



GRE TSA UNIVERSITY - THIKA

**UNIVERSITY EXAMINATIONS
MAY – AUGUST 2023 SEMESTER**

**DIPLOMA IN RECORDS AND INFORMATION
MANAGEMENT / TECHNOLOGY**

COURSE CODE: DIRM 012/DIRM 011

COURSE TITLE: KNOWLEDGE MANAGEMENT

DATE:31 JULY 2023

TIME: 8:00 AM – 11:00 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

QUESTION ONE

- a) Discuss various techniques that you can apply to convert tacit knowledge to explicit in an organization **[10 Marks]**
- b) Highlight the benefits of knowledge management in an organization **[10 Marks]**
- c) Using a diagram, describe the process of knowledge cycle **[20 Marks]**

SECTION B: ANSWER ANY THREE QUESTIONS

QUESTION TWO

- a) Explain the importance of knowledge management audit in an organization **[10 Marks]**
- b) Discuss the role of information personnel in managing organizational knowledge **[10 Marks]**

QUESTION THREE

- a) Explain any five principles of knowledge management **[10 Marks]**
- b) Highlight factors that will affect proper implementation of knowledge management practices in an institution **[10 Marks]**

QUESTION FOUR

- a) Outline the enablers of knowledge management in an organization **[10 Marks]**
- b) It is important to have knowledge management champions in an organization. Justify **[10 Marks]**

QUESTION FIVE

- a) Briefly describe the relevance of studying knowledge management **[10 Marks]**
- b) Using a diagram, describe the information-knowledge pyramid **[10 Marks]**

QUESTION SIX

- a) Highlight any five trends in knowledge management **[10 Marks]**
- b) Discuss how ICT can be harnessed to manage knowledge in an institution **[10 Marks]**