MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR
FIRST YEAR SECOND SEMESTER EXAMINATIONS
FOR THE DEGREE OF MASTER OF SCIENCE IN
INFORMATION SCIENCES**

SCHOOL OF SCIENCE AND INFORMATION SCIENCES

**COURSE CODE: INS 8203
COURSE TITLE: KNOWLEDGE MANAGEMENT**

<u>INSTRUCTIONS TO CANDIDATES</u>

- ➢ Section "A " is Compulsory (20 MARKS)
- ➢ Answer any Two (2) Questions from Section "B" (20 MARKS EACH)

SECTION "A": COMPULSORY QUESTION

Q1. Discuss in details the role of Knowledge Management and Knowledge Management Programmes in business of your choice. **(20 marks)**

SECTION "B": ANSWER ANY TWO (2) QUESTIONS FROM THIS SECTION

Q2. Examine the types of systems used for enterprise – wide Knowledge Management, stating how they provide value for business in Kenya.
(20 marks)

Q3. Discuss various processes in content management; explaining the significance of each. **(20 marks)**

Q4. Information and Communication represent a paradigm shift in both Knowledge economy and Knowledge workers in Kenya. Discuss. **(20 marks)**

Q5. Explain how an expert system is an intelligent computer system which uses Knowledge and interface procedures to solve problems that are difficult enough to require significant human experts for their solution. **(20 marks)**

Q6. Discuss the elements of Knowledge Management Systems in terms of: accessing, evaluating, managing, organizing, filtering

and distributing knowledge.

(20 marks)

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