MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS 2018/2019 ACADEMIC YEAR

SECOND YEAR SEMESTER ONE UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF INFORMATION SCIENCES

COURSE CODE: INS 2109
COURSE TITLE: KNOWLEDGE MANAGEMENT

DATE: 13TH DECEMBER 2018   TIME: 8.30 -10.30AM

INSTRUCTIONS TO CANDIDATES   (52 candidates)

Answer Question **ONE** and any other **TWO** questions

Question 1a Using examples define the following terms i**)** Knowledge,

ii**)** Intelligence, iii**)** Management **(4 marks)**

Question 1b Define Knowledge Management and explain why it matters to

Organizations. **(8 marks**)

Question 1c With the aid of the knowledge pyramid, describe the relationship between data, information, and knowledge as it relates to knowledge management systems **(6 marks)**

Question 1d Distinguish between knowledge and information management **(4 marks)**

Question 1e There are several factors, which have triggered organizations interest in knowledge management. Describe **five** of these factors **(8 marks)**

Question 2a It is necessary as a professional to develop and foster new professional profiles with high expertise in knowledge generation and management . Discuss the role of information professionals in the knowledge economy in Kenya **(12marks)**

Question 2b You are employed as knowledge manager. The Chief Executive Officer requires advice on whether the organization should buy already made system or develop a knowledge management system. Justify your choice giving reasons. **(8 marks)**

Question 3a Information technology has become prominent in academic libraries over the years that aim to support knowledge management. Discuss any five such technologies **(10 marks)**

Question 3b Explain any five critical factors in the successful implementation of knowledge **(10 marks)**

Question 4a Knowledge management is hailed as important developments in the fields of information studies and management of science in the recent decades. To what extent do you agree with this statement **(6 marks)**

Question 4b Differentiate between tacit and explicit knowledge. **(4 marks)**

Question 4c Using a diagram explain knowledge management cycle

(10 marks)

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