

Year of Introduction: 2021

Course Description:

- This course describes knowledge management and its process in the organization.
- Understanding the knowledge economy emphasizes the importance of knowledge in an organization.
- The importance of knowledge workers as the strategic resources and their assessment in employment planning and selection.

Learning Objectives:

This course gives an in-depth understanding of knowledge management concepts and the dimensions of knowledge workers. This course helps the student to understand the perceptions of knowledge. This course explains the concepts of Knowledge-based economy and implementation barriers. The various dynamics of knowledge and challenges faced by knowledge workers are part of this course. Overall the course explores various professions of knowledge workers and the path to leverage their skills for the benefit of society.

Pedagogy:

- Lecturers
- Assignments
- Mini Project

Syllabus:

UNIT 1

Knowledge Management Concepts - Introduction- Definitions of Knowledge – Data - information and knowledge - basic thoughts on knowledge-difference between wisdom and knowledge-information Management and knowledge Management -hierarchy model-knowledge types – explicitness – Earl’s schools of knowledge management.

UNIT 2

Knowledge Management and Process - Becerra - Fernandez and Stevenson knowledge process - Nonaka's Knowledge Spiral – dynamics of knowledge creation –knowledge management systems – knowledge management sub-processes – knowledge discovery – knowledge capture – knowledge sharing –knowledge application.

UNIT 3

Organizational Knowledge – Defining knowledge-based economy – companies in a knowledge-based economy – Competitive advantage in Knowledge economy – Knowledge management in organizations – Measurement techniques – Implementation Barriers

UNIT 4

Knowledge Workers – Introduction to Knowledge workers – Definitions – Professional Roles – White collar workers – Professionals – Engineers – Knowledge workers as strategic knowledge resources – Resource-based approach – Personnel usefulness function for a knowledge worker – Methods of Employment planning and selection – assessing knowledge workers – Sknowinnov Method and Model.

UNIT 5

Trust in Knowledge work – Trust as a network base – Trust capital – distrust – pleasure, motivation and identity of knowledge workers – job security – Case studies – Challenges of Researchers – Scope for further research.

References:

- *Sudhir Warier* - Knowledge Management, Vikas Publications.
- *Stuart Barnes* - Knowledge Management Systems, Thomson Learning
- *Justyna Patalas – Maliszewska* - Managing Knowledge Workers – Value assessment, Methods, and Application Tools. Springer
- *Dariusz Jemielniak* – The New Knowledge Workers. New Horizons in Management
- *James W Cortada* – Rise of the Knowledge Worker. Butterworth-Heinemann

Course Outcome:

CO1- To understand the importance of knowledge as a resource in knowledge-based economies.

CO2- To analyze the Knowledge management process.

CO3- To evaluate the differences between knowledge information systems and knowledge management in the organization.

CO4- To create different methods of employment planning and selection.

CO5- To enhance the motivation and identity of knowledge workers in an organization.

Evaluation Pattern:**i. Internal Examination – 50 marks**

- Periodical I – 15 marks
- Periodical II – 15 marks
- Assignments/Projects – 20 marks

ii. External Examination – 50 marks**Employability:**

Build great leaders to understand the organization's knowledge resources, thereby building the organization in terms of knowledge management leading to the knowledge economy.