

**SPECIFY TYPE OF  
EXAMINATION**

**FIRST ATTEMPT**   
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**RE-TAKE**



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS**  
**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF ICT**  
**4<sup>T</sup> YEAR 1<sup>ST</sup> SEMESTER 2022 ACADEMIC YEAR**  
**MAIN CAMPUS**

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**COURSE CODE: ITB 1409**

**COURSE TITLE: INTRODUCTION TO KNOWLEDGE MANAGEMENT SYSTEMS**

**DATE: DECEMBER 2022**

**TIME:**

**TIME: 2 HOURS**

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**Instructions:**

1. Answer **ALL questions in Section A and B** and **ANY other TWO questions in Section C**
2. Tick the most correct alternative in Section A
3. Answers to Questions in Section B and C must be written in the spaces provided on the question paper.
4. Candidates must ensure they submit their work by clicking “finish and submit attempt” button at the end.



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**SECTION A: 20 Marks (Each question carries 1 mark)**

NB: These are **multiple choice questions** with four choices, A, B, C, and D and the candidate is supposed to tick the correct answer.

1. The set of processes developed in an organization to create, gather, store, transfer, and apply knowledge, best describes:

- A. organizational learnings
- B. knowledge management
- C. organizational memory
- D. knowledge assets

2. Expertise and experience of organizational members that has not been formally documented is known as:

- A. knowledge sharing
- B. tacit knowledge
- C. organizational learning
- D. organizational memory

3. Knowledge Warehouse is a stored learning from an organization's history that can be used for decision-making and other purposes.

- A. True
- B. False

4. Best Practicess is the most successful solutions or problem-solving methods that have been developed by a specific organization or industry.

- A. True
- B. False

5. Transformation and compilation are components of Zack KM model

- A. True
- B. False

6. Using knowledge consumes it is a true characteristics of knowledge

- A. True
- B. False

7. Artificial intelligence systems is a substitute of experts

- A. True
- B. False

8. Get and Use represents phases in the McEllroy KM Cycle

- A. True



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B. False

9. An expert system is a knowledge-intensive computer program that captures the expertise of a human in limited domains of knowledge

- A. True
- B. False

10. A collection of internal and external knowledge in a single location for more efficient management and utilization by the organization, best describes:

- A. a knowledge repository
- B. organizational memory
- C. a data warehouse
- D. knowledge management

10. which of the following represents phases in the Wiig KM Cycle

- A. Digest
- B. Creation
- C. Dissemination
- D. None of the above

11. story telling is a good method that can be used to share explicit knowledge

- a. True
- b. False

12. A holistic approach best suited for knowledge management system because it is very complex

- a. True
- b. False

13. intellectual capital shares both intangible and tangible assets

- a. True
- b. False

14. Record and content management systems forms the core of the organizational memory

- a. True
- b. False

15. knowledge is information till it is validated is a key element on

- a. McElroy KM cycle
- b. Zack and Meyer cycle
- c. Burkowitz and Williams KM cycle
- d. All of the above

16. what is data

- a. Facts and figures which relay something specific, but which are organized in some way
- b. Raw facts and figures which provide further information regarding patterns, context.



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- c. Unstructured facts and figures that have the least impact on the typical manager.
- d. None of the above

17. competence is an example of intellectual capital:

- a. True
- b. False

18. knowledge management helps firms learn from past mistakes and successes.

- a. true
- b. False

19. knowledge taxonomies are hierarchically organized in nature

- a. True
- b. False

20. Which of them is wrongly connected?

- a. Socialization----the conversion of tacit knowledge to tacit knowledge
- b. Combination-----the conversion of explicit knowledge to Tacit knowledge
- c. Externalization----the conversion of tacit to explicit knowledge
- d. Internalization---the conversion of explicit to tacit knowledge

### SECTION B: 30 Marks

The candidate is supposed to attempt all questions in this section. Answers to questions in this section must be written in the spaces provided. Answers must be precise and concise.

The questions are supposed to be structured/short answer questions which carry 2 to 5 marks each, making a total of 30 marks. (Range is 6-15 questions)

1. Identify **THREE** strategic benefits of adopting a KM model for an organization? (3 marks)
2. Do you think one model can cover all the broad parameters of KM? Justify your answer (2 marks)
3. Briefly describe any **TWO** major obstacles in capturing tacit knowledge? (4 marks)
4. How would you address the challenges you have given in **3 above** (4 marks)
5. In **FIVE** ways, briefly illustrate how you ensure that explicit knowledge is preserved in organizational memory? (5 marks)
6. Define the key steps in each process of the KM cycle (5 marks)
7. Provide concrete examples in each phase defined in **6 above** (5 marks)
8. Define Knowledge management (2 marks)

### SECTION C:20 Marks

These are long answer questions.

There are a total of three (3) questions, each carrying ten (10) marks. A candidate is supposed to answer any two (2) questions.

#### QUESTION 1

- a. Describe how the integrated KM cycle combines the advantages of other KM life-cycle models. (5 marks)



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- b. What is the role played by technologies in the KM processes (5 marks)

**QUESTION 2**

- a. Describe any **FIVE** circumstances that may necessitate removal of knowledge from an organization (5 marks)
- b. Briefly describe any **FIVE** examples of tools for specific knowledge management processing steps (5 marks)

**QUESTION 3**

- a. Compare and contrast the cognitivist and connectionist approaches to knowledge management (5 Marks)
- b. Why is the connectionist approach more suited to the von Krogh KM model? (5 Marks)