



GRETSA UNIVERSITY - THIKA

**UNIVERSITY EXAMINATIONS
MAY - AUGUST 2018 SEMESTER**

DIPLOMA IN RECORDS AND INFORMATION MANAGEMENT

COURSE CODE: DIRM 011

**COURSE TITLE: KNOWLEDGE MANAGEMENT AND
ORGANIZATION**

DATE: 7TH AUGUST 2018

TIME: 8.00AM – 11.00AM

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) Understanding the different forms that knowledge can exist in, and being able to distinguish between various types of knowledge, is an essential step for knowledge management. Discuss **two** types of knowledge. **[10 marks]**
- b) Assuming you have been employed at KCB Bank as a knowledge manager where you have been tasked to develop a knowledge sharing initiative among the employees. Who are the key stakeholders to line up in support of the new initiative? **[10 marks]**
- c) In your position as knowledge manager how would you employ use of ICT to promote knowledge transfer? **[10 marks]**
- d) Before transferring knowledge, there are several factors that should be considered. Briefly describe **three** factors **[10 marks]**

SECTION B: ANSWER ANY THREE QUESTIONS

Question Two

- a) Knowledge systems development usually involves a team of specialists in different areas. Discuss three factors that may affect team's success **[15 marks]**
- b) As a Knowledge Manager how would you mitigate against these factors? **[5 marks]**

Question three

- a) The quality of data in knowledge base must be very good since bad quality data may lead to wrong knowledge. Explain four errors that knowledge developers look for in knowledge base design **[16 marks]**
- b) Explain the role of trust in the Knowledge base design **[4 marks]**

Question Four

- a) Describe the relationship between data, information and knowledge as it relates to knowledge management systems **[10 marks]**

- b) Describe **two** criteria used in classifying knowledge [10 marks]

Question five

- a) There are several organizational and cultural factors that inhibit reliable knowledge transfer. Discuss **five** inhibitors and ways to correct them. [10 marks]
- b) Capturing the tacit knowledge of a team of experts has its own advantages and drawbacks. Describe **five** advantages. [10 marks]

Question six

- a) There are several factors, which have triggered organizations' interest in Knowledge Management. Describe **five** of these factors [10 marks]
- b) Discuss at least **five** strategies that can be used to promote learning in organizations. [10 marks]