors, allowing business managers to make proactive, knowledge-driven decisions.
- (A) Data warehouse
  - (B) Data mining
  - (C) Data marts
  - (D) Metadata
49. Data can be updated in ..... environment.
- (A) data warehouse
  - (B) data mining
  - (C) operational
  - (D) informational
50. Record cannot be updated in .....
- (A) OLTP
  - (B) files
  - (C) RDBMS
  - (D) data warehouse
51. The source of all data warehouse data is the .....
- (A) OLTP systems.
  - (B) informal environment.
  - (C) formal environment.
  - (D) technology environment.
52. An operational system is .....
- (A) used to run the business in real time and is based on historical data.
  - (B) used to run the business in real time and is based on current data.
  - (C) used to support decision making and is based on current data.
  - (D) used to support decision making and is based on historical data

53. Data cleaning is .....
- (A) Large collection of data mostly stored in a computer system.
  - (B) The removal of noise errors and incorrect input from a database.
  - (C) It describes the structure of the attributes the tables and foreign key relationships.
  - (D) None of these.
54. Choose the **incorrect** property of the data warehouse.
- (A) Collection from heterogeneous sources
  - (B) Subject oriented
  - (C) Time variant
  - (D) Volatile
55. Identify the operation which can be performed in the data warehouse.
- (A) Alter
  - (B) Modify
  - (C) Scan
  - (D) Read/write
56. On what is data warehouse based ?
- (A) 1D model
  - (B) 2D model
  - (C) 3D model
  - (D) Multidimensional model
57. Who is responsible for running queries and reports against data warehouse tables ?
- (A) Software
  - (B) Hardware
  - (C) Middle ware
  - (D) End-users
58. All of the following is 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) Application software used to access and view websites.
59. A Group Ware is a :
- (A) Software
  - (B) Hardware
  - (C) Network
  - (D) Firmware

60. Online transaction processing system stores
- (A) Archived Data
  - (B) Summarized Data
  - (C) Current Data
  - (D) None of the above
61. Which of the following gives departmental wise view ?
- (A) Data Warehouse
  - (B) Data Mart
  - (C) Both of the above
  - (D) None of the above
62. Which one is the data capturing system ?
- (A) Online Transaction Processing System
  - (B) Data Warehouse
  - (C) Online Analytical Processing System
  - (D) None of the above
63. Which of the following are the building blocks of a data warehouses ?
- (A) Data Storage
  - (B) Information Delivery
  - (C) Management and Control
  - (D) All of the above
64. Which of the following is not a class of information system applications ?
- (A) Database management system
  - (B) Decision support system
  - (C) Expert system
  - (D) Management information system
65. An expert system is :
- (A) a computer that can answer questions like a human expert
  - (B) a group of scientists who design computer programs
  - (C) a method of producing new words
  - (D) a computer that can feel emotions.
66. Decision support systems usually :
- (A) serve managers interested in weekly, monthly and yearly results, not day-to-day activities.
  - (B) help managers make decisions that are unique, rapidly changing and not easily specified in advance.
  - (C) provide managers with a generalized computing and telecommunications capacity that can be applied to a changing array of problems.
  - (D) perform and record the daily routine transactions necessary to the conduct of business.
67. A knowledge-intensive computer program that captures the expertise of a human in limited domains of knowledge describes :
- (A) virtual reality
  - (B) a neural network
  - (C) a decision support system
  - (D) Expert System

68. DSS uses ..... data
- (A) Subjective
  - (B) Objective
  - (C) Both (A) and (B)
  - (D) None of the above
69. The key difference between tacit knowledge and explicit knowledge is that :
- (A) Tacit knowledge is very difficult to put into words or images
  - (B) Tacit knowledge must always be kept secret as it is confidential
  - (C) Explicit knowledge is more important and valuable
  - (D) Explicit knowledge consists only of written text in form of documents
70. Which of the following are parts of knowledge management ?
- (A) Creativity
  - (B) Research
  - (C) Business value evaluation
  - (D) All of the above.
71. The major goal of KM is :
- (A) Convert all tacit knowledge into explicit knowledge.
  - (B) Promote knowledge reuse and organizational innovation.
  - (C) Ensure that all knowledge resides within the organization and not within the knowledge workers of that organization.
  - (D) Populate organizational database with all knowledge that can be captured from documents and employees
72. A ..... is a computer application used to support determinations, decisions, and courses of action in an organization or a business.
- (A) Decision Support System (DSS)
  - (B) Transaction Process System
  - (C) Executive Support System
  - (D) None of the mentioned above
73. A Decision Support System (DSS) is an application for information systems that helps in :
- (A) System Design
  - (B) System Analysis
  - (C) Decision-making
  - (D) All of the mentioned above
74. Which of the following is a good characteristic of a DSS ?
- (A) It has an increment model
  - (B) Responds quickly to decision makers to help in decision making
  - (C) Automates decision making process
  - (D) None of the mentioned above

75. Which of the following is ? are the components of a Decision Support System ?
- (A) Knowledge Base
  - (B) Model Management System
  - (C) User Interface
  - (D) All of these
76. The ..... includes tools that help the end-user of a DSS to navigate through the system.
- (A) User Interface
  - (B) Transaction Process System
  - (C) Executive Support System
  - (D) None of the mentioned above
77. Which amongst the followings are true with reference to DSS ?
- (A) A DSS increases the speed and efficiency of decision-making activities
  - (B) It automates managerial processes
  - (C) It improves interpersonal communication within the organization
  - (D) All of the mentioned above
78. A is a set of information which processes the data transaction in database system that monitors transaction programs :
- (A) Operating System
  - (B) Decision Support System
  - (C) Transaction Processing System
  - (D) None of the mentioned above
79. Information is a :
- (A) Processed Data
  - (B) Data
  - (C) Input
  - (D) Output
80. Strategic information is needed for in the organizations :
- (A) Long-term planning
  - (B) Short-term planning
  - (C) Regular/daily operations
  - (D) All of the mentioned above
81. Which of the following systems allows people to work together as a group :
- (A) Transaction Processing System
  - (B) Management Information System
  - (C) Group Support System
  - (D) Decision Support System
82. The represents facts and rules :
- (A) Knowledge base
  - (B) Inference engine
  - (C) Operating system
  - (D) None of these
83. The expert systems are incapable of :
- (A) Producing accurate output for inadequate knowledge base
  - (B) Substituting human decision makers
  - (C) Both (A) and (B)
  - (D) None of these

84. A GDSS stands for :
- (A) Group Discussion Support System
  - (B) Group Decision Service System
  - (C) Group Decision Support System
  - (D) None of the above
85. Which Information system monitors the transactions of the organizations ?
- (A) Strategic level system
  - (B) Operational level system
  - (C) Both (A) and (B)
  - (D) None of these
86. A basic component of DSS is :
- (A) Database
  - (B) An application software for DSS
  - (C) Model
  - (D) All of these
87. An important characteristic of effective and useful information is/are :
- (A) Accuracy
  - (B) Timeliness
  - (C) Completeness
  - (D) All of the above
88. With reference to a Transaction Processing System which process flow in correct :
- (A) Data → Processing → Report
  - (B) Processing → Data → Report
  - (C) Report → Processing → Data
  - (D) None of the above
89. Executive Information System are intended to be used by ..... to support unscheduled strategic management decisions.
- (A) Senior Executives
  - (B) Lower Executives
  - (C) Middle level Executives
  - (D) None of these
90. Trend analysis in Executive information system examines .....
- (A) Data prediction and forecasting
  - (B) Information gathering
  - (C) Data Storage
  - (D) All of the above
91. Data mining helps in .....
- (A) inventory management.
  - (B) sales promotion strategies.
  - (C) marketing strategies.
  - (D) All of the above.

92. Data that are not of interest to the data mining task is called as .....
- (A) missing data
  - (B) changing data
  - (C) irrelevant data
  - (D) noisy data
93. ....data are noisy and have many missing attribute values.
- (A) Preprocessed
  - (B) Cleaned
  - (C) Real-world
  - (D) Transformed
94. Incorrect or invalid data is known as .....
- (A) changing data
  - (B) noisy data
  - (C) outliers
  - (D) missing data
95. Extreme values that occur infrequently are called as .....
- (A) outliers
  - (B) rare values
  - (C) dimensionality reduction
  - (D) All of the above
96. Converting data from different sources into a common format for processing is called as .....
- (A) selection
  - (B) preprocessing
  - (C) transformation
  - (D) interpretation
97. Treating incorrect or missing data is called as .....
- (A) selection
  - (B) preprocessing
  - (C) transformation
  - (D) interpretation
98. The output of KDD is .....
- (A) Data
  - (B) Information
  - (C) Query
  - (D) Knowledge
99. In ..... the groups are not predefined.
- (A) Association rules
  - (B) Summarization
  - (C) Clustering
  - (D) Prediction
100. EIS stands for .....
- (A) Extended interface system
  - (B) Executive interface system
  - (C) Executive information system
  - (D) Extendable information system

4. Four alternative answers are mentioned for each question as—A, B, C & D in the booklet. The candidate has to choose the correct answer and mark the same in the OMR Answer-Sheet as per the direction :

**Example :**

**Question :**

Q. 1 (A) ● (C) (D)

Q. 2 (A) (B) ● (D)

Q. 3 (A) ● (C) (D)

Illegible answers with cutting and over-writing or half filled circle will be cancelled.

5. Each question carries equal marks. Marks will be awarded according to the number of correct answers you have.
6. All answers are to be given on OMR Answer sheet only. Answers given anywhere other than the place specified in the answer sheet will not be considered valid.
7. Before writing anything on the OMR Answer Sheet, all the instructions given in it should be read carefully.
8. After the completion of the examination candidates should leave the examination hall only after providing their OMR Answer Sheet to the invigilator. Candidate can carry their Question Booklet.
9. There will be no negative marking.
10. Rough work, if any, should be done on the blank pages provided for the purpose in the booklet.
11. To bring and use of log-book, calculator, pager and cellular phone in examination hall is prohibited.
12. In case of any difference found in English and Hindi version of the question, the English version of the question will be held authentic.

**Impt. :** On opening the question booklet, first check that all the pages of the question booklet are printed properly. If there is any discrepancy in the question Booklet, then after showing it to the invigilator, get another question Booklet of the same series.

4. प्रश्न-पुस्तिका में प्रत्येक प्रश्न के चार सम्भावित उत्तर—A, B, C एवं D हैं। परीक्षार्थी को उन चारों विकल्पों में से सही उत्तर छँटना है। उत्तर को OMR आन्सर-शीट में सम्बन्धित प्रश्न संख्या में निम्न प्रकार भरना है :

उदाहरण :

प्रश्न :

प्रश्न 1 (A) ● (C) (D)

प्रश्न 2 (A) (B) ● (D)

प्रश्न 3 (A) ● (C) (D)

अपठनीय उत्तर या ऐसे उत्तर जिन्हें काटा या बदला गया है, या गोले में आधा भरकर दिया गया, उन्हें निरस्त कर दिया जाएगा।

5. प्रत्येक प्रश्न के अंक समान हैं। आपके जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।
6. सभी उत्तर केवल ओ. एम. आर. उत्तर-पत्रक (OMR Answer Sheet) पर ही दिये जाने हैं। उत्तर-पत्रक में निर्धारित स्थान के अलावा अन्यत्र कहीं पर दिया गया उत्तर मान्य नहीं होगा।
7. ओ. एम. आर. उत्तर-पत्रक (OMR Answer Sheet) पर कुछ भी लिखने से पूर्व उसमें दिये गये सभी अनुदेशों को सावधानीपूर्वक पढ़ लिया जाये।
8. परीक्षा समाप्ति के उपरान्त परीक्षार्थी कक्ष निरीक्षक को अपनी OMR Answer Sheet उपलब्ध कराने के बाद ही परीक्षा कक्ष से प्रस्थान करें। परीक्षार्थी अपने साथ प्रश्न-पुस्तिका ले जा सकते हैं।
9. निगेटिव मार्किंग नहीं है।
10. कोई भी रफ कार्य, प्रश्न-पुस्तिका के अन्त में, रफ-कार्य के लिए दिए खाली पेज पर ही किया जाना चाहिए।
11. परीक्षा-कक्ष में लॉग-बुक, कैलकुलेटर, पेजर तथा सेल्युलर फोन ले जाना तथा उसका उपयोग करना वर्जित है।
12. प्रश्न के हिन्दी एवं अंग्रेजी रूपान्तरण में भिन्नता होने की दशा में प्रश्न का अंग्रेजी रूपान्तरण ही मान्य होगा।

**महत्वपूर्ण :** प्रश्नपुस्तिका खोलने पर प्रथमतः जाँच कर देख लें कि प्रश्न-पुस्तिका के सभी पृष्ठ भलीभाँति छपे हुए हैं। यदि प्रश्नपुस्तिका में कोई कमी हो, तो कक्षनिरीक्षक को दिखाकर उसी सिरीज की दूसरी प्रश्न-पुस्तिका प्राप्त कर लें।