

CHUKA



UNIVERSITY

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: TUESDAY 01/12/2020

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS

1. Answer question ONE and any other TWO questions
2. Do not write on the question paper

1. (a) Explain FIVE challenges of managing knowledge in a library (10 marks)
 - (b) Explain FIVE sources of knowledge in an organization (10 marks)
 - (c) Highlight FIVE differences between tacit and explicit knowledge (10 marks)
 2. (a) Explain FIVE differences between information management and knowledge management (10 marks)
 - (b) Describe FIVE merits of ICT in knowledge management in an organization (10 marks)
 3. (a) Explain FIVE skills of an effective knowledge manager (10 marks)
 - (b) Describe the SECI model of Knowledge management (10 marks)
 4. (a) Explain the role of a library in knowledge management (10 marks)
 - (b) Explain FIVE strategies of capturing tacit knowledge in an organization (10 marks)
 5. (a) Explain FIVE benefits of Community of Practice (10 marks)
 - (b) Discuss FIVE activities in the knowledge management process (10 marks)
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