

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

BACHELOR OF SCIENCE HONOURS DEGREE IN RECORDS AND ARCHIVES MANAGEMENT

PART I SUPPLEMENTARY 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. Define the following terms:

- | | |
|--------------------------|-----------|
| a) Information | [5 marks] |
| b) Records | [5 marks] |
| c) Knowledge | [5 marks] |
| d) Intellectual capital | [5 marks] |
| e) Organisational memory | [5 marks] |

[Total 25 marks]

2. a) Define explicit knowledge. [5 marks]
- b) Using relevant examples, explain the importance of utilising the various forms of explicit knowledge in an organisation. [20 marks]

[Total 25 marks]

3. Explain the strategies that can be used to cultivate Communities of Practice for knowledge sharing to succeed within an organisation. [25 marks]

4. a) Explain how knowledge has become a major factor of production. [25 marks]

- b) Giving relevant examples, explain why society is moving into an era of knowledge capitalism. [15 marks]
5. Do records managers have a role to play in knowledge management within organisations today? Give reasons for your answer. [25 marks]
6. Explain how information and communication technologies (ICTs) can be used in knowledge sharing within an organisation. [25 marks]

END OF PAPER