



# Course Specifications

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

## Table of Contents

<b>A. Course Identification</b> .....	<b>3</b>
6. Mode of Instruction (mark all that apply) .....	3
<b>B. Course Objectives and Learning Outcomes</b> .....	<b>3</b>
1. Course Description .....	3
2. Course Main Objective.....	4
3. Course Learning Outcomes .....	4
<b>C. Course Content</b> .....	<b>4</b>
<b>D. Teaching and Assessment</b> .....	<b>5</b>
1. Alignment of Course Learning Outcomes with Teaching Strategies and Assessment Methods .....	5
2. Assessment Tasks for Students .....	5
<b>E. Student Academic Counseling and Support</b> .....	<b>5</b>
<b>F. Learning Resources and Facilities</b> .....	<b>6</b>
1. Learning Resources .....	6
2. Facilities Required.....	6
<b>G. Course Quality Evaluation</b> .....	<b>6</b>
<b>H. Specification Approval Data</b> .....	<b>6</b>

## 7. Course Identification

<b>1. Credit hours:</b> 3 Hours
<b>2. Course type</b>
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"/>
<b>3. Level/year at which this course is offered:</b> HRM Elective/ Fourth Year
<b>4. Pre-requisites for this course (if any):</b> HRM1322
<b>5. Co-requisites for this course (if any):</b> 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	Correspondence		
5	Other		

### 7. Actual Learning Hours (based on academic semester)

No	Activity	Learning Hours
<b>Contact Hours</b>		
1	Lecture	45
2	Laboratory/Studio	
3	Tutorial	
4	Others (specify)	
	<b>Total</b>	45
<b>Other Learning Hours*</b>		
1	Study	1
2	Assignments	1
3	Library	
4	Projects/Research Essays/Theses	2
5	Others(specify)	
	<b>Total</b>	4

\*The length of time that a learner takes to complete learning activities that lead to achievement of course learning outcomes, such as study time, homework assignments, projects, preparing presentations, library times

## 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
<b>1</b>	<b>Knowledge:</b>	
1.1	Recognize various concepts, principles and theories of knowledge management in line with requirements of contemporary business environment.	K1
1.2	Discuss the impact of cross-cultural diversity on different methods and techniques used in knowledge management in order to achieve the organizational goals.	K2
1.3	Integrate decision-making process into major aspects of Knowledge management system.	K4
<b>2</b>	<b>Skills:</b>	
2.1	Analyze the practices, tools and techniques of knowledge management in different business environment.	S1
2.2	Apply practices, tools and techniques of knowledge management to respond to the national and international business trends.	S2
<b>3</b>	<b>Competence:</b>	
3.1	Demonstrate interpersonal and team work skills to manage knowledge system	C1
3.2	Demonstrate technological skills by using ICT methods to prepare assessments, presentation, case studies related to the knowledge management.	C5

## 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
<b>Total</b>		<b>45</b>

## D. Teaching and Assessment

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

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
<b>1.0</b>	<b>Knowledge</b>		
1.1	Recognize various concepts, principles and theories of knowledge management in line with requirements of contemporary business environment.	Direct (Lecture, Demonstration, Drill & Practice) Indirect (Case study, , Reflective Discussion)	Written Exams (T/FQ, MCQ, and Short/Long essays)
1.2	Discuss the impact of cross-cultural diversity on different methods and techniques used in knowledge management in order to achieve the organizational goals.		Written Exams (Long essays) Written Assignments (reports, and case studies)
1.3	Integrate decision-making process into major aspects of Knowledge management system.		
<b>2.0</b>	<b>Skills</b>		
2.1	Analyze 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	Apply practices, tools and techniques of knowledge management to respond to the national and international business trends.		Written Exams (problem solving and case studies) Written assignments (reports, and case studies)
<b>3.0</b>	<b>Competence</b>		
3.1	Demonstrate interpersonal and team work skills to manage knowledge system	Interactive (Debates, Brainstorming, Cooperative learning ) Independent (Reports, projects, Assigned Questions)	Presentations (formal discussion individual and group) Practical Assignments/ Projects
3.2	Demonstrate technological skills by using ICT methods to prepare assessments, presentation, case studies related to the knowledge management.		

### 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

<b>Required Textbooks</b>	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.
<b>Essential References Materials</b>	Journals and Reports distributed on the bases of lectures delivered to the students.
<b>Electronic Materials</b>	Power Point slides for each class will be posted on the course website. Feel free to print these before each class.
<b>Other Learning Materials</b>	Magazines and Newspaper

### 2. Facilities Required

Item	Resources
<b>Accommodation</b> (Classrooms, laboratories, demonstration rooms/labs, etc.)	Classroom.
<b>Technology Resources</b> (AV, data show, Smart Board, software, etc.)	Data show + smart boards.
<b>Other Resources</b> (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

<b>Council / Committee</b>	HRM DEPARTMENT COUNCIL - COB
<b>Reference No.</b>	
<b>Date</b>	15/08/2019

