



GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS JANUARY - APRIL 2017 SEMESTER

DIPLOMA IN RECORDS AND INFORMATION MANAGEMENT

COURSE CODE: DIRM 011

COURSE TITLE: KNOWLEDGE MANAGEMENT AND ORGANIZATION

DATE: 4 APRIL 2017

TIME: 8.00 AM – 11.30 AM

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

CAUTION: All exam rooms are under CCTV surveillance during the examination period.

SECTION A (COMPULSORY)

- 1a) Define embedded knowledge (2mars)
- b) Explain Knowledge Management as a Strategic Management tool (3marks)
- c) Highlight the reasons why we should ensure free Knowledge Movement (5 marks)
- d) Describe the approaches for knowledge identification (10marks)
- e) State the main ways in which knowledge types can be combined and converted (10marks)
- f) Explain the evolution generations of knowledge management (10marks)

SECTION B (ANSWER ANY OTHER THREE QUESTIONS)

QUESTION TWO

- 2a) Explain the Knowledge business (2marks)
- 2c) Describe the knowledge conversion process (3 marks)
- 2b) Highlight the 5 activities in which Knowledge transfer can be split (5marks)
- 2b) State the benefits that come with knowledge management in an information center (5marks)
- 2d) Identify the 5 demerits of managing knowledge (5 Marks)

QUESTION THREE

- 3a) Explain the participatory nature of tacit knowledge sharing (5marks)
- 3b) Discuss the criteria for successful explicit knowledge sharing (5marks)
- 3c) Explain the DIKW pyramid (10marks)

QUESTION FOUR

- 4a) State 2 instances Where Knowledge Movement May Be a Cause of Concern (2marks)
- 4c) State two factors to consider during knowledge identification (2marks)
- 4b) Explain the four existing forms of Knowledge (8marks)

4d) Highlight how effective knowledge management will greatly contribute to improved excellence in an organization (8marks)

QUESTION FIVE

5a) Define Knowledge Discovery and Detection (2marks)

5b) State two challenges facing tacit knowledge transfer (2marks)

5c) Explain four Factors affecting tacit knowledge transfer (8marks)

5d) Differentiate between tacit and explicit knowledge (8marks)