UNIVERSITY
— OF —
JOHANNESBURG

FACULTY OF MANAGEMENT
FINAL EXAMINATION NOVEMBER 2016

DEPARTMENT OF BUSINESS MANAGEMENT

MODULE	:	ADVANCED KNOWLEDGE MANAGEMENT
CODE	:	BMK9X02
DATE	:	NOVEMBER 2016
DURATION	:	EXAM EQUIVALENT
TIME	:	23:55
TOTAL MARKS	:	100

EXAMINER(S)	:	PROF MA MEARNS
(EXTERNAL) MODERATOR:		MR CHRISTIAAN MAASDORP (UNIVERSITY OF STELLENBOSCH)
NUMBER OF PAGES	:	TWO PAGES

THIS IS A FINAL ASSESSMENT OPPORTUNITY AND THE REQUIRED DOCUMENTATION MUST BE SUBMITTED BACK INTO ULINK NO LATER THAN **23:55** ON THE DUE DATE.

INSTRUCTIONS TO CANDIDATES:
- Please answer all the questions.
- This is an open book assessment.
- Read the questions carefully and answer only what is asked.
- All documents must be typed in MS Word and submitted into Blackboard.
- Structure your answers by using appropriate headings and sub-headings.
- The general University of Johannesburg policies, procedures and rules pertaining to written assessments apply to this assessment. Plagiarism will be tested.

QUESTION 1

1.1. Judge the health of knowledge management in your organisation based on what you have learnt about knowledge management being likened to an olive tree.

(10)

1.2. Formulate critical success factors for innovation from a knowledge management perspective. (10)

1.3. Discuss how a knowledge management support division can facilitate sense making in terms of existing knowledge and the creation of new knowledge. (20)

[40]

QUESTION 2

2.1 Knowledge workers are difficult to supervise and require autonomy. In your opinion, how should knowledge workers be managed in an enterprise? (10)

2.2 Reinhardt *et al.*, (2011:160) describe in their research a typology of knowledge workers roles. Analyse and judge how you would best harness these roles in managing knowledge in your organisation. (20)

[30]

QUESTION 3

From the various techniques that you have read up on for knowledge sharing, which would you be able to use in your organisation? Motivate why you have selected or excluded the specific knowledge sharing techniques considering the nature of your organisation. **[30]**

Total: [100]

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