**SYLLABUS PLAN (2017-18)**

**M.COM 4th SEM**

**SUBJECT-KNOWLEDGE MANAGEMENT**

**TOTAL MARKS: 100**

**EXTERNAL: 80**

**INTERNAL: 20**

**UNIT-I**

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| TOPIC | TEACHING POINTS | OBJECTIVE | METHODS AND TECHNIQUES | RESOURCES AND LINKS |
| Concept of knowledge | Major Philosophical Schools, Knowledge in economic and management theories, Knowledge as competitive resource, Knowledge intensive organization, Knowledge value chain. | The main aim of the course is to create awareness amongst the students to know the details of Knowledge Management in the changing scenario and its significance in framing the business strategy. | 1)Class teaching with examples  2)Group discussions  3)presentations | 1) Kumari Raj, Kumar Rakesh ,knowledge management Kalyani publishers. |

**UNIT-II**

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| TOPIC | TEACHING POINTS | OBJECTIVE | METHODS AND TECHNIQUES | RESOURCES AND LINKS |
| Knowledge management systems | Knowledge management systems, Barriers to knowledge sharing, Expert systems |  | 1)Class teaching with examples  2)Group discussions  3)presentations |  |

**UNIT-III**

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| TOPIC | TEACHING POINTS | OBJECTIVE | METHODS AND TECHNIQUES | RESOURCES AND LINKS |
| Knowledge creation as a tool of excellence | Tacit and explicit knowledge, Models of knowledge creation process, Critical enabling conditions, Cross leveraging knowledge. | The objective of this course is to develop some conceptual knowledge and Understanding of tacit and explicit knowledge. | 1)Class teaching with examples  2)Group discussions  3)presentations |  |

**UNIT-IV**

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| TOPIC | TEACHING POINTS | OBJECTIVE | METHODS AND TECHNIQUES | RESOURCES AND LINKS |
| Knowledge management strategy | business strategy, Knowledge architecture, Organizational design for knowledge management, Role of Top and Middle management, Knowledge based reward systems | The objective of this course is to develop some conceptual knowledge and Understanding of knowledge management strategy. | 1)Class teaching with examples  2)Group discussions  3)presentations |  |

QUESTION BANK

UNIT-I

1. Define knowledge management. Discuss components and dimensions of knowledge management.
2. What is value chain analysis .Discuss process of value chain analysis.
3. Discuss various models of knowledge management.

UNIT-II

1. Discuss in detail expert system.
2. Meaning of knowledge sharing and barriers to knowledge sharing.

UNIT-III

1. Discuss enabling conditions for organizational knowledge sharing.
2. Define knowledge value creation. What are different ways to create value through knowledge?

UNIT-IV

1. Discuss different knowledge management strategies.
2. Discuss the role of top and middle level management in knowledge industry.
3. What are the different elements of reward system?

**NOTE- UNIT-I, UNIT-II AND UNIT-IV WILL BE COVERED BY BEFORE HOUSE EXAMINATION AND UNIT-III WILL BE COVERED BY AFTER HOUSE EXAMINATION .i.e 75% and 25%.**

**PROF BALJINDER KAUR**