



KIBABII UNIVERSITY

(KIBU)

UNIVERSITY EXAMINATION

**ACADEMIC YEAR 2019/2020 ACADEMIC
YEAR**

**THIRD YEAR FIRST SEMESTER REGULAR
EXAMINATION**

**BACHELOR OF SCIENCE IN INFORMATION
TECHNOLOGY**

COURSE CODE: BIT 315

**COURSE TITLE: KNOWLEDGE BASED
SYSTEMS**

DATE: 17/12/2019

TIME:

8.00 AM-10.00 AM

INSTRUCTIONS TO CANDIDATES

Answer Question One (compulsory) and any other TWO (2) Questions.
Question 1 carries 30 marks and all the other questions carry 20 marks each.



Kibabii University ISO 9001:2015 Certified
Knowledge for Development

KIBU observes ZERO tolerance to examination cheating.

This paper consists of 3 Printed Pages. Please Turn Over

QUESTION ONE (30 MARKS)

(a) Define the following terms as used in knowledge based systems:-

- (i) Knowledge (1 mark)
- (ii) intelligence (1 mark)
- (iii) Experience (1 mark)
- (iv) Common sense (1 mark)

(b) Highlight how knowledge based systems do contribute to improved excellence of service delivery by organisations (5 marks)

(c) What are the types of errors to look for in a knowledge based system (4 marks)

(d) Let p , q and r be the following 3 propositions:

p = "Rose is a bully"

q = "Rose is arrogant".

r = "Rose pulls people's noses"

Express the following in symbolic form:

- (i) Rose is a bully and is happy. (1 mark)
 - (ii) Rose is not a bully or she is arrogant. (1 mark)
 - (iii) If Rose is a bully but is not arrogant then she does not pull people's noses. (2 marks)
- (e) Highlight the main factors that would contribute to team success in development of knowledge based systems (5 marks)
- (f) Identify any four disadvantages of working with a single expert in performing computing tasks (4 marks)
- (g) Highlight the four major component of NONAKAs Model of KM (4 marks)

QUESTION TWO (20 MARKS)

You have been employed as the Knowledge Management Director at Kibabii University. Discuss today's knowledge management challenges the Kibabii university community is bound to be experiencing (20 marks)



QUESTION THREE (20 MARKS)

Being newly employed at Kawalasaki Sugar and Paper factory as a knowledge manager, you are required to explain why the company should undertake Knowledge Management and hence your position not to be rationalized away. Discuss convincingly why Kawalasaki Sugar and Paper factory should consider knowledge management. (20 marks)

QUESTION FOUR (20 MARKS)

Many organisations are investing in acquisition of knowledge management systems and hiring very highly qualified and experienced personnel in knowledge management. However, this is not yielding benefits as a result of not paying attention to knowledge transfer barriers of the organisational and technological nature.

- (a) Explain to management the organisational knowledge sharing barriers that need to be overcome (12 marks)
- (b) Clearly illustrate to management of the organisations how each of the Technological knowledge sharing barriers can be minimised (8 marks)

QUESTION FIVE (20 MARKS)

- (a) Implementing knowledge Based Systems calls for planning with the different dimensions in mind. As a consultant to several company managers planning to adopt knowledge based systems in their organisations attending a workshop, educate them on the dimensions they need to consider in their planning. (10 marks)
- (b) Information management and Knowledge management are often used interchangeably, but still exists the differences. As a result of this many organisation users often confuse between Information Management and Knowledge Management. Distinguish the two (10 marks)