



NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMUNICATION AND INFORMATION SCIENCE
DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE
MASTER OF SCIENCE DEGREE IN LIBRARY AND INFORMATION SCIENCE
KNOWLEDGE MANAGEMENT

ILI 5112

First Semester Examination Paper

November 2016

This examination paper consists of 2 pages

Time Allowed: 3 hours
Total Marks: 100
Special Requirements: None
Examiner's name: Mr. Nelson Guvava

INSTRUCTIONS

1. Answer any four (4) questions.
2. Give equal time to each question.
3. Each question carries 25 marks.
4. Importance is attached to clear presentation of ideas, good expression and legibility of handwriting.

MARK ALLOCATION

QUESTION	MARKS
1.	25
2.	25
3.	25
4.	25
TOTAL	100

- 1.1 Using the Nonaka and Takeuchi's SECI model explain the transformation of knowledge. [12 marks]
- 1.2 Assess the benefits that Knowledge management provides to individual employees, to communities of practice, and to the organization itself. [13marks]
2. Discuss major challenges that employees face in knowledge sharing within and outside the organisation [25 marks]
3. Elaborate the integrated knowledge management cycle bringing out how it can be used for effective management of knowledge within an organisation. [25 marks]
4. Assess the nature of communities of practices (CoPs) and how they become very essential in knowledge management [25 marks]
- 5.1 Distinguish communal, networked, mercenary, and fragmented types of organisational culture. [8 marks]
- 5.2 Justify the fact that Corporate culture is a key component of ensuring that critical knowledge and information flow within an organisation. [17 marks]
6. Most organisations in Zimbabwe fail to manage knowledge because of inadequate Information and communication technologies (ICTs). Critique this view. [25 marks]