



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

2024

This examination paper consists of 2 pages

Time allowed: 3 hours

Total marks: 100

Special requirements: None

Examiner's Name: Dr Esabel Maisiri

INSTRUCTIONS

1. Answer any four (4) questions
2. Each question carries 25 marks
3. Use of calculators is permissible

MARK ALLOCATION

QUESTION	MARKS
1.	25
2.	25
3.	25
4.	25
5.	25
6.	25

- 1.1 Discuss the assertion that corporate memory can either assist or inhibit an organisation's progress. (15 marks)
- 1.2 Assess the intellectual capital of an information centre of your choice. (10 marks)

- 2.1 Outline five (5) methods that could be used to elicit tacit knowledge at individual and/or group levels in an organisation. (15 marks).
- 2.2 Explain how a community of practice differs from a knowledge network. (10 marks)

3. Critically assess how organisational culture types could influence the knowledge sharing dynamics in an organisation. (25 marks)

- 4.1 Groupware or collaboration technologies belong to different categories. Assess the criteria that could be used to determine the categories indicating the best means of sharing and disseminating knowledge by each category. (15 marks)
- 4.2 With reference to collaboration technologies, explain how you could conduct a cost-benefit analysis when selecting a category. (10 marks)

- 5.1 Develop a knowledge management roadmap of an organisation of your choice. (15 marks)
- 5.2 Explain how you could conduct a knowledge audit at your workplace. (10 marks)

6. Analyse the main steps in a knowledge management continuity cycle. (25 marks)

THE END