

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS**

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF SCIENCE IN  
INFORMATION SCIENCE**

**BSIS 140: KNOWLEDGE MANAGEMENT**

**STREAMS:**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 23/03/2021**

**2.30 P.M – 4.30 P.M**

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**INSTRUCTIONS:**

**Answer question one and any other two questions**

**Do not write on the question paper.**

1. (a) Explain FIVE competencies of a knowledge manager for effective management of knowledge. [10 marks]  
(b) Describe the socialization, Extendization, combination and international (SECI) model of knowledge management. [20 marks]
2. (a) Explain five skills required in knowledge management in the 21<sup>st</sup> century. [10 marks]  
(b) Knowledge management is a key driver for competitive advantage in any organization. Discuss. [10 marks]
3. (a) Explain FIVE strategies employed in order to motivate knowledge sharing in an organization. [10 marks]  
(b) Information communication Technology (ICT) is a key enabler in managing knowledge in an organization. Discuss. [10 marks]
4. (a) Explain FIVE methods of acquiring knowledge in a community library. [10 marks]  
(b) Explain FIVE challenges of managing knowledge in an organization. [10 marks]
5. (a) Describe the role of a library in managing knowledge. [10 marks]

(b) Explain the meaning of the following terms;

[10 marks]

(i) Information

(ii) Information professional

(iii) Knowledge sharing

(iv) Embedded knowledge

(v) Tacit knowledge

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