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**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY  
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**AN ASSESSMENT OF KNOWLEDGE SHARING STRATEGIES AT NATIONAL  
ARCHIVES OF ZIMBABWE**

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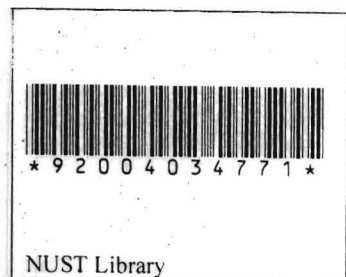
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## ABSTRACT

The study sought to assess knowledge sharing strategies used by National Archives of Zimbabwe to capture tacit knowledge of the institution's knowledge assets and how these strategies could be improved to ensure knowledge sharing among members. The study was conceived against a background of performance gaps experienced by NAZ as a result of exit from service of the institution's knowledge assets without sharing their tacit knowledge on job processes with junior staff. A descriptive survey research design was used on a purposively selected sample of twenty six respondents from the NAZ population. Data was collected by means of interviews, questionnaires, observations and document analysis. As the interpretation of findings indicates, National Archives of Zimbabwe has weak knowledge sharing strategies which have led to knowledge loss challenges because of the ineffectiveness of the strategies to facilitate knowledge exchange, capture and its retention when an expert left service. Circulars and memorandum are the commonly used knowledge sharing tools by management. The study established that recruited staff acquires job knowledge through mentoring and observation of experienced staff as they conduct job processes. It also established that NAZ does not have internet connection in its provincial centers and that NAZ is not leveraging workshops and newsletters for knowledge sharing strategies. The study recommends that NAZ develop a knowledge sharing policy that will facilitate succession planning, phased approach, communities of practice and staff rotation to enable knowledge sharing between experienced staff and junior staff when they join bringing in new ideas and when they leave sharing what they have acquired over many years of practice with those remaining behind. The study concluded that effective knowledge sharing strategies are the basis for the capture, retention and exchange of critical professional knowledge on records and archives management.