



# **GRETSA UNIVERSITY - THIKA**

**UNIVERSITY EXAMINATIONS  
JANUARY – APRIL 2019 SEMESTER**

## **CERTIFICATE IN INFORMATION SCIENCE**

**COURSE CODE: CIIS 005**

**COURSE TITLE: INTRODUCTION TO KNOWLEDGE MANAGEMENT**

**DATE: 8<sup>TH</sup> APRIL 2019**

**TIME: 11:30 AM – 2:30 PM**

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### **INSTRUCTIONS TO CANDIDATES**

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

**CAUTION:** *All exam rooms are under CCTV surveillance during the examination period.*



## SECTION A: COMPULSORY

### Question One

- a) Knowledge can be categorised into two categories. Name the two categories. [4 marks]
- b) Using examples discuss the categories named above in Qn. 1a [10 marks]
- c) The internet has greatly impacted on all spares of life. What role can internet play in knowledge management? [10 marks]
- d) Identify **FIVE** ways in which information centres can capture and preserve traditional/indigenous knowledge [10 marks]
- e) As an information officer employed at Wajir County Government, name **THREE** ways you would use to identify the information needs of County Assembly Members?[6 marks]

## SECTION B: ANSWER ANY THREE QUESTIONS

### Question Two

- a) Identify **FIVE** methods of knowledge acquisition [10 marks]
- b) Discuss any **FIVE** organizations in which you can render your skills in knowledge management [10 marks]

### Question Three

- a) Discuss **FIVE** challenges people face when acquiring knowledge [10 marks]
- b) Highlight **FIVE** ways of overcoming the identified challenges [10 marks]

### Question Four

- a) Discuss **THREE** modes of knowledge transmission. [15 marks]
- b) In recent years there has been a lot of talk of ‘organizational learning’. Is it individuals that learn in organizations, or can organizations learn themselves [5 marks]

### Question Five

- a) Assuming you have been employed at Kenya Commercial Bank as a Knowledge Manager where you have been tasked to develop a knowledge sharing initiative among the employees. Who are the key stakeholders to line up in support of the new initiative? [10 marks]
- b) What are some of the activities would you carry out in order to meet your objective? [10 marks]

### Question Six

- a) Knowledge can be acquired from different information resources. Discuss **TWO** major formats of information resources [10 marks]
- b) Highlight the advantages of both [10 marks]