



UNIVERSITI TEKNOLOGI MARA

ADS503: KNOWLEDGE MANAGEMENT

Course Name (English)	KNOWLEDGE MANAGEMENT APPROVED
Course Code	ADS503
MQF Credit	3
Course Description	The course explores in a systematic manner the fundamentals of knowledge management (KM). It covers the emergence and foundation of KM, and examines its critical components i.e. K-identification, K-creation, K-expansion, and K-sharing. It also discusses the issues and challenges in implementing KM. Case studies of successful KM implementation will be used to envisage the conceptual framework of KM practiced in public and private organization.
Transferable Skills	1. Demonstrate ability to identify and articulate self-skills, knowledge and understanding confidently and in a variety of contexts 2. Demonstrate ability to work professionally and contribute positively in a team 3. Demonstrate maturity of thoughts when responding to multiple inputs and contexts
Teaching Methodologies	Lectures, Blended Learning, Case Study, Tutorial, Presentation
CLO	CLO1 Apply various concepts component of knowledge management in Public & Private Sectors CLO2 Report in writing the problems and challenges of knowledge management in public and private sector CLO3 Demonstrate managerial skills in explaining the effectiveness of knowledge management in public and private sector
Pre-Requisite Courses	No course recommendations
Topics	
1. Introduction to knowledge-identification 1.1) Definitions of knowledge 1.2) Difference between information, data and knowledge 1.3) Origin of knowledge (type and category) 1.4) Definition of Knowledge management (KM)	
2. The Fundamental Processes of Knowledge Management 2.1) Knowledge Acquisition (KA) 2.2) Knowledge Sharing (KS) 2.3) Knowledge Utilization (KU)	
3. Towards a learning organization- KA 3.1) Capabilities and culture of a learning organization 3.2) Organizational learning 3.3) Managing creative and learning group processes	
4. Knowledge Expansion -KA 4.1) The intellectual capital 4.2) Knowledge Management System	
5. Knowledge Transfer -KS 5.1) Groupware 5.2) Communities of practice 5.3) Corporate storytelling	

6. Managing Knowledge Workers - KS

- 6.1) The attributes of Knowledge Workers
- 6.2) The chief knowledge officer or chief learning officer
- 6.3) The role of Chief Knowledge Officer

7. Knowledge Creation - KU

- 7.1) Implementing knowledge management system (KM System)
- 7.2) Knowledge management teams
- 7.3) Knowledge management tools
- 7.4) Leveraging

8. Sustainable Knowledge Management - KU

- 8.1) Organizational issues and challenges in Knowledge Management System
- 8.2) Knowledge management in a public sector
- 8.3) The Future Knowledge Management: Integrated Knowledge Development

Assessment Breakdown	%
Continuous Assessment	60.00%
Final Assessment	40.00%

Details of Continuous Assessment	Assessment Type	Assessment Description	% of Total Mark	CLO
	Assignment	Report (Article Review)	10%	CLO3
	Case Study	Report of the field work that the group of students has presented	30%	CLO2
	Presentation	presentation of field work. Group of students will select topic & choose organisation to do field work	10%	CLO3
	Test	Test	10%	CLO1

Reading List	Recommended Text
	<ul style="list-style-type: none"> • Jashapara, Ashok 2013, <i>Knowledge Management: An Integrated Approach</i>, 2nd Ed., Pearson Education Canada Mi Lybro (San Diego, CA, U.S.A.) [ISBN: 10: 027372685] • Amrit Tiwana 2002, <i>The Knowledge Management Toolkit: Practical Techniques for Building a Knowledge Management System</i>, Prentice Hall New York [ISBN: 013009224X]
Reference Book Resources	<ul style="list-style-type: none"> • Dalkir, K., & Liebowitz, J, 2011, <i>Knowledge Management in Theory and Practice</i>, Massachusetts Institute of Technology (MIT) Massachussets • Awad, E & Ghaziri, H. M 2007, <i>Knowledge Management</i>, Pearson Education Delhi • Dell, C. and Hubert, C. 2011, <i>The New Edge in Knowledge: How Knowledge Management is Changing the way we do Business</i>, John Willey Hoboken • Harrigan, J. E. 2014, <i>Knowledge Sharing for the Development of Learning Resources: Theory, Method, Process and Application for Schools, Communities and the Workplace</i>, UNESCO-APNIEVE Adelaide • Johannessen, J. A 2016, <i>Knowledge Management- Volume 1: Knowledge in a Globalized Economy</i>, John Arild Johannessen Denmark • Johannessen, J. A 2016, <i>Knowledge Management- Volume 2 : Knowledge and Organizational Learning</i>, Jon Arild Johannessen Denmark • Johannessen, J. A 2016, <i>Knowledge Management - Volume 3: Tacit Knowledge and Innovation</i>, Jon Arild Johannessen Denmark • DEBOWSKI SHELDA 2007, <i>KNOWLEDGE MANAGEMENT</i>, WILEY STUDENT EDITION • Thomas A. Stewart 2003, <i>The Wealth of Knowledge</i>, Broadway Business [ISBN: 0385500726] • David J. Teece 2002, <i>Managing Intellectual Capital</i>, Oxford University Press on Demand [ISBN: 0198295421] • Peter M. Senge 2006, <i>The Fifth Discipline</i>, Crown Pub [ISBN: 0385517254] • Leistner, F. 2010, <i>Mastering Organizational Knowledge</i>, John Wiley & Son Inc Hoboken • William L. Miller, Langdon Morris 1999, <i>Fourth Generation R&D</i>, Wiley [ISBN: 0471240931] • Leonard, D; Swap, W.C. & Barton, G. 2015, <i>Critical Knowledge Transfer: Tools for Managing Your Company's Deep Smarts</i>, Harvard Business Review Boston • Milton, N and Lambe, P 2016, <i>The Knowledge Manager's Handbook: A Step- by-step Guide to Embedding Effective</i>

	<p><i>Knowledge Management in your Organization</i>, Kogan Page London & Philadelphia</p> <ul style="list-style-type: none"> • North, K and Kumta, G 2014, <i>Knowledge Management: Value Creation Through Organizational Learning</i>, Springer International Publishing Switzerland Cham Heidelberg • Noriko, H 2009, <i>Communities of Practice: Fostering Peer-to-Peer Learning and Informal Knowledge Sharing</i> Springer Berlin • Peter M. Senge 1994, <i>The Fifth Discipline Fieldbook</i>, Broadway Business [ISBN: 0385472560] • Asiyah Kassim & Radduan Yusof, <i>KM Module, Lecture Material</i> • Pasher, E. and Ronen, T 2011, <i>The Complete Guide to Knowledge Management: A Strategic Plan to Leverage Your's Company Intellectual Capital</i>, Jon Wiley & Son Inc Hoboken • Steward, T. A 1998, <i>The Intellectual Capital : The New Wealth of Organization</i>, Nicholas Brealey London
Article/Paper List	This Course does not have any article/paper resources
Other References	This Course does not have any other resources