



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS

**UNIVERSITY EXAMINATION FOR THE DEGREE OF BUSINESS INFORMATION
SYSTEMS**

MAIN CAMPUS

3RD YEAR 1ST SEMESTER 2016/2017 ACADEMIC YEAR

COURSE CODE: IIS 3324

COURSE TITLE: KNOWLEDGE MANAGEMENT SYSTEMS

EXAM VENUE:

STREAM:

DATE:

EXAM SESSION:

TIME: 2.00 HOURS

INSTRUCTIONS:

- 1. Answer Question 1 (Compulsory) and ANY other two 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) Discuss the impacts of organizational structure on knowledge management. (6 Marks)
- b) Explain why knowledge is considered a source of sustainable competitive advantage? (6 Marks)
- c) Explain any four strategies of knowledge transfer. (4 Marks)
- d) Highlight three merits and demerits of interviewing as a tool of for capturing tacit knowledge. (6 Marks)
- e) Discuss the activities involved in knowledge engineering. (8 Marks)

QUESTION TWO

- a) Knowledge based Systems (KBSs) are developed to deal with particular application domains in which alternative techniques are unable to produce reliable and manageable solutions. Identify and discuss five aspects of human intelligence that could be used to characterize intelligent knowledge-based systems. (10 Marks)
- b) Discuss critically how an understanding of managing knowledge through history can help you manage knowledge today. (10 Marks)

QUESTION THREE

- a) Explain how information technology is used to bring out various solutions for managers in decision making. (10 Marks)
- b) Define data mining and explain its role in knowledge management. (5 Marks)
- c) With the aid of examples, distinguish between tacit knowledge and explicit knowledge. (5 Marks)

QUESTION FOUR

- a) What is knowledge management? (2 Marks)

b) Knowledge management and sharing cannot happen unless you get the environment right.

Discuss the factors that influence the KM implementation in an organization. (8 Marks)

c) Explain five enablers of knowledge management in an organization. (10 Marks)

QUESTION FIVE

a) Discuss five benefits of ICT application in knowledge management. (5 Marks)

b) What, in your opinion, are the implications of globalization on knowledge management?

(4 Marks)

c) Knowledge is the only critical asset in an organization that walks out of your door every day.

Discuss. (6 Marks)

d) What is the role of social media in knowledge management? (5

Marks)