



(University of Choice)

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

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2021/2022 ACADEMIC YEAR**

**FIRST YEAR FIRST SEMESTER EXAMINATIONS
BACHELOR OF KNOWLEGDE MANAGEMENT**

COURSE CODE: BIK 112

COURSE TITLE: FUNDAMENTALS OF KNOWLEGDE
MANAGEMENT

DATE: 5/12/2022 **TIME:** 11:00A.M-1:00P.M

INSTRUCTIONS TO CANDIDATES

Question ONE (1) and Any OTHER 2 questions

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 2 Printed Pages. Please Turn Over.

QUESTION ONE (30 MARKS)-COMPULSORY

- a) Define knowledge management 3 marks
- b) Describe 4 steps of Knowledge management process. 8 marks
- c) Distinguish between the two major forms of knowledge, tacit and explicit 6 marks
- d) Explain intellectual capital, assets 6 marks
- e) What are the drivers for the implementation of knowledge management in an organization? Also discuss the various knowledge management drivers 7 marks

QUESTION TWO (20 MARKS)

- a) what is the difference between: data, information and knowledge? How they are related? Give example 8 marks
- b) Define knowledge sharing and knowledge capturing with example. 6 marks
- c) What do you understand by Learning Organization? Explain the characteristics of learning organization. 6 marks

QUESTION THREE (20 MARKS)

- a) what are the steps involved in building learning organization? 8 marks
- b) Is data mining similar to knowledge management? 4 marks
- c) What is the difference between local knowledge and scientific knowledge? 4 marks
- d) Where does KM belong in an organization? 4 marks

QUESTION FOUR (20 MARKS)

- a) Evaluate the application of F.W Taylor's four principles of scientific management in today's organizations. 10 marks
- b) 21st Century skills are needed to succeed in today's labor market and contribute to organizational success. In our global economy, education, available talent, and wage pressures are all challenges both employees and employers face.
How do the skills of the 21st century translate from industry to industry or country to country?
What skills have changed the most in recent years?
How does this impact you as an individual seeking career development or a manager seeking to develop your employees? 10 marks

QUESTION FIVE (20 MARKS)

- a) How might the use of Evidence-Based Management help reduce the costs associated with healthcare delivery? 8 marks
- b) Knowledge about a subject is important, but just as important is whether supervisors can use it. Discuss 6 marks
- c) What are the differences between retrospectives and demonstrations in the agile approach? 6 marks