



MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)

MAIN CAMPUS
UNIVERSITY EXAMINATIONS
2021/2022 ACADEMIC YEAR

FOURTH YEAR SECOND SEMESTER REGULAR EXAMINATIONS

FOR THE DEGREE
OF

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY/BACHELOR OF SCIENCE IN
INFORMATION SYSTEMS AND KNOWLEDGE MANAGEMENT

COURSE CODE: BIK 123

COURSE TITLE: KNOWLEDGE MANAGEMENT AND ELECTRONIC MEDIA SYSTEMS

DATE: Wednesday 20/04/2022 TIME: 12:00-2:00P.M

INSTRUCTIONS TO CANDIDATES

Answer Question ONE and choose any other Two.

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 4 Printed Pages. Please Turn Over.

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QUESTION ONE [30 MARKS] – COMPULSORY

Knowledge management is the systematic management of an organization's knowledge assets for the purpose of creating value and meeting tactical & strategic requirements; it consists of the initiatives, processes, strategies, and systems that sustain and enhance the storage, assessment, sharing, refinement, and creation of knowledge.

Required:

- a) Discuss the elements of knowledge System Architectural Model (KSAM) [7 Marks]
- b) Deliberate on the three Knowledge Management Approaches [6 Marks]
- c) State two possible Knowledge Management initiatives within organizations [2 Marks]
- d) Give five categories of Knowledge Management Strategies [5 Marks]
- e) Distinguish between at least three types of Knowledge in Knowledge Management [6 Marks]
- f) State any four functions of document Management Systems in Knowledge Management [4 Marks]

QUESTION TWO (20 MARKS)

- a) What is the relationship between data, information and knowledge? Elaborate using examples. [5 Marks]
- b) Explain the types of knowledge available in an organization. [5 Marks]
- c) Expound on the steps involved in knowledge creation in Organizations. [5 Marks]
- d) Describe Culture and Technology as aspects of Knowledge Management in Organizations [5 Marks]

QUESTION THREE (20 MARKS)

- a) State Five challenges faced by organization in building a knowledge management system [5 Marks]
- b) Distinguish between the roles of knowledge worker and knowledge developer in developing knowledge organization [5 Marks]
- c) Explain how knowledge management team is formed in an organization [5 Marks]
- d) Differentiate between knowledge sharing and knowledge capturing with example [5 Marks]

QUESTION FOUR (20 MARKS)

- a) Define Learning and explain how a learning culture can be created in an organization. **[5 Marks]**
- b) Discuss five golden rules for creating learning organization. **[5 Marks]**
- c) Explain five characteristics of learning organization. **[5 Marks]**
- d) What are the steps involved in building learning organization? **[5 Marks]**

QUESTION FIVE (20 MARKS)

- a) Expound on the relationship between knowledge management and business strategies **[5 Marks]**
- b) Explain why there is a need of knowledge management in an organization. **[5 Marks]**
- c) What are the drivers for the implementation of knowledge management in an organization?
[5 Marks]
- d) Explain Knowledge Management System Life Cycle **[5 Marks]**