

## Sample Multiple Choice Questions on Building Learning Organisation

1. **Peter Senge**, who popularised **Learning Organisations** in his book
  - a. Knowledge Management
  - b. A Virtual Learning Organisation
  - c. Strategic Learning in Knowledge Management
  - d. The Fifth Discipline
  
2. Continuous improvement requires :
  - a. Committed to learning
  - b. Experimentation
  - c. Learning from Past Experience
  - d. Learning from others.
  
3. The Fifth Discipline described Learning Organisation :
  - a. People expand their capacity
  - b. New pattern of thinking nurtured
  - c. Collective aspiration is set free
  - d. People continually learn together
  - e. All above
  
4. In the absence of learning Companies - and individuals:
  - a. Individuals simply repeat the old practices
  - b.
  
5. Organisational Learning is a process :
  - a. Detecting and correcting errors
  - b. Improving knowledge through better knowledge and understanding
  - c. Through shared insights and knowledge
  - d. All above.
  
6. Learning Organisation involves :
  - a. Take initiative but do not break the rule
  - b. co-operate but compete when necessary
  - c. be forward looking but get rewarded/punished on present performance
  - d. all above
  
7. Why be a Learning Organisation ?:
  - a. more active and involvement in the organization
  - b. Work smarter, not harder
  - c. knowledge about markets, products, technologies and business processes
  - d. all above

8. Becoming a Learning Organisation means :
- a. Management's commitment
  - b. organisation provides the learning opportunities
  - c. responsibilities must be shared
  - d. all above
9. Steps to build a Learning Organisation :
- a. change the role of managers
  - b. create structures, systems and time to extract learning
  - c. empower people
  - d. create a culture of continuous improvement
  - e. root out bureaucracy.
  - f. All above

10. Effective ways of transferring knowledge through :

- a. Written reports
- b. Site visits and tours
- c. Education and training programs
- d. All above

11. Systematic Problem Solving means :

- a. Plan
- b. Do
- c. Check
- d. Act
- e. All above

12. 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

13 .Which of the following statements best describes a behaviourist approach to learning?

- a) People learn by forming patterns and associations in their mind.
- b) People learn from experience.

- c) People learn through punishment and reward.
- d) People learn by sharing 'war stories'.

14 The knowledge-creating company suggests ways in which organizations learn through what?

- a) Knowledge transfer
- b) Knowledge testing
- c) Knowledge appraisal
- d) Knowledge banks

15 Which of the following does Peter Senge **not** suggest is a characteristic of a learning organization?

- a) Shared vision
- b) Team thinking
- c) Team learning
- d) Trained incapacity

16 Groups which are based around a common occupational practice and a common set of knowledge, whether inside an organization or crossing organizational boundaries, are known as what?

- a) Communities of coping
- b) Communities of cohesion
- c) Communities of practice
- d) Communities of knowledge

17. Organisations work on “knowledge-based business” on leveraging knowledge to the levels.

Which of the following level is not applicable :

- a. Infrastructure
- b. Product and Services
- c. Strategy
- d. Not practicing

18. Which are the reasons applicable for a higher level of interest among organisations across the globe in knowledge building initiatives :

- a. Limitations of Existing Initiatives
- b. Value of Knowledge
- c. Minimize Effort Duplication
- d. Sharing of Best Practices
- e. Enhanced Innovation
- f. All above

19. An Organisation-wide KM initiative involves :

- a. Raising the quality of customer solutions
- b. Managing business risk
- c. Staying ahead of the change curve
- d. Meeting growth expectations
- e. All above

20. Which is the following option not included in Organisational Knowledge Networks :

- a. People Network
- b. Knowledge Network
- c. TechnologyNetwork
- d. Reengineering Network

21. Which are the integral parts are applicable in Knowledge Management :

- a. Storing knowledge in business processes, products and services
- b. Representing knowledge in databases and documents
- c. Transferring and sharing knowledge throughout the organisation
- d. Assessing the value of knowledge assets and impact on a regular basis
- e. All above

22. Knowledge Organisation derives knowledge from :

- a. Customer Knowledge
- b. Product Knowledge
- c. Financial Knowledge
- d. All above

23. What Knowledge Management is not about :

- a. KM is not reengineering
- b. It is not a discipline
- c. It is not a mechanical Shift
- d. is not a infrastructure, processes, intellectual capital

24. Explicit knowledge can be expressed through :

- a. Subjective insights and intuitions
- b. documents and data manuals
- c. personal "know-how"

25. Knowledge Management System consist of :

- a. Knowledge gathering
- b. Knowledge storage
- c. Knowledge communication
- d. Knowledge dissemination
- e. All above

26. Data management sources consist of :

- a. Flat files
- b. Relational Databases
- c. Data Warehouses
- d. Geographical Databases
- e. All above

