



# MAASAI MARA UNIVERSITY

UNIVERSITY EXAMINATIONS FOR 2019/2020  
ACADEMIC YEAR

SECOND YEAR FIRST SEMESTER EXAMINATION  
(REGULAR)

EXAMINATION FOR THE DEGREE OF BACHELOR OF  
SCIENCE IN INFORMATION SCIENCES  
*SCHOOL OF SCIENCE AND INFORMATION SCIENCE*

COURSE CODE: INS 2109

COURSE TITLE: KNOWLEDGE MANAGEMENT (KM)

DATE:13<sup>TH</sup> December 2019

TIME:0830-1030

INSTRUCTIONS TO CANDIDATES

Question one in section "A" is compulsory. Answer any other two from section "B" Illustrate your answers where necessary.

**SECTION “A”**

**(Total 30 MARKS)**

**Question: 1**

- a) Define the following Knowledge management (KM) concepts: Data, Information Knowledge, Wisdom, Management **(5 marks)**
- b) What is Knowledge management? **(2 marks)**
- c) Explain the different Kinds of knowledge **(2 marks)**
- d) What are the different types of knowledge? **(2 marks)**
- e) Define the following Knowledge concepts: Procedural knowledge, Declarative knowledge, Semantic knowledge, Episodic knowledge **(4marks)**
- f) Why do we need knowledge management in education? **(5marks)**
- g) Briefly explain embedded knowledge and its concepts **(5marks)**
- h) What are the characteristics of tacit and explicit knowledge? **(5marks)**

**SECTION “B”: ANSWER ANY TWO (2) QUESTIONS FROM THIS SECTION**

**QUESTIONS**

- 2. A common conception is that KM is mainly about IT. Critically explain the role of Information Technology (IT) processes in Knowledge Management (KM) function **(20 marks)**
- 3. Discuss the role and importance of knowledge management in the organizational development as it pertains to economic and sustainable development **(20marks)**
- 4. a) What is the relation between knowledge management and information management? **(5marks)**
  - b) What are the elements of knowledge management? Describe the effects of each in KM concepts **(5marks)**
  - c) What are the challenges encountered in KM? **(5marks)**

**d)** Briefly explain 5 general categories of Knowledge Management (KM) technologies that facilitate collaboration and sharing of organizational information **(5marks)**

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