



Course Specifications

Course Title:	Knowledge Management
Course Code:	HRM1432
Program:	Human Resources Management
Department:	Human Resources Management
College:	College of Business Administration
Institution:	Dar AlUloom University

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A. Course Identification

1. Credit hours:
2. Course type
a. University <input type="checkbox"/> College <input type="checkbox"/> Department <input checked="" type="checkbox"/> Others <input type="checkbox"/>
b. Required <input type="checkbox"/> Elective <input checked="" type="checkbox"/>
3. Level/year at which this course is offered: Year 4
4. Pre-requisites for this course (if any): HRM1322
5. Co-requisites for this course (if any): None

6. Mode of Instruction (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1	Traditional classroom	45	100%
2	Blended		
3	E-learning		
4	Distance learning		
5	Other		

7. Contact Hours (based on academic semester)

No	Activity	Contact Hours
1	Lecture	45
2	Laboratory/Studio	
3	Tutorial	
4	Others (specify)	
	Total	45

B. Course Objectives and Learning Outcomes

1. Course Description

This course introduces students to theories, practices, tools and techniques of knowledge management and challenges faced by organizations in managing knowledge. This course discusses contemporary issues in knowledge management including knowledge creation, acquisition, dissemination, the role and use of knowledge in organizations, knowledge management systems and its application in knowledge generation and transfer, and ethical, and legal issues in knowledge management.

2. Course Main Objective

The main purpose of the course is to prepare students to become familiar with the current theories, practices, tools and techniques in knowledge management (KM), and to assist students in pursuing a career in the information sector for profit and not for profit organizations. In addition, students will learn to determine the infrastructure requirements to manage the intellectual capital in organizations.

3. Course Learning Outcomes

CLOs		Aligned PLOs
1	Knowledge and Understanding	
1.1	Recognize various concepts, principles, and theories of knowledge management in line with requirements of the contemporary business environment.	PLOK1
1.2	Exhibit advanced knowledge of processes, materials, techniques, and terminology in the areas of Knowledge management.	PLOK2
1.3	Exhibit ongoing knowledge and understanding of contemporary developments in the field of Knowledge management.	PLOK3
1...		
2	Skills :	
2.1	Apply the practices, tools and techniques of knowledge management in different business environment.	PLOS1
2.2	Solve Knowledge management-related complex and unpredictable problems in an innovative way and make informed and defensible judgments in new or unfamiliar contexts in business administration-related practices.	PLOS2
2.3	Critically evaluate knowledge and its application in providing innovative solutions to human resource management-related contemporary issues and work practices.	PLOS3
2.4	Practice methods of inquiry and investigation, verification, and research in Knowledge management complex problems using information technology.	PLOS4
2.5	Demonstrate written and oral communication skills appropriate for conveying Knowledge management matters in an organizational setting.	PLOS5
3	Values:	
3.1	Exhibit commitment to personal, professional, and academic ethics in understanding Knowledge management.	PLOV1
3.2	Demonstrate interpersonal and teamwork skills to manage knowledge system.	PLOV3

C. Course Content

No	List of Topics	Contact Hours
1	Introducing the concept of KM: Why KM, KM system life cycle, and aligning KM and business strategy	6
2	KM Cycle: Knowledge creation, capturing tacit knowledge, Types of knowledge and its implications for KM	6
3	Knowledge codification and system development: codification, system testing and deployment, Knowledge transfer and knowledge sharing- the role of culture and structure	9
4	KM system: Analysis design and development: Knowledge infrastructure, Knowledge audit, and knowledge team	6
5	KM system: Analysis design and development: Analysis, design and development of KM system	6

6	KM tools and Portals: inferences from data, data mining and knowledge portals	6
7	Evaluation of KM effectiveness: Tools and metrics Ethical, legal and managerial issues	6
Total		45

D. Teaching and Assessment

1. Alignment of Course Learning Outcomes with Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
1.0	Knowledge and Understanding		
1.1	Recognize various concepts, principles, and theories of knowledge management in line with requirements of the contemporary business environment.	Direct (Lecture, Demonstration, Drill & Practice) Indirect (Case study, , Reflective Discussion)	Written Exams (T/FQ, MCQ, and Short/Long essays)
1.2	Exhibit advanced knowledge of processes, materials, techniques, and terminology in the areas of Knowledge management.	Direct (Lecture, Demonstration, Drill & Practice) Indirect (Case study, , Reflective Discussion)	Written Exams (Long essays, Case study) Written Assignments (Case study, and report).
1.3	Exhibit ongoing knowledge and understanding of contemporary developments in the field of Knowledge management.	Direct (Lecture, Demonstration, Drill & Practice) Indirect (Case study, , Reflective Discussion)	Written Exams (Long essays, Case study) Written Assignments (Case study, and report).
2.0	Skills		
2.1	Apply the practices, tools and techniques of knowledge management in different business environment.	Direct (Lecture, Demonstration, Drill & Practice) Indirect (Case study, Reflective Discussion) Interactive(Discussion, Brainstorming, Cooperative learning)	Written Exams (case studies) Written Assignments (reports, and case studies).
2.2	Solve Knowledge management-related complex and unpredictable problems in an innovative way and make informed and defensible judgments in new or unfamiliar contexts in business administration-related practices.	Direct (Demonstration, Drill & Practice) Indirect (Case study, Problem solving, Reflective Discussion) Interactive(Discussion, Brainstorming, Cooperative learning)	Written Exams (problem solving and case studies) Written assignments (reports, and case studies).
2.3	Critically evaluate knowledge and its application in providing innovative solutions to human resource	Direct (Demonstration) Indirect (Case study, Problem solving,	Written Exams (problem solving and case studies)

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
	management-related contemporary issues and work practices.	Reflective Discussion) Interactive(Discussion, Brainstorming, Cooperative learning)	Written assignments (reports, and case studies).
2.4	Practice methods of inquiry and investigation, verification, and research in Knowledge management complex problems using information technology.	Interactive (Debates, Brainstorming, Cooperative learning) Independent (Reports, projects, Assigned Questions	Presentations (formal discussion individual and group) Practical Assignments/ Projects
2.5	Demonstrate written and oral communication skills appropriate for conveying Knowledge management matters in an organizational setting.	Interactive (Cooperative learning) Independent (Reports, projects, Assigned Questions)	Presentations (formal discussion individual and group) Practical Assignments/ Projects
3.0	Values		
3.1	Exhibit commitment to personal, professional, and academic ethics in understanding Knowledge management.	Role-playing, Group discussion, in-depth self-analysis exercise.	Presentations (formal discussion individual and group) Projects and case studies.
3.2	Demonstrate interpersonal and teamwork skills to manage knowledge system.	Role-playing, Group discussion, in-depth self-analysis exercise.	Presentations (formal discussion individual and group) Projects and case studies.

2. Assessment Tasks for Students

#	Assessment task*	Week Due	Percentage of Total Assessment Score
1	Quiz	3	10%
2	Homeworks/Assessments/Projects	During semester	20%
3	Mid term	9	30%
4	Final Exam	16	40%

*Assessment task (i.e., written test, oral test, oral presentation, group project, essay, etc.)

E. Student Academic Counseling and Support

Arrangements for availability of faculty and teaching staff for individual student consultations and academic advice :

1. Eight Office hours weekly can be booked through the students' SIS account.
2. Online discussion through the LMS forums and instant messaging.
3. Instructor email available in the course syllabus.
4. Occasional mobile calls or SMS for urgent messages.

F. Learning Resources and Facilities

1. Learning Resources

Required Textbooks	Davenport, T., Laurence, P. (1998). <i>Working Knowledge: How Corporations Manage What They Know</i> . Boston: Harvard Business School Press, ISBN: 0-87584-655-6. Koenig, M-E-D., Srikantaiah T-K. (2004). <i>Knowledge Management Lessons Learned: What Works and What Doesn't</i> . Medford, N.J., Information Today, ISBN: 1-57387-181-8.
Essential References Materials	Journals and Reports distributed on the bases of lectures delivered to the students.
Electronic Materials	Power Point slides for each class will be posted on the course website. Feel free to print these before each class.
Other Learning Materials	Magazines and Newspaper

2. Facilities Required

Item	Resources
Accommodation (Classrooms, laboratories, demonstration rooms/labs, etc.)	Classroom.
Technology Resources (AV, data show, Smart Board, software, etc.)	Video Projector + smart boards.
Other Resources (Specify, e.g. if specific laboratory equipment is required, list requirements or attach a list)	Internet access point.

G. Course Quality Evaluation

Evaluation Areas/Issues	Evaluators	Evaluation Methods
End of semester Course Evaluation.	Students	Indirect
Effectiveness of teaching and assessment.	Peer reviewer	Indirect
Course learning outcomes assessment.	Faculty members	Direct
Quality of learning resources	Students	Indirect

Evaluation areas (e.g., Effectiveness of teaching and assessment, Extent of achievement of course learning outcomes, Quality of learning resources, etc.)

Evaluators (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify))

Assessment Methods (Direct, Indirect)

H. Specification Approval Data

Council / Committee	HRM DEPARTMENT COUNCIL - COB
Reference No.	
Date	APRIL 3, 2022

