

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

BACHELOR OF SCIENCE HONOURS DEGREE IN RECORDS AND ARCHIVES MANAGEMENT

PART I FIRST SEMESTER JANUARY 2013 EXAMINATIONS

IRA 1101 KNOWLEDGE MANAGEMENT

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATES

1. ANSWER ANY **FOUR** QUESTIONS FROM THE FOLLOWING.
2. EACH QUESTION CARRIES A TOTAL OF **25 MARKS**.

1. a) Using Nonanka and Takeuchi (1996) knowledge conversion model compare and contrast tacit knowledge and explicit knowledge. **[15 marks]**
b) Outline and explain the tools or strategies that are available for organisations to convert tacit knowledge into explicit knowledge. **[10 marks]**
[Total 25 marks]
- 2 With reference to relevant examples, explain how organisational culture can impact on knowledge sharing among staff within an organisation. **[25 marks]**
- 3 Using relevant examples, discuss how an organisation benefit from its past business records and archives. **[25 marks]**
- 4 Discuss the various benefits of knowledge management to modern organisations. **[25 marks]**
- 5 Discuss the impact of computerised information systems on the management of information within modern organizations. **[25 marks]**
- 6 With relevant examples, distinguish between records management and knowledge management. **[25 marks]**

END OF PAPER