



PAN AFRICA CHRISTIAN UNIVERSITY
-ROY SAMBU-
END TERM EXAMINATION
MASTERS ONLINE EXAM

DEPARTMENT: LEADERSHIP
COURSE CODE: MAL 605
COURSE TITLE: MANAGEMENT KNOWLEDGE SYSTEMS
TIME: 2HRS

SECTION	A:	COMPULSORY	QUESTION
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CASE STUDY

A Knowledge Management System (KMS) can be defined as an emerging line of systems that centers on generation, collecting, structuring, and distributing an organization's knowledge as opposed to information or data. Historically, Information Systems have focused only on capturing, storing, managing, and reporting explicit knowledge. Leaders today however, are more alert as to the significance of the need to integrate both explicit and tacit knowledge in formal Information Systems. Knowledge Management has increasingly become a critical strategy for leaders to achieve a sustainable competitive advantage for their organization and consequently succeed in today's knowledge-based economy. Knowledge Management Systems are a class of information systems that manage, store and distribute knowledge. The simplest KMS does this with explicit knowledge; advanced ones with tacit knowledge. Knowledge Management System as an ICT platform or application system that integrates and merges functions for handling both explicit and tacit knowledge within an organization. Knowledge Management Systems have proliferated in practice. Knowledge Management Systems have emerged as powerful sources of competitive advantage.

REQUIRED

- a) Distinguish between Data, Information and Knowledge and further reveal the type of Information System used for capturing, storing and managing each. **(6 marks)**
- b) Discuss how leaders are using Knowledge Management Systems to achieve and sustain competitive advantage in their organization. **(4 marks)**

SECTION B: [ANSWER ANY ONE QUESTION FROM THIS SECTION]
QUESTION TWO

- a) With relevant examples distinguish between explicit and tacit knowledge, further indicate the type of information system that can be used to support each. **(6 marks)**
- b) Aligning the Information System to the organization is an important consideration in system adoption. Reveal and discuss at least **four** consequences of not aligning the Information System to the organization. **(4 marks)**

QUESTION THREE

- a) Reveal and discuss at least **Five** characteristics of valuable information. **(5 marks)**
- b) Discuss the stages of the System Development Life Cycle. **(5 marks)**

QUESTION FOUR

- a) Discuss why understanding networks and networking is important in managing global Knowledge Management Systems. **(5 marks)**
- b) Discuss how leaders can leverage Knowledge Management Systems to support decision making. **(5 marks)**

THE END