



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY  
SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS  
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN  
INFORMATION COMMUNICATION TECHNOLOGY  
SEMESTER ONE OF 2018/2019 ACADEMIC YEAR**

**CENTRE: MAIN CAMPUS**

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**COURSE CODE: ICT 3424**

**COURSE TITLE: KNOWLEDGE MANAGEMENT**

**EXAM VENUE:**

**STREAM:**

**DATE:**

**EXAM SESSION:**

**TIME: 2 HOURS**

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**Instructions:**

- 1. Answer question 1 (compulsory) and ANY other 2 questions.**
- 2. Candidates are advised not to write on the question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room.**

### **QUESTION ONE**

- a) Differentiate the following terms: Data, Information and Knowledge (3 marks)
- b) Describe NINE principles of Knowledge (9 marks)
- c) Identify THREE benefits of Knowledge Management to individuals (3 marks)
- d) Describe FIVE factors that determine the success of a Knowledge Management Team (5 marks)
- e) Explain FIVE activities involved in evaluating existing infrastructure in an organization in order to justify the need for developing a Knowledge Management System (KMS) (5 marks)
- f) Explain FIVE activities involved while conducting post system evaluation of a KMS (5 marks)

### **QUESTION TWO**

- (a) Describe FOUR factors that hinder development of a KMS (4 marks)
- (b) Explain EIGHT differences between tacit and explicit knowledge (16marks)

### **QUESTION THREE**

- a) Describe FIVE key tasks of Knowledge Management (10marks)
- b) Explain FIVE characteristics of a knowledge economy (10marks)

### **QUESTION FOUR**

- (a) Explain FOUR activities involved in a knowledge management process (8marks)
- (b) Describe any SIX reasons why maintenance of KMS is important (12marks)

### **QUESTION FIVE**

Discuss TEN reasons why JOOUST need to manage its intellectual knowledge (20marks)