TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

BCOM/BBA

BHR4404: KNOWLEDGE MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES:AUGUST2019

TIME:2HOURS

DATE:Pick DateAug2019

Instructions to Candidates
You should have the following for this examination
-Answer Booklet, examination pass and student ID
This paper consists of **FIVE** questions. Attemptquestion ONE (Compulsory) and any other
TWO questions.
Do not write on the question paper.

Question ONE

a) Discuss the ways managers can foster a favorable organization culture which support knowledge management activities. (10 Marks)

b) Given the intensively competitive climate, organizations position themselves as knowledge-driven organizations, seeking to leverage their knowledge resources in order to achieve competitive advantage. However, organizations are confronted by a variety of knowledge management (KM) problems. Highlight causes of major problems encountered by organizations in trying to be knowledge management driven companies. (10 Marks)

c) The field of knowledge management identifies Three main types of knowledge. Discuss the Three types of knowledge giving examples of each.**(10 Marks)**

Question TWO

    a) Discuss the role which technology has played in revolutionizing data and knowledge management and the challenges which this represents for organizations in general.

                                                    (10 Marks)

    a) KM cycle shows us systematically how information is transformed into knowledge via creation and application process. With aid of a diagram describe the knowledge management cycle. (10 Marks)

Question THREE

a) Effective Knowledge Management requires a review of existing **HRM** practices. Discuss the role of Human Resource Management in Knowledge Management. (10 Marks)

b) Effective KM accomplishes the organization's objectives by structuring people, technology, and knowledge contents. Elucidate key considerations accomplishing organizations objective in Knowledge Management. (10 Marks)

Question FOUR

    a) A KM model is a structured way to look at the process of KM used by an organization in order to investigate its properties and tailoring it to the organization's specific needs. Discuss WIIG Model of knowledge Management and its application in the organization. (10 Marks)

b) Describe the characteristics of a learning organization as elaborated by Peter Senge in the Fifth Discipline. (10 Marks)

Question FIVE

a) Xerox Co. recognized that the bulk of the knowledge in an organization is contained in its documents and in how people use these documents. Discus steps in Knowledge Systems Development. (10 Marks)

b) Knowledge Management is not another management fad, there are major benefits to be accrued. Highlight Knowledge Management Benefits in implementation of KM in an organization. (10 Marks)