

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 MAIN 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. Describe the Socialisation, Externalisation, Combination and Internalization (SECI) and Organisational Culture, Structure and Information Technology (OCSIT) models and how they relate to knowledge management. [25 marks]
2. Explain the meaning of a knowledge audit and state five benefits of undertaking a knowledge audit. [25 marks]
3. Explain how knowledge is lost in organizations. What strategies can be used to retain knowledge in organizations? [25 marks]
4. Compare and contrast tacit knowledge and explicit knowledge. [25 marks]
5. Discuss Peter Drucker's major contributions to knowledge management. [25 marks]
6. Explain the value of Communities of Practice (CoP) in an organisation. [25 marks]

END OF PAPER