



FACULTY OF BUSINESS MANAGEMENT
END OF SEMESTER EXAMINATIONS - APRIL 2025

PROGRAMME: BPA

YEAR/SEM: YEAR 3/SEMESTER 1

COURSE CODE: HRM 3104

NAME: KNOWLEDGE MANAGEMENT FOR ORGANIZATIONS

DATE: 2025-04-16

TIME: 9:00AM-12:00PM

INSTRUCTIONS TO CANDIDATES:

1. Read the instructions very carefully
2. The time allowed for this examination is STRICTLY three hours
3. Read each question carefully before you attempt and allocate your time equally between all the Sections
4. Write clearly and legibly. Illegible handwriting cannot be marked
5. Number the questions you have attempted
6. Use of appropriate workplace examples to illustrate your answers will earn you bonus marks
7. Any examination malpractice detected will lead to automatic disqualification.

DO NOT WRITE ANYTHING ON THE QUESTION PAPER

Section A Section A is compulsory

Question 1:

Case Study

A gap analysis process helps organizations determine how to achieve their business goals. It compares the current state with an ideal state, which highlights shortcomings and opportunities for improvement. Leaders can design action plans to move the organization forward.

You have just completed placement/internship in different organisations.

- (i) Give an outline of the areas/gaps you identified that are not performing well in your organization of placement. (15marks)
- (ii) Give solutions to the identified areas or gaps. (10marks)
- (iii) Why is it important for organisations to conduct gap analysis. (15marks)

Section B chose any three from this section

Question 1:

What are some of the control measures organisations put in place to safe guard knowledge? (20marks)

Question 2:

Defend the statement: "Knowledge is Capital". (20marks)

Question 3:

Evaluate the impact of emerging technologies such as AI on the future of knowledge management. (20marks)

Question 4:

- (a) Define the term needs assessment. (5marks)
- (b) Mention some of the most effective needs assessment methods. (15marks)

Question 5:

- (a) Define the difference between knowledge management and Knowledge management system. (10marks)
- (b) Explain with examples One of the 3 types of knowledge. (10marks)

Question 6:

Why do all strategic leaders provide training and development programs to staff. (20marks)