

ABSTRACT

This article is based on a Master's degree study which aimed to conduct a knowledge management (KM) assessment at the Marist International University College (MIUC), Nairobi-Kenya. Adopting the technology aspect of the Arthur Andersen's Knowledge Management Assessment Tool (KMAT) model, one objective focused on taking inventory of the technologies at the MIUC that support KM. The mixed method approach was employed to collect data from the MIUC staff using a questionnaire and interviews. A purposive sampling technique ensured that respondents included key role players in KM activities at the MIUC. Using data transformation analysis, qualitative data from open-ended questions and interviews were quantified using content analysis. Quantitative data in the questionnaires were descriptively analysed using SPSS. The study found that the MIUC's ICT infrastructure was inadequate in bandwidth and tools to support KM. The study recommends that the MIUC should invest in a systems upgrade of its ICT infrastructure to support KM adequately, and additionally develop policies and procedures to guide in the proper utilisation of ICT tools to enhance KM.