

M.Com. Part I
Semester II
Business Administration
Special Paper IV.
Subject Title :- Elements of Knowledge Management

Course Code :- MCM 21504

Unit		No. of Lectures	No. of Credits
1.	Introduction to Knowledge Management Process Definition and Scope of knowledge management, Need &Importance of knowledge management, Evolution of concept of knowledge management, knowledge management myths, knowledge management Life cycle, Types of Knowledge Differences between data, Information, knowledge and wisdom, Key Challenges of knowledge management	12	
2.	Organizational Learning Individual learning, Team learning, Drives of organizational learning, Organizational learning frameworks, Knowledge acquisition, Information distribution, Information interpretation, Hazards of misinterpretation, Organizational memory, Unlearning, Organizational Routines.	12	
3.	Knowledge Management Tools <ul style="list-style-type: none"> • Capturing and Organizing Knowledge • Essentials of Knowledge Management- Evaluating, Sharing, Storing, Presenting and Transferring • Knowledge Management Tools 	12	
4.	Knowledge Management Culture Understanding of organizational culture and climate, Norms, artifacts and symbols, Value, beliefs, attitudes and assumption, Typologies of organizational culture, Measuring organizational culture, creating knowledge – sharing culture. Cases in Knowledge Management Culture	12	

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Books Recommended

S.No	Author	Title	Publisher
1.	Elias Award and Hassan Gazai	Knowledge Management	Pearson
2.	Amrit Tiwan	Knowledge Management Toolkit	Pearson Education Pvt.Ltd.
3.	Kimiz Dalkir	Knowledge Management Theory & Practice	PHI
4.	Peter Senge	The Fifth Discipline	
5.	Waman S Jawadekar	Knowledge Management- Text & Cases	Tata Mc Graw Hill

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