INTERNATIONAL UNIVERSITY OF EAST AFRICA
'Learning to Succeed'

# 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:**
**TIME:**

**INSTRUCTIONS TO CANDIDATES:**

## 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)

**Question 2:**

(a) Develop a training program that suits training needs of your choice.

The training need must resonate with the organisation's mission. (25marks)

(b) Outline the benefits of employee training. (15marks)

## SECTION B

*chose any three from this section*

**Question 1:**

(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 2:**

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

**Question 3:**

In organizations, knowledge is stored carefully to ensure that information is readily available to employees/public when required.

(a) Mention the key areas of reliable knowledge source in organisations. (20marks)

**Question 4:**

(a) Define the term needs assessment. (5marks)

(b) Mention some of the most effective needs assessment methods. (15marks)

**Question 5:**

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

(20marks)

**Question 6:**

Explain the role of technology in supporting knowledge management practices. (20marks)

**Question 7:**

(a) Define the term knowledge transfer. (5marks)

(b)What are the key factors that influence successful knowledge transfer? (15marks)

**Question 8:**

Evaluate the impact of emerging technologies such as AI on the future of knowledge management.

(20marks)

**Question 9:**

List down the main challenges organizations face when implementing knowledge management

strategies. (20marks)

**Question 10:**

(a). Define the term Training. (5marks)

(b). What are the barriers to effective training. (15marks)

**Question 11:**

List down the types of training ideal for modern organisations. (20marks)

**Question 12:**

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