



UNIVERSITY EXAMINATIONS

**EXAMINATION FOR SEPTEMBER/DECEMBER 2019/2020 FOR BACHELOR OF
SCIENCE IN COMPUTER SCIENCE AND BACHELOR OF BUSINESS
INFORMATION TECHNOLOGY**

RCS 406: KNOWLEDGE MANAGEMENT

DATE: 7TH DECEMBER 2019

TIME: 2 HOURS

GENERAL INSTRUCTIONS:

Students are NOT permitted to write on the examination paper during examination time.

This is a closed book examination. Text book/Reference books/notes are not permitted.

SPECIAL INSTRUCTIONS:

This examination paper consists Questions in Section A followed by Section B.

Answer **Question 1 and any Other Two** questions.

QUESTIONS in ALL Sections should be answered in answer booklet(s).

- 1. PLEASE start the answer to EACH question on a NEW PAGE.**
- 2. Keep your phone(s) switched off at the front of the examination room.**
- 3. Keep ALL bags and caps at the front of the examination room and DO NOT refer to ANY unauthorized material before or during the course of the examination.**
- 4. ALWAYS show your working.**
- 5. Marks indicated in parenthesis i.e. () will be awarded for clear and logical answers.**
- 6. Write your REGISTRATION No. clearly on the answer booklet(s).**
- 7. For the Questions, write the number of the question on the answer booklet(s) in the order you answered them.**
- 8. DO NOT use your PHONE as a CALCULATOR.**
- 9. YOU are ONLY ALLOWED to leave the exam room 30minutes to the end of the Exam.**
- 10. DO NOT write on the QUESTION PAPER. Use the back of your BOOKLET for any calculations or rough work.**

QUESTION ONE (COMPULSORY – 30 MARKS)

- a) Define the term Knowledge Management **(2 marks)**
- b) Define the following terms as used in knowledge management: **(6 marks)**
 - i. Knowledge
 - ii. Information
 - iii. Data
- c) List **TWO** types of knowledge in an organization. Explain the difference between these two types of knowledge. **(4 marks)**
- d) Discuss the drivers for Knowledge Management implementation in an organization. **(8 marks)**
- e) Explain why there is a need of knowledge management in an organization. **(10 marks)**

ANSWER ANY TWO QUESTIONS

QUESTION TWO

- a) Explain the roles of Knowledge Management systems in an organization **(10 marks)**
- b) Knowledge Management systems are an important aspect in today's organizations and has resulted in a variety of systems that aim to support Knowledge Management. Please name two types of systems that can be used to support Knowledge Management and explain what they are and how they can be applied within an organization **(10 marks)**

QUESTION THREE

- a) Identify and discuss **FIVE** critical issues for the future of Knowledge Management. **(10 marks)**
- b) In managing knowledge organizations face many challenges. Explain **FIVE** challenges facing Knowledge Management today. **(10 marks)**

QUESTION FOUR

- a) List and explain any **FIVE** principles of Knowledge Management. **(10 marks)**
- b) Using an illustration, discuss Nonaka and Takeuchi (1994) four modes of Knowledge conversion as featured in the SECI model. **(10 marks)**

QUESTION FIVE

Different models of the Knowledge Management cycle have been proposed. Outline and discuss any two of these models. **(20 marks)**