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**University Examinations 2014/2015**

FIRST YEAR, FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN INFORMATION SCIENCES

**CIC 3111: FUNDAMENTALS OF KNOWLEDGE MANAGEMENT**

**DATE: DECEMBER 2014 TIME: HOURS**

SECTION A 30 MARKS) Question on is compulsory

QUESTION 1

1. Define the following terms illustrating with examples
2. Information (3 marks)
3. Knowledge (3 marks)
4. Knowledge Integration (3 marks)
5. Knowledge Aggregation (3 marks)
6. Knowledge management system (3 marks)
7. Discuss five major uses of information is society and describe their respective impact in the Kenyan society in this century (8 marks)
8. What are the roles of libraries and information centres in knowledge management

( 7 marks)

**SECTION B (40 MARKS) Answer any two (2) questions**

**QUESTION 2**

1. The development of knowledge management systems goes through eight (8) stages. Briefly describe the stages involved in the knowledge management cycle (8 marks)
2. What challenges are encountered in the process of building knowledge management systems (6 marks)
3. Which possible solutions would you suggest for the above problems (6 marks)

**QUESTION THREE**

1. Knowledge acquisition includes elicitation, collection analysis modelling and validation of knowledge for knowledge management. With examples describe the following common knowledge acquisition methods.
2. Scientific method (3 marks)
3. Authoritarian method (3 marks)
4. Mystical method (3 marks)
5. Rational method (3 marks)
6. Using appropriate examples, explain ways in which an organization may effectively convert tacit knowledge into explicit knowledge (8 marks)

**QUESTION FOUR**

1. Despite enormous efforts to manage knowledge in organizations, there are problems that such organization face. Describe and illustrate five such problems (5 marks)
2. Organization of knowledge is commonly categorized into TWO major types. Compare and contrast the TWO types illustration with examples (6 marks)
3. What is information evaluation (3 marks)
4. As a knowledge manager, discuss the criteria you would use to evaluate information (6 marks)

**QUESTION FIVE**

1. ICT has brought about new trends in the acquisition, management and use of knowledge. Discuss this statement with relevant examples (10 marks)
2. Define power (2 marks)
3. Knowledge is power. Discuss and illustrate with Kenyan examples (8 marks)