

Roll. No.

Question Booklet Number

O.M.R. Serial No.

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BCA (SEM.-V) (NEP) (SUPPLE.) EXAMINATION, 2024-25
COMPUTER APPLICATION
(Knowledge Management)
(BCA-5001)

Paper Code							
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Question Booklet
Series

A

Time : 1 : 30 Hours

Max. Marks : 75

Instructions to the Examinee :

1. Do not open the booklet unless you are asked to do so.
2. 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.
3. 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.
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 :

(Remaining instructions on last page)

परीक्षार्थियों के लिए निर्देश :

1. प्रश्न-पुस्तिका को तब तक न खोलें जब तक आपसे कहा न जाए।
2. 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।
3. 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, उसे तुरन्त बदल लें।
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 छानना है। उत्तर को OMR उत्तर-पत्रक में सम्बन्धित प्रश्न संख्या में निम्न प्रकार भरना है :

(शेष निर्देश अन्तिम पृष्ठ पर)

1. Main benefit of KM is:
 - (A) Increased competitiveness
 - (B) Reduced learning curve
 - (C) Innovation
 - (D) All of the above
2. KM reduces risk by:
 - (A) Retaining organizational knowledge
 - (B) Firing employees
 - (C) Hiding data
 - (D) None of these
3. Major barrier to KM is:
 - (A) Lack of trust
 - (B) Weak IT
 - (C) Poor leadership
 - (D) All of these
4. KM contributes to innovation by:
 - (A) Sharing ideas and best practices
 - (B) Hiding data
 - (C) Focusing on payroll
 - (D) None of these
5. Which is not a KM benefit?
 - (A) Faster decision-making
 - (B) Knowledge loss
 - (C) Improved productivity
 - (D) Competitive advantage
6. A knowledge culture promotes:
 - (A) Open sharing and collaboration
 - (B) Hoarding knowledge
 - (C) Individual secrecy
 - (D) Only competition
7. Retaining tacit knowledge is difficult because:
 - (A) It is personal and experiential
 - (B) It is always documented
 - (C) It is easily transferred
 - (D) None of these
8. KM in healthcare helps in:
 - (A) Patient care improvement
 - (B) Sharing medical knowledge
 - (C) Reducing errors
 - (D) All of these

9. Knowledge attrition occurs when:
- (A) Knowledge is stored
 - (B) Employees leave without sharing knowledge
 - (C) Databases are updated
 - (D) None of these
10. Best practices in KM are:
- (A) Proven successful methods worth replicating
 - (B) Payroll charts
 - (C) Random guesses
 - (D) None of these
11. A "knowledge gap" occurs when:
- (A) HR issue
 - (B) Payroll mismatch
 - (C) Desired knowledge is missing
 - (D) None of these
12. Knowledge redundancy means:
- (A) Knowledge gain
 - (B) Missing knowledge
 - (C) Knowledge gap
 - (D) Duplicate knowledge
13. Knowledge hoarding is:
- (A) Withholding knowledge intentionally
 - (B) Sharing knowledge freely
 - (C) Knowledge loss
 - (D) None of these
14. Cross-functional teams in KM:
- (A) Enhance knowledge sharing across departments
 - (B) Reduce collaboration
 - (C) Focus only on payroll
 - (D) None of these
15. Competitive intelligence is:
- (A) Payroll data
 - (B) Gathering and analyzing competitor knowledge
 - (C) HR records
 - (D) None of these
16. KM maturity stages typically start with:
- (A) Payroll
 - (B) Initial Awareness
 - (C) Salaries
 - (D) None of these

17. "Best practice transfer" is an example of:
- (A) HRM
 - (B) Payroll
 - (C) Knowledge Sharing
 - (D) None of these
18. Storytelling in KM is effective because of :
- (A) HR Guidance
 - (B) Payroll explanation
 - (C) It conveys tacit knowledge in engaging way
 - (D) None of these
19. A knowledge champion is:
- (A) Advocate promoting KM initiatives
 - (B) Payroll officer
 - (C) HR manager
 - (D) None of these
20. KM reduces duplication of effort by:
- (A) Hiding knowledge
 - (B) Reusing existing knowledge
 - (C) Ignoring past lessons
 - (D) None of these
21. Cloud computing helps KM by:
- (A) Data Management
 - (B) Payroll
 - (C) HR records
 - (D) Providing scalable knowledge storage and access
22. Gamification in KM promotes:
- (A) Reusing Data
 - (B) Payroll automation
 - (C) HR records
 - (D) Motivation to share knowledge
23. Knowledge lifecycle includes:
- (A) Deletion Only
 - (B) Salary, payroll, HR
 - (C) Creation, storage, sharing, application
 - (D) None of these
24. A taxonomy in KM is:
- (A) Classification system for knowledge
 - (B) Payroll sheet
 - (C) HR document
 - (D) None of these

25. Data analytics enhances KM by:
- (A) Deriving insights for decisions
 - (B) Payroll
 - (C) HR
 - (D) None of these
26. Knowledge silos are:
- (A) Payroll Division
 - (B) Isolated knowledge pockets within organization
 - (C) HR units
 - (D) None of these
27. A “knowledge café” is:
- (A) Informal meeting for knowledge sharing
 - (B) Payroll office
 - (C) HR group
 - (D) None of these
28. The biggest KM risk is:
- (A) HR Attrition
 - (B) Payroll mismatch
 - (C) Knowledge loss when experts leave
 - (D) None of these
29. Open innovation depends on:
- (A) Knowledge
 - (B) Payroll
 - (C) HR
 - (D) Knowledge sharing with external partners
30. Intellectual Property (IP) protection in KM ensures:
- (A) Payroll
 - (B) Legal rights over organizational knowledge assets
 - (C) HR
 - (D) None of these
31. Artificial neural networks in KM are used for:
- (A) Pattern recognition in knowledge discovery
 - (B) Payroll
 - (C) HR
 - (D) None of these
32. Big data analytics contributes to KM by:
- (A) Extracting insights from massive datasets
 - (B) Payroll
 - (C) HR
 - (D) None of these

33. Mobile KM applications enable:
- (A) HR
 - (B) Payroll
 - (C) Anywhere access to knowledge
 - (D) None of these
34. Knowledge visualization tools include:
- (A) Mind maps and concept maps
 - (B) Payroll charts
 - (C) HR reports
 - (D) None of these
35. Future KM trends include:
- (A) AI-driven KM
 - (B) Blockchain for KM security
 - (C) Cloud-based KM
 - (D) All of these
36. Blockchain in KM ensures:
- (A) HR
 - (B) Payroll
 - (C) Secure, transparent knowledge transactions
 - (D) None of these
37. Knowledge-based economy is driven by:
- (A) Innovation and intellectual capital
 - (B) Payroll
 - (C) HR
 - (D) None of these
38. Knowledge obsolescence happens when:
- (A) Knowledge becomes outdated
 - (B) Payroll mismatch
 - (C) HR issue
 - (D) None of these
39. Personal knowledge management (PKM) is about:
- (A) HR
 - (B) Payroll
 - (C) Individuals managing their own knowledge effectively
 - (D) None of these
40. The ultimate goal of KM is:
- (A) Improve decision-making, innovation, and competitiveness
 - (B) Payroll
 - (C) HR
 - (D) None of these

41. Knowledge management primarily deals with:
- (A) Data collection
 - (B) Knowledge creation, sharing, and utilization
 - (C) Hardware installation
 - (D) Internet speed
42. Tacit knowledge is:
- (A) Easy to document and transfer
 - (B) Formal and systematic
 - (C) Personal and hard to articulate
 - (D) Found only in databases
43. Explicit knowledge is usually stored in:
- (A) People's minds
 - (B) Databases, documents, manuals
 - (C) Emotions and experiences
 - (D) Intuition
44. Which of the following is an example of tacit knowledge?
- (A) Training manual
 - (B) Recipe book
 - (C) Riding a bicycle
 - (D) Spreadsheet
45. Knowledge management cycle does not include:
- (A) Knowledge creation
 - (B) Knowledge sharing
 - (C) Knowledge destruction
 - (D) Knowledge application
46. The process of turning tacit knowledge into explicit knowledge is called:
- (A) Socialization
 - (B) Externalization
 - (C) Combination
 - (D) Internalization
47. The SECI model was developed by:
- (A) Peter Drucker
 - (B) Nonaka and Takeuchi
 - (C) Michael Porter
 - (D) Davenport and Prusak
48. The term "intellectual capital" refers to:
- (A) Physical assets
 - (B) Raw materials
 - (C) Financial capital
 - (D) Knowledge-based assets

49. Which is not a component of intellectual capital?
- (A) Human capital
 - (B) Structural capital
 - (C) Customer capital
 - (D) Physical capital
50. Knowledge management systems are:
- (A) Hardware components
 - (B) IT-based systems supporting KM
 - (C) Only HR policies
 - (D) None of the above
51. Knowledge sharing is:
- (A) Keeping knowledge private
 - (B) Transferring knowledge to others
 - (C) Deleting irrelevant knowledge
 - (D) Creating knowledge from scratch
52. The process of learning by doing represents:
- (A) Tacit knowledge
 - (B) Explicit Knowledge
 - (C) Structured knowledge
 - (D) Unused knowledge
53. Which process converts explicit knowledge into tacit knowledge?
- (A) Externalization
 - (B) Combination
 - (C) Internalization
 - (D) Socialization
54. The main challenge in KM is:
- (A) Collecting raw data
 - (B) Motivating people to share knowledge
 - (C) Installing hardware
 - (D) Writing software codes
55. Benchmarking in KM is used for:
- (A) Deleting old knowledge
 - (B) Comparing best practices
 - (C) Random experiments
 - (D) Isolating information
56. Which of the following is a KM tool?
- (A) Intranet
 - (B) Document repository
 - (C) Groupware
 - (D) All of the above

57. Data mining in KM is used for:
- (A) Destroying outdated knowledge
 - (B) Discovering hidden patterns in data
 - (C) Collecting physical resources
 - (D) Hiring employees
58. Decision Support Systems (DSS) support KM by:
- (A) Storing financial assets
 - (B) Helping managers make informed decisions
 - (C) Increasing manual labor
 - (D) Reducing data availability
59. A Community of Practice (CoP) is:
- (A) Group of people sharing a concern/passion and learning together
 - (B) A software tool
 - (C) A type of database
 - (D) A training manual
60. Expert systems in KM capture:
- (A) Machine failures
 - (B) Human expertise
 - (C) Employee attendance
 - (D) Hardware fault
61. KM strategy should align with:
- (A) IT budget only
 - (B) Organizational goals
 - (C) Random projects
 - (D) Employee turnover
62. Which approach focuses on codifying and storing knowledge?
- (A) Personalization strategy
 - (B) Collaboration strategy
 - (C) Codification strategy
 - (D) Communication strategy
63. Which strategy relies on human interaction and expertise sharing?
- (A) Personalization strategy
 - (B) Codification strategy
 - (C) Hardware strategy
 - (D) IT-centric strategy
64. Knowledge audits are performed to:
- (A) Destroy outdated knowledge
 - (B) Assess knowledge resources and gaps
 - (C) Install software
 - (D) Replace employees

65. The role of a Chief Knowledge Officer (CKO) is to:
- (A) Handle IT budgets
 - (B) Manage Payroll
 - (C) Replace HR managers
 - (D) Lead KM initiatives
66. Knowledge spiral in SECI emphasizes:
- (A) One-time transfer
 - (B) Continuous creation and sharing
 - (C) Data destruction
 - (D) Explicit storage only
67. Organizational learning refers to:
- (A) Individual growth only
 - (B) Data Entry
 - (C) Continuous improvement through knowledge sharing
 - (D) Repeating mistakes
68. Knowledge repositories must ensure:
- (A) Data redundancy
 - (B) IT-Only Storage
 - (C) Security, accessibility, relevance
 - (D) Salary records
69. A knowledge map is:
- (A) Physical map
 - (B) Visual representation of where knowledge resides
 - (C) Financial report
 - (D) None of these
70. Lessons learned databases are used for:
- (A) Capturing project experiences
 - (B) Employee records
 - (C) Attendance
 - (D) Raw data storage
71. Knowledge strategy focusing on face-to-face interaction is:
- (A) Codification
 - (B) Personalization
 - (C) Automation
 - (D) Standardization
72. A "knowledge worker" term was coined by:
- (A) Peter Drucker
 - (B) Michael Porter
 - (C) Nonaka
 - (D) Polanyi

73. The main enabler of KM is:
- (A) Culture
 - (B) Technology
 - (C) Leadership
 - (D) All of the above
74. Organizational culture supporting KM should encourage:
- (A) Secrecy
 - (B) Knowledge hoarding
 - (C) Collaboration and trust
 - (D) Competition only
75. A knowledge broker is:
- (A) IT manager
 - (B) Person facilitating knowledge exchange
 - (C) Auditor
 - (D) HR clerk
76. KM maturity models are used to:
- (A) Evaluate level of KM implementation
 - (B) Set salaries
 - (C) Hire managers
 - (D) Replace IT
77. The Delphi method is used in KM for:
- (A) Expert consensus forecasting
 - (B) Salary prediction
 - (C) Hardware installation
 - (D) Training sessions
78. Balanced Scorecard is used for:
- (A) Employee time-tracking
 - (B) Performance measurement including KM perspective
 - (C) Database design
 - (D) Payroll
79. KM portals provide:
- (A) One-stop access to knowledge resources
 - (B) Hardware storage
 - (C) Payroll details
 - (D) Marketing ads only
80. A "learning organization" was popularized by:
- (A) Nonaka
 - (B) Peter Drucker
 - (C) Michael Porter
 - (D) Peter Senge
81. Groupware supports:
- (A) Individual tasks only
 - (B) Collaborative work
 - (C) Payroll
 - (D) None of these
82. Knowledge discovery from databases is called:
- (A) Data mining
 - (B) Knowledge destruction
 - (C) Data deletion
 - (D) ERP

83. ERP systems contribute to KM by:
- (A) Integrating processes and knowledge across departments
 - (B) Payroll
 - (C) HR records only
 - (D) None of these
84. Social media contributes to KM by:
- (A) Hardware Control
 - (B) Knowledge sharing and collaboration
 - (C) Salary increment
 - (D) None of these
85. Wikis in KM support:
- (A) Only IT
 - (B) Payroll entry
 - (C) Collaborative knowledge creation
 - (D) None of these
86. Knowledge-based systems (KBS) are designed to:
- (A) Replace Database
 - (B) Monitor attendance
 - (C) Capture, store, and apply knowledge
 - (D) None of these
87. An ontology in KM is:
- (A) Database Software
 - (B) Payroll record
 - (C) Financial chart
 - (D) Structured representation of knowledge concepts
88. Knowledge filtering is:
- (A) Hiding Documents
 - (B) Adding all knowledge
 - (C) Deleting databases
 - (D) Removing irrelevant/outdated knowledge
89. Business Intelligence (BI) is related to KM as it:
- (A) Analyzes data for decision-making
 - (B) Replaces HR
 - (C) Handles payroll
 - (D) Deletes knowledge
90. Artificial Intelligence supports KM by:
- (A) Automating knowledge discovery and decision-making
 - (B) Salary automation
 - (C) Employee leaves
 - (D) None of these
91. A data warehouse supports KM by:
- (A) Emails Only
 - (B) Payroll
 - (C) Storing integrated organizational data
 - (D) None of these

92. Knowledge maps are also known as:
- (A) Cognitive maps
 - (B) Salary charts
 - (C) Payroll entries
 - (D) None of these
93. The process of creating value from intellectual capital is:
- (A) Payroll System
 - (B) Knowledge exploitation
 - (C) Data deletion
 - (D) HRM
94. Knowledge transfer is more effective when:
- (A) Forced
 - (B) Supported by trust and communication
 - (C) Hidden
 - (D) Ignored
95. E-learning systems support KM by:
- (A) Hardware Checks
 - (B) Salary tracking
 - (C) HR payroll
 - (D) Training and Knowledge dissemination
96. Case-based reasoning systems use:
- (A) Past experiences to solve new problems
 - (B) Salary records
 - (C) Payroll data
 - (D) None of these
97. Data, information, knowledge hierarchy is often called:
- (A) DIKW pyramid
 - (B) Payroll chart
 - (C) Salary pyramid
 - (D) None of these
98. Knowledge codification refers to:
- (A) Deleting Database
 - (B) Hiding knowledge
 - (C) Documenting and structuring knowledge
 - (D) None of these
99. Metadata in KM helps:
- (A) Track Salaries
 - (B) Describe and classify knowledge resources
 - (C) Manage attendance
 - (D) None of these
100. A Key Performance Indicator (KPI) in KM measures:
- (A) Effectiveness of knowledge practices
 - (B) Payroll accuracy
 - (C) IT failures
 - (D) None of these

Rough Work / रफ कार्य

Example :

Question :

Q.1 (A) ● (C) (D)

Q.2 (A) (B) ● (D)

Q.3 (A) ● (C) (D)

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 & 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.

उदाहरण :

प्रश्न :

प्रश्न 1 (A) ● (C) (D)

प्रश्न 2 (A) (B) ● (D)

प्रश्न 3 (A) ● (C) (D)

5. प्रत्येक प्रश्न के अंक समान हैं। आपके जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।
6. सभी उत्तर केवल ओ०एम०आर० 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. ओ०एम०आर० 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 में, रफ-कार्य के लिए दिए खाली पेज पर ही किया जाना चाहिए।
11. परीक्षा-कक्ष में लॉग-बुक, कैल्कुलेटर, 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 प्रश्नपुस्तिका के सभी पृष्ठ भलीभाँति छपे हुए हैं। यदि प्रश्नपुस्तिका में कोई कमी हो, तो कक्षनिरीक्षक को दिखाकर उसी सिरिज की दूसरी प्रश्नपुस्तिका प्राप्त कर लें।