



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF LEADERSHIP, BUSINESS AND TECHNOLOGY

**END OF SEMESTER EXAMINATION FOR THE DEGREE OF
MASTER OF ARTS IN LEADERSHIP**

JANUARY-APRIL 2019 SEMESTER

CAMPUS: ROYSAMBU

DEPARTMENT: LEADERSHIP AND GOVERNANCE

COURSE CODE: MAL605

COURSE TITLE: MANAGEMENT KNOWLEDGE SYSTEMS

EXAM DATE: MONDAY 8TH APRIL 2019

TIME: 7:00PM-10:00PM

MODE: ONLINE

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- Answer **Question ONE** and any other **ONE** question
- *ALL PAC University's examination rules and regulations apply*

SECTION 1: COMPULSORY CASE STUDY

(10 MARKS)

CASE STUDY

Knowledge is becoming increasingly more useful and important for organizations, and is now recognised as a resource that is valuable to an organisation's ability to innovate and compete. The importance of knowledge lies in its ability to improve the management of data and information as an organisational asset. The implementation of a knowledge management system (KMS) is a systematic, integrated, and planned approach, designed to solve problems that can adversely affect the operating efficiency at all organisation levels. Management is likely to be successful only if it has a true strategic orientation approach to manage its stock of knowledge. There is little doubt that we have entered the knowledge economy where what organisations know is becoming more important than the traditional sources of economic power. The importance of knowledge has been increasing in the last two decades and where now it has become a mainstream business function. Currently, many organisations are now attempting to provide an internal and external environment for adopting a KMS. A KMS should be developed as a response to changes in the internal and external environments. Such a system should be adapted to solve problems that negatively affect operating efficiency. The management of knowledge will continue to grow in its importance to business success. Knowledge management must become part of the basic fabric of successful businesses. There are too many knowledge workers dealing with too much knowledge for knowledge management to disappear.

Use the above Case Study to answer the following question:

The above case states that “**Knowledge management must become part of the basic fabric of successful businesses**” Justify this statement by providing benefits of KMS to the organization, further offering a particular example, discuss different ways organizations in Kenya have embraced KMS.

[10Marks]

SECTION 2: SELECT ONLY ONE QUESTION FROM THIS SECTION

QUESTION ONE: (10 MARKS)

Internet of Things (IoT) has become an important emerging technological trend where ordinary everyday objects are being transformed into smart devices. With reference to a specific organization or government, demonstrate how application of IoT is being used to create Business Intelligence. Further explain the process that data goes through starting from when it is captured as input until it becomes Business Intelligence.

QUESTION TWO: (10 MARKS)

- a) Suppose your business had an e-commerce Web site where it sold goods and accepted credit card payments. Discuss the major security threats to this Web site and their potential impact, further discuss ways to minimize these threats.

[5 MARKS]

- b) Differentiate between Agile and the Waterfall approach to systems development. Further justify the need of ensuring all system stakeholders are involved in the systems development process.

[5 MARKS]

QUESTION THREE: (10 MARKS)

- a) Distinguish between the applications of a Knowledge Management System and a Decision Support System in the organization. Provide examples of each. **[6 MARKS]**
- b) Identify at least four information systems that can be used to support corporate business strategy.

[4 MARKS]

THE END