



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

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MAIN EXAMINATION

MAY – JULY 2016 TRIMESTER

FACULTY OF SCIENCE

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

ODEL PROGRAMME

DLIS 131: INTRODUCTION TO KNOWLEDGE MANAGEMENT

Date: JULY 2016

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and any other TWO Questions

- Q1. a) Define a knowledge worker **(3 marks)**
- b) Distinguish between tacit and explicit knowledge while providing examples. **(6 marks)**
- c) What is your understanding of the term knowledge management? **(5 marks)**
- d) Explain why organizational learning is important for the consistent growth of knowledge management. **(8 marks)**
- e) Discuss in detail the role of technology in knowledge management. **(8 marks)**
- Q2. a) Explain the McElroy KM cycle **(5 marks)**
- b) Discuss in detail FIVE common activities that take place in knowledge management initiatives. **(15 marks)**
- Q3. a) Describe the data, information and knowledge continuum **(5 marks)**
- b) Discuss FIVE critical success factors in KM **(15 marks)**
- Q4. a) What is meant by organizational memory? **(4 marks)**

- b) Knowledge culture sustains the growth of knowledge-expound in details with examples. **(16 marks)**

END