

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

BSIS 140: KNOWLEDGE MANAGEMENT

STREAM: BSIS

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 19/04/2023

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS: Answer question ONE and any other TWO questions

QUESTION ONE (30 MARKS)

- (a) Explain four key properties of tacit knowledge. [8 marks]
- (b) Explain the rationalistic way of acquiring knowledge by an individual [4 marks]
- (c) Differentiate between information and knowledge [8 marks]
- (d) “Knowledge is at the heart of today’s global economy and managing knowledge has become vital to institutions’ success” (Kluge, et al., 2001). Explain this statement. [10 marks]

QUESTION TWO (20 MARKS)

- (a) Explain five skills required by information professionals for effective management of knowledge. [10 marks]
- (b) Describe TWO strategies of enhancing management of knowledge in an organization. [10 marks]

QUESTION THREE (20 MARKS)

- (a) Highlight FIVE information intermediaries that are relevant in the current technological era. [10 marks]
- (b) Describe the role of information communications technology (ICT) in acquisition of knowledge in a library. [10 marks]

QUESTION FOUR (20 MARKS)

- (a) Describe the following tools of codifying knowledge
- (i) Knowledge maps [5 marks]
 - (ii) Frames [5 marks]
- (b) Demonstrate how an organization can benefit from SECI model in the management of knowledge. [10 marks]

QUESTION FIVE (20 MARKS)

- (a) Explain TWO techniques adequate for information aggregation and content integration in an information centre. [10 marks]
- (b) Discuss FIVE challenges affecting transfer of knowledge in a library. [10 marks]
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