

M.Com. Part I Semester II
Business Administration Special Paper IV.
Subject Title :- Elements of Knowledge Management
Course Code :- 214

CHAPTER	No. of Lectures	Credit 04
1. Introduction to Knowledge Management Process Knowledge management :- an integrated approach Meaning knowledge management, Difference between data, information, knowledge and wisdom, Early forms of Knowledge Management and Evolution of Knowledge Management	12	01
2. Organizational Learning Individual learning, Team learning, Drives of organizational learning, Organizational learning frameworks, Knowledge acquisition, Information distribution, Information interpretation, Organizational memory, Unlearning, Organizational routines	12	01
3. Knowledge Management Tools & Change Management Organizing knowledge tools, Capturing knowledge tools Evaluating knowledge sharing knowledge, Storing and presenting knowledge, The nature of change, Personal response to change, welcome and resistance, Leadership and, Change management strategies, Gaining commitment for change, Reward and recognition. Cultural change management, Politics of change	12	01
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 cultural creating knowledge –sharing cultural	12	01

Books Recommended

Sr. No.	Author	Title	Publisher
1	Elias Award and Hassan Gazai	Knowledge Management	Person
2	Arpita Gopal and Chandranii Singh	E-world Emerging Education Pvt. Ltd.	
3	Amrit Tiwan	Knowledge Management Toolkit	Pearson Education Pvt.Ltd.
4	Bukowitz W R Williams R.I.	Knowledge Management Field Work	London Pearson Education
5	Egaallo C F	Building the Knowledge Management Network	Willey Dream tech India Ltd
6	Pettigrew A , Whipp R	Change Management for Competitive Success	Infinity Books