



GRE TSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS JANUARY - APRIL 2021 SEMESTER

DIPLOMA IN LIBRARY AND INFORMATION SCIENCE

COURSE CODE: DIRM 011

**COURSE TITLE: KNOWLEDGE MANAGEMENT AND
ORGANIZATION**

DATE: 07 MAY 2021

TIME: 11:30 AM – 2:30 PM

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

QUESTION ONE

- a) Knowledge exists in different forms. Discuss **two** types of knowledge. **[10 Marks]**
- b) The economy is moving towards a knowledge based economy where a large number of jobs have shifted to professionals that require extensive knowledge. Briefly discuss three examples of knowledge economies as observed in the current society **[15 Marks]**
- c) Discuss five roadblocks to a successful knowledge flow in an organization? **[10 Marks]**
- d) Briefly discuss why benchmarking is considered an important tool in organizational knowledge management **[5 Marks]**

SECTION B: ANSWER ANY THREE QUESTIONS

QUESTION TWO

- a) Briefly discuss the role of Information Communication Technology (ICT) in knowledge management **[15 Marks]**
- b) Highlight key steps in integration of ICT in knowledge management **[5 Marks]**

QUESTION THREE

- a) Discuss the organizational knowledge management lifecycle **[15 Marks]**
- b) Explain the role of trust in the Knowledge base design **[5 Marks]**

QUESTION FOUR

- a) Describe the role of human capital in knowledge management **[10 Marks]**
- b) Describe two criteria used in classifying organizational knowledge **[10 Marks]**

QUESTION FIVE

- a) Describe the Data-Information-knowledge-Wisdom relationship in knowledge management **[10 Marks]**
- b) Describe the characteristics of organizational knowledge **[10 Marks]**