



**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMUNICATION AND INFORMATION SCIENCE**

**DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT**

**KNOWLEDGE MANAGEMENT**

**IIM 1101**

**Main Examination Paper**

**December 2024**

This examination paper consists of 2 pages.

**Time Allowed** : **3 hours.**  
**Total Marks** : **100**  
**Examiner's Name** : **Mr A. Ndlovu**

**INSTRUCTIONS**

1. Answer any **four (4)** questions.
2. Each question carries **25 marks**.

**MARK ALLOCATION**

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

1. Define the following terms as used in knowledge management:
  - a) Knowledge [5 marks]
  - b) Knowledge retention [5 marks]
  - c) Knowledge leakage [5 marks]
  - d) Know-how Knowledge [5 marks]
  - e) Knowledge mapping [5 marks][Total 25 marks]
2. Compare and contrast tacit knowledge and explicit knowledge. [25 marks]
3. Describe the SECI model and show how it relates to knowledge management. [25 marks]
4. How has knowledge become the major factor of production? [25 marks]
5. Why are Communities of Practice important in knowledge management? [25 marks]
6. Explain the similarities and differences between information management and knowledge management. [25 marks]

**END OF PAPER**