



1. Learning Outcomes:

Learning Outcome Component	Learning Outcome
Business Environment and Domain Knowledge (BEDK)	<ul style="list-style-type: none"> To understand the fundamental concepts in the study of knowledge and its creation, acquisition, representation, dissemination, use and re-use, and management.
Critical thinking, Business Analysis, Problem Solving and Innovative Solutions (CBPI)	<ul style="list-style-type: none"> To critically evaluate current trends in knowledge management and their manifestation in business and industry
Global Exposure and Cross-Cultural Understanding (GECCU)	<ul style="list-style-type: none"> To understand the challenges of Knowledge Based Organizations and the HR mechanisms to manage them effectively at a global level
Social Responsiveness and Ethics (SRE)	<ul style="list-style-type: none"> To identify the importance of the values of autonomy and accountability in Knowledge based organizations.

2. Course Duration: The course duration is of 40 sessions of 60 minutes each.

3. Modules

Module No	Module Content	No. of Sessions	70 Marks (External Evaluation)
I	Basics of KM: Changing dimensions of the work concept / Nature of works and practices of working hours / Employees Life in knowledge based organizations / Operational mechanisms knowledge based organizations / Dimensions of HRM in managing global knowledge / New Roles and Challenges for HRM in managing global knowledge	10	20
II	Implementation of KM Managing knowledge for organizational effectiveness / Process and Methods / Concept of Intellectual Capital and Learning Orientation in the Organizations / Knowledge and Role related issues / Performance appraisal in a KBO / Managing knowledge and Health of Human Resource and Organization / New work rules and Change of Mental makeup of the Employees	12	24
III	Knowledge Management and Information Technology: Role of Information Technology in Knowledge Management Systems, Knowledge Management tools, Creative effective Knowledge Management Systems through Information Technology, E-commerce and Knowledge Management, Total Quality management and knowledge management, Benchmarking and Knowledge Management	08	13



GUJARAT TECHNOLOGICAL UNIVERSITY

Programme: Master of Business Administration

Semester: 4

Branch: International Business

Subject Name: Global Knowledge Management

Subject Code: 2549305

IV	Future of Knowledge Management and Industry perspective: Companies on the road to knowledge management, Knowledge Management in Manufacturing and service industry, challenges and future of Knowledge Management. Global Perspectives of KM	08	13
V	Various other Aspects Case Studies on KM Presentation of Knowledge Organizations, Role of technologies on KM, Impact of emerging technologies Political issues in KM, Ethics in KM, Strategies issues in Knowledge Management	-----	(50 Marks of CEC Internal Evaluation)

4. Pedagogy:

- ICT enabled Classroom teaching
- Case study
- Practical / live assignment
- Interactive class room discussions

5. Evaluation: Students shall be evaluated on the following components:

A	Internal Evaluation	(Internal Assessment- 50 Marks)
	• Continuous Evaluation Component	30 marks
	• Class Presence & Participation	10 marks
	• Quiz	10 marks
B	Mid-Semester examination	(Internal Assessment-30 Marks)
C	End –Semester Examination	(External Assessment-70 Marks)

6. Reference Books:

Sr. No.	Author	Name of the Book	Publisher	Year of Publication
1	Ganesh Natarajan and Sandhya Shekhar	Knowledge Management – Enabling Business Growth	Tata McGraw	latest
2	Elias M. Awad, Hassan M. Ghaziri	Knowledge Management	Pearson	latest
3	Donald Hislop	Knowledge Management	Oxford University	latest
4	Mruthyunjaya	Knowledge Management	PHI	latest
5	Frances Horibe	Managing Knowledge Workers	John Wiley and Sons	latest

Note: Wherever the standard books are not available for the topic appropriate print and online resources, journals and books published by different authors may be prescribed.

7. List of Journals/Periodicals/Magazines/Newspapers / Web resources, etc.

1. International Journal of Knowledge Management
2. Journal of Knowledge Management
3. Global Knowledge Management Research: A bibliometric analysis
4. Journal of Information & Knowledge Management
5. Global Knowledge, Memory & Communication