

Elective Mandatory
Title of the Course: Elements of Knowledge Management

Semester: II	Credits: 4	Subject Code: CMAJEEKM223530	Lectures: 60
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Course Outcomes:

At the end of the course, the learner will be able to:

- CO1- Comprehend the concepts and applications of Knowledge Management
- CO2- Recognize the significance of Knowledge management from a business perspective
- CO3- Correlate with the impact of culture of an organization on knowledge management
- CO4- Interpret the significance of knowledge management teams in an organizational context.
- CO5- Integrate the various knowledge management tools.
- CO6- Analyze various knowledge management scenarios.

Unit 1: Introduction to Knowledge Management

15

- Knowledge Management: Concept, Meaning and Definition, Evolution of Knowledge Management, Nature of Knowledge Management, Relevance of Knowledge Management in today's Business world.
- Knowledge Management Process
- Types of Knowledge: Explicit, Implicit, Tacit, Declarative and Procedural
- Difference between Information and Knowledge
- SECI Model of Knowledge Creation and Transformation
- Key Challenges of Knowledge Management
- Future of Knowledge Management

Unit 2: Knowledge Management Teams & Organizational Learning

15

- Knowledge Management Teams: Structure, Roles and Responsibilities within organizations, Knowledge Management Profession, Ethical, Legal and Managerial issues related to Knowledge Management Teams.
- Organizational Learning: Meaning, Types, Communities of Learning
- Individual Learning; Team Learning, Organizational learning frameworks,
- Organizational Memory: Meaning, significance and strategy
- Unlearning: Meaning, significance and challenges
- Case Studies



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Unit 3: Knowledge Management Tools	15
<ul style="list-style-type: none"> • Meaning and Categorization of Knowledge Management Tools • Organizing Knowledge Tools • Knowledge Capturing Tools • Knowledge Sharing Tools • Knowledge Storing and Presenting Tools • Case Studies 	

Unit 4: Knowledge Management Culture	15
<ul style="list-style-type: none"> • Organizational Culture: Value, Beliefs, Attitudes and Assumptions, Typologies of Organizational Culture and OCTAPACE • Organizational Climate: Meaning, Types, factors affecting organizational climate • Organizational Culture Vs Organizational Climate • Measuring Organizational Culture • Culture at the foundation of Knowledge Management: Effects of Culture on Individuals • Creating Knowledge-Sharing Culture • Cases Studies on best practices in Contemporary organizations 	

Reference Books:
<ul style="list-style-type: none"> • Elias M Awad and Hassan Ghaziri, <i>Knowledge Management</i>, PHI Learning Pvt.Ltd.: Delhi; 2011. • AmritTiwana. <i>Knowledge Management Toolkit</i>, Prentice Hall: Delhi; 2002. • Waman S Jawadekar. <i>Knowledge Management –Text & Cases</i>, Tata McGraw Hill: Noida; 2010. • KimizDalkir. <i>Knowledge Management Theory &Practice</i>, MIT Press: 2017. • Bukowitz W. R. and Williams R.I. <i>Knowledge Management Field book</i>, Prentice Hall: London; 1999.

Journal Articles:
<ul style="list-style-type: none"> • Arun Kumar and Uday Kumar Kalva (2015) <i>Knowledge Management: A Review</i>; International Journal of Academic Research In Social Sciences & Humanities (IJARSH), Vol.1 Issue.1 Jan-Mar 2015 ISSN 2454-220



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Faculty	Asst. Prof. Shanthi Fernandes	<i>Shanthi</i> 12/7/23
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