



*(University of Choice)*

**MASINDE MULIRO UNIVERSITY OF  
SCIENCE AND TECHNOLOGY  
(MMUST)**

**MAIN CAMPUS**

**UNIVERSITY EXAMINATIONS  
2021/2022 ACADEMIC YEAR**

**FOURTH YEAR SECOND SEMESTER SPECIAL EXAMINATIONS**

**FOR THE DEGREE  
OF**

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

**COURSE CODE: BIK 125**

**COURSE TITLE: KNOWLEDGE MANAGEMENT AND ELECTRONIC MEDIA SYSTEMS**

**DATE: TUESDAY 02-08-2022**

**TIME: 11:00a.m-1:00p.m**

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**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.

## **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]**