



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

BCOM/BBA

BHR4404: KNOWLEDGE MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: AUGUST 2019

TIME: 2 HOURS

DATE: Pick Date Aug 2019

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

Question ONE

- a) Knowledge management is essentially about getting the right knowledge to the right person at the right time. Explain how Knowledge Management concept, has become a significant part of the overall knowledge of management. (10 Marks)
- b) With reference to the **SECI Model** of Nonaka and Takeuchi (1995), explain how knowledge is captured, disseminated, internalized and socialized. (10 Marks)
- c) Identify and explain the Four types of Content Management essential to structure and organize knowledge content for each retrieval and maintenance. (10 Marks)

Question TWO

- a) Explain the concept of knowledge Management. Briefly discuss tacit knowledge management giving advantages and disadvantages. (10 Marks)
- b) Knowledge management tools have changed over the years, however, they still address the same basic needs. Discuss Five essential Knowledge Management Tools. (10 Marks)

Question THREE

- a) Evaluate the main reasons of Knowledge Management success in an organization? (10 Marks)
- b) Knowledge management research and practice have grown at a dramatic pace in the last decade. Critically evaluate solutions you would recommend to be utilized in order to motivate and to increase the participation of people in Knowledge Management. (10 Marks)

Question FOUR

- a) Knowledge management cycle is a process of transforming information into knowledge within an organization. Discuss Zack Knowledge Management Model and its contribution. (10 Marks)
- b) For all its value (knowledge management) to the organization, it's very important that a manager can use this intangible asset in the best way to achieve organization goals. Discuss major objectives of knowledge management in organizations. (10 Marks)

Question FIVE

- a) Discuss FIVE potential barriers to organizational learning and how to overcome the challenges. (10 Marks)
- b) Distinguish the three components of data, information and knowledge management. (10 Marks)