The University of Jordan

Faculty: Faculty of Business   **Department: Business Management**

Semester: First Semester   **Academic Year: 2013-2014**

Knowledge Management

(1601422)

Credit hours	3	Level		Prerequisite	
Coordinator/ Lecturer	Dr Taghrid Saleh Suifan	Office number		Office phone	24257
Course website		E-mail	t.suifan@ju.edu.jo	Place	Building Number 4 / Second Floor

Office hours					
Day/Time	Sunday	Monday	Tuesday	Wednesday	Thursday
	12:00–01:00	1:00 –2:00	12:00–01:00	3:30 – 4:30	12:00–01:00

Course Description

This course will develop your knowledge and understanding of contemporary theories and practices of knowledge management (KM) by examining the relationship between a theoretical understanding of knowledge management and real-life situations and by integrating different dimensions of knowledge management arising from human resource management, information systems and strategic management. The course will explain the concept of `intellectual capital' and how it is managed and exploited in organizations. The course will demonstrate a critical understanding of knowledge management policies and strategies in organizations that enhance effectiveness. You will be able to apply a range of transferable skills including literature search, analytical skills, application of theory to real-life situations, teamwork, motivation and interpersonal skills.

Learning Objectives

The main objectives of this course are to:
1. Explore the diverse range of definitions and perspectives of knowledge management
2. Explore philosophers in western philosophy and see what contribution they have on the nature of knowledge
3. Explore the different conceptualizations of organizational learning
4. Describe different component technologies found in knowledge management
5. Explain how knowledge management systems can assist in a variety of organizational problems
6. Understand different ways of thinking about strategy
7. Understand the nature of organizational culture
8. Understand effective ways of implementing knowledge management initiatives
9. Explain the characteristics of dominant models of the learning organization
10. Explain the emergence of the notion of intellectual capital from a historic perspective
11. Contrast differing frameworks and conceptions of intellectual capital

Intended Learning Outcomes (ILOs):
Successful completion of the course should lead to the following outcomes:

A. Knowledge and Understanding: Students are expected to
- Explain the diversity of disciplines and content that constitute the field of knowledge management
- Understand effective ways of implementing knowledge management initiatives

B. Intellectual Analytical and Cognitive Skills: Students are expected to
- Analyze the role of knowledge management in attainment of financial objectives, quality and process improvement, and innovation.

C. Subject- Specific Skills: Students are expected to
- Create a knowledge management system for an organization.
- Create a knowledge management plan to leverage opportunities to create, capture, represent and share knowledge within an organization.

D. Transferable Key Skills: Students are expected to
- Apply knowledge management models and technologies to business situations

ILOs: Learning and Evaluation Methods

ILO/s	Learning Methods	Evaluation Methods
	Lectures and discussions. Assignments Case study presentation	Midterm Exam (%30) Case Study + Short Exam (%20) Final Exam (%50)

Course Contents

Content	Reference	Week	ILO/s
Chapter 1: Introduction to knowledge management	Required Test	1&2	distinguish between different perspectives in knowledge management
Chapter 2: The nature of knowing	Required Test	3&4	explain different philosophical paradigms in our understanding of knowledge
Chapter 3: Intellectual capital	Required Test	5	describe the development of the concept of intellectual capital from a historic perspective
Chapter 4: Strategic management perspectives	Required Test	6	explain different schools of thought in strategic management
Chapter 5: Organizational learning	Required Test	7+8	distinguish between processes of knowledge acquisition, information distribution, information interpretation and organisational memory
Chapter 6: the learning organization	Required Test	9	explain the differences between organisational learning and the learning organisation
Chapter 7: Knowledge management tools: component technologies	Required Test	10	distinguish between different tools for evaluating knowledge
Chapter 8: Knowledge management systems	Required Test	11&12	distinguish between the different types of knowledge management systems
Chapter 9: Enabling knowledge contexts and networks	Required Test	13+14	describe different typologies of organisational culture and their roles in knowledge conversion and creation processes
Chapter 10: Implementing knowledge management	Required Test	15+16	describe different change management strategies and gaining commitment for change

Teaching and Learning Strategies

Don't be surprised if you find that in many real situations, there is no single 'right' or 'wrong' answer. Moreover, your instructor will not expect you just to sit quietly in class but expect you to contribute by asking or answering questions, sharing your experiences and observations, etc.

For this course, you will have three contact hours of class per week distributed over 16 weeks. Instructor will use a variety of ways to help you acquire the fundamental concepts and knowledge. During class, you are expected to practice the knowledge acquired through lectures and develop the relevant skills. Your instructor will be available to help you evaluate your learning progress and identify areas for further development. You will need to be proactive in identifying the issues you would like to consult your instructor with and therefore your self-awareness and self-motivation will be key to the effectiveness of this part of learning.

Apart from the three hours' class contact time, you are expected to spend at least six hours on what we call Independent Learning. During this time, you are in charge. Your instructor may or may not give you any specific tasks but would expect you to use the time productively. You spend the time going over the concepts you find difficult to grasp in class or practice some of the skills you have learnt. You can do some by yourself or by teaming up with some of your fellow classmates.

Projects and Assignments

- Assignment: Each student must submit a 3-5 (A4 pages) report on the obstacles and problems related to knowledge management.

- Project: Students will be divided into 5 -7 students groups. Each group will choose a case study listed at the end of each chapter of the assigned book. Study cases should be first approved by the professor. Then each group is required to give a 5-7 minutes power point presentation (5slides).

Evaluation

Evaluation	Point %	Date
Mid-term Exam	30%	Will be assigned by the professor during the semester in class
Short Exam	10%	Will be assigned by the professor during the semester in class
Participation and other activities (Case Study)	10%	Will be assigned by the professor during the semester in class
Final Exam	50%	Will be assigned by the professor during the semester in class

Attendance is essential and students will miss quizzes if they are absent.

In order to achieve 'Distinction' in the course you must demonstrate achievement of all the learning outcomes by playing an active part in group work and be able to articulate your learning experience in a clear, concise and convincing manner. In order to pass the course you must demonstrate the achievement of all the learning outcomes and be able to articulate your experience in an understandable manner. In brief, your result will depend on how much effort you demonstrate during the semester.

Main Reference/s:
Jashapara Ashok (2011). Knowledge Management: An Integrated Approach. Second Edition / Pearson/Prentice Hall.

References:

Dalkir, Kimiz, (2011). Knowledge Management in Theory and Practice. Second Edition. The MIT Press
Boonstra, Jaap J. (2004). Dynamics of organizational change and learning, Chichester: John Wiley.

Intended Grading Scale (Optional)

Range	Grade
0-39	**F**
45-49	**D⁻**
50-54	**D**
54-69	**D+**
60-64	**C⁻**
65-69	**C**
70-73	**C+**
74-76	**B⁻**
77-80	**B**
81-84	**B+**
85-89	**A⁻**
90-100	**A**

Notes:

- Concerns or complaints should be expressed in the first instance to the module lecturer; if no resolution is forthcoming, then the issue should be brought to the attention of the module coordinator (for multiple sections) who will take the concerns to the module representative meeting. Thereafter, problems are dealt with by the Department Chair and if still unresolved the Dean and then ultimately the Vice President. For final complaints, there will be a committee to review grading the final exam.
- For more details on University regulations please visit:
  http://www.ju.edu.jo/rules/index.htm