

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

BACHELOR OF SCIENCE HONOURS DEGREE IN RECORDS AND ARCHIVES MANAGEMENT

PART IV FIRST SEMESTER DECEMBER 2013 SUPPLEMENTARY EXAMINATIONS

IRA 1101 KNOWLEDGE MANAGEMENT

TIME: 3 HOURS

**INSTRUCTIONS TO CANDIDATES**

1. ANSWER **FOUR** QUESTIONS FROM THE FOLLOWING.
2. QUESTION **ONE** IS COMPULSORY
3. EACH QUESTION CARRIES A TOTAL OF **25 MARKS**.

1. What is the relationship between records management and knowledge management?  
[25marks]
2. Discuss Peter Senge's assertion that the rate at which organisations learn may become the only sustainable source of competitive advantage.  
[25 marks]
3. Discuss how organizational cultural factors and leadership style can be a barrier to Knowledge Sharing and Knowledge Transfer among employees.  
[25 marks]
4. Explain any five technologies crucial to the management of organisational knowledge.  
[25 marks]
5. Why is knowledge considered to be the most important source of a firm's sustainable competitive advantage?  
[25 marks]
6. Explain any five benefits of knowledge management to modern organisations.  
[25 marks]

END OF PAPER