



UNIVERSITY EXAMINATIONS

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

BSIS 140: KNOWLEDGE MANAGEMENT

STREAMS: BSIS

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 11/4/2018

2.30 P.M. – 4.30 P.M.

INSTRUCTION:

- This examination paper has FIVE questions
- Candidates are required to attempt Question 1 and any other two questions
- No reference material of any kind should be carried into the examination room
- Do not write on the question paper
- Start every question on a fresh page

- (a) Analyze knowledge management as applied in organizations. [10 marks]
 - (b) Evaluate the steps of knowledge management process. [10 marks]
 - (c) Identify and discuss any five kinds of knowledge. [10 marks]
- (a) Explain five levers of knowledge to management. [10 marks]
 - (b) Discuss the tools used in organizations to manage knowledge. [10 marks]
- (a) Describe knowledge management strategies in organizations. [10 marks]
 - (b) Discuss the meaning of data, information and knowledge in knowledge management. [10 marks]
- (a) Explain the motivating factors that may lead an organization to adopt knowledge management strategies. [10 marks]
 - (b) Analyze knowledge codification as applied in knowledge management. [10 marks]
- (a) Highlight the benefits of knowledge management to an organization. [10 marks]
 - (b) Evaluate fundamental prerequisites for transferring and sharing knowledge in knowledge management. [10 marks]