

SYLLABI

Basic data of the subject	
Academic unit:	Faculty of Management
Program:	Business Management and Entrepreneurship
Course title:	Knowledge management
Level:	Bachelor
Subject status:	Election
Year of studies:	II
Semester:	III
Number of hours per week:	3
Credit value – ECTS:	4
Time / location:	UASF
Subject professor:	
Contact details:	
Course Description	Historical development of knowledge management, Basic concepts of knowledge and creativity, knowledge growth model, causes of knowledge expansion, meaning of knowledge management, dimensions of knowledge management, knowledge flow management, tools for knowledge management, building a knowledge management framework in the organization, intellectual capital, knowledge economy, knowledge-learning enterprises, Knowledge as a main pillar for economic development, knowledge transfer, internal and external knowledge transfer, The role of knowledge and information technology in the creation of new products and services.
Purpose of the course	The main goal of this module is to understand (by students) the main principles of knowledge management in the function of innovations, as well as to equip the student with sufficient knowledge to manage HR development processes in organizations, as well as to transfer knowledge within and outside organizations.
Expected learning outcomes	<p>After completing this course, students will:</p> <ol style="list-style-type: none"> 1. Understand how modern businesses face the challenge of the knowledge-based economy. (ECTS 0.5), 2. Be competent to use knowledge management tools and techniques. (ECTS 0.5), 3. Develop applications for knowledge management in organizations. (ECTS 0.5), 4. Gain knowledge to create new business ideas, (ECTS 0.5), 5. Use business ideas in creative problem solving and in the commercialization of innovations, (ECTS 0.5), 6. Identify the role of knowledge in relation to information technology in the function of business expansion, (ECTS 0.5), 7. Be competent to be part of the team in the enterprise in the function of applying knowledge in business, (ECTS 1),

Contribution to the student workload (which should correspond to the student's learning outcomes)			
Activity	Hours	Days/week	Total
Lectures	2	15	30
Theoretical exercises/tasks	1	15	15
Practical work	5	1	5
Contacts with teachers – consultations	1	5	5
Preparation for project assignments			
Course project - Test (planning + implementation)			
Homework	1	5	5
Student's own study time (in the library or at home)			25
Final exam preparation	3	2	6
Time spent on assessment (tests, final exam)	2	2	4
Projects, presentations, etc.	1	5	5
Total			100
Teaching methodology and learning methodology	Lectures and exercises combined with case studies and class discussions.		
Assessment methods and passing criteria	<p>The Assessment method – is based on three activities – on which the final grade will be built (there may be more activities decided by the course professor):</p> <ul style="list-style-type: none"> Final exam.....max 100 points (%), <p>Passing criteria related to the activities foreseen by the assessment method:</p> <p>1. The final exam test is evaluated with 100 points (%) out of 100 points (%) possible, The student will be subject to the final exam test, after the completion of the course lectures and on the exam deadlines determined by the University Senate. The purpose of the exam is to assess the knowledge, skills, abilities and competencies of the student, related to the learning outcomes foreseen in the material of the lectured course. The exam test (question form) must be completed individually by the student and the same is evaluated according to the criteria and contains:</p> <ul style="list-style-type: none"> ♦ objective multiple-choice questions, these will be used to assess the student's ability to recall and recognize concepts and course material.....40 points (%), ♦ subjective questions of the type of topic for explanation/written answer/tasks - for which the student himself must be able to provide answers related to the material of the lectured course, the same answers will be used to assess the student's understanding and abilities to apply the knowledge acquired in the analysis, synthesis/evaluation of the 		

	<p>problem.....60 points (%),</p> <p>Purpose of the test: to assess the acquisition of learning outcomes and the ability to apply them in practical situations.</p> <p>The student passes the exam if he/she collects 50 points (%) from all activities foreseen by the assessment method,</p> <p>Grades at UASF:</p> <table><tr><th>Grade</th><th>ECTS/Grade</th><th>Points/Percent (%)</th><th>The definition</th></tr><tr><td>10</td><td>A</td><td>90 - 100</td><td>Excellent</td></tr><tr><td>9</td><td>B</td><td>80 - 89</td><td>Excellent</td></tr><tr><td>8</td><td>C</td><td>70 - 79</td><td>Very good</td></tr><tr><td>7</td><td>D</td><td>60 - 69</td><td>Good</td></tr><tr><td>6</td><td>E</td><td>50 - 59</td><td>Sufficient</td></tr><tr><td>5</td><td>FX/F</td><td>0 - 49</td><td>Insufficient</td></tr></table>	Grade	ECTS/Grade	Points/Percent (%)	The definition	10	A	90 - 100	Excellent	9	B	80 - 89	Excellent	8	C	70 - 79	Very good	7	D	60 - 69	Good	6	E	50 - 59	Sufficient	5	FX/F	0 - 49	Insufficient
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Concretization tools – IT	Use of Smart-board, Internet, wireless, computer, projector, PowerPoint, Use of "on-line" platforms and tools to support communication and team collaboration, etc.																												
The ratio between the theoretical and practical part of the study	<p>60% - Theory, 40% - Theoretical exercises/tasks,</p> <p>This report aims to analyze the connection between the theoretical knowledge acquired during the lectures provided in the course module and the implementation of practical exercises (practical visits, exercises with students, student quizzes in class, etc.)</p> <p>Of the total 100 hours planned for the course, the division is made according to the ratio of 60% with a focus on theory and 40% on practice.</p> <ul style="list-style-type: none">• 60 hours are dedicated to theoretical lectures, including the acquisition of basic concepts, methodologies and standards foreseen in the subject module.• 40 hours are focused on practical exercises, work visits, case studies, group work and development of simulation projects. <p>Distribution of 6 ECTS</p> <ul style="list-style-type: none">❖ 2.4 ECTS (70%) are dedicated to the theoretical part;❖ 1.6 ECTS (30%) are dedicated to the theoretical exercises/tasks; <p>This division reflects the balance between acquiring basic concepts and applying them through practical activities.</p>																												
Literature																													
Basic literature:	<ol style="list-style-type: none">1. Jashopara A (2011): Knowledge Management: An integrated approach, 2ed, Prentice Hall ISBN 978-0-273-72685-2.2. Rhem, Anthony J (2016) Knowledge management in practice																												
Additional literature:	<ol style="list-style-type: none">1. Hall, Richard (2009): Knowledge Management in the New Business Environment, acirrt, University of Sydney, 20032. Davenport T., Prusak L.: Working Knowledge: How3. organizations manage what they know, Harvard Business School Press, 2010. -Authorized lectures																												
<u>Additional information</u>																													
Designed lesson plan:																													

Week	The lecture that will be held
First week	Syllabus Presentation Introduction to Knowledge Management Outcome No. 1.
Second week	Historical development of knowledge management Result no. 1 and 2.
Third week	Knowledge and Product Development Result No. 2.
Fourth week	Knowledge Growth Model, Causes of Knowledge Expansion Result No. 2 and 3.
Fifth week	Understanding Knowledge Management Interactive Discussions, Outcome No. 2.
Sixth week	Dimensions of Knowledge Management Result No. 3 and 4.
Seventh week	Knowledge Flow Management Knowledge Management Tools Interactive Discussions, Outcome No. 5.
Eighth week	Intellectual capital, knowledge economy, Result no. 5 and 6.
Ninth week	Building a knowledge management framework in the organization Result No. 1.
Tenth week	Knowledge Economy, Interactive Discussions, Result No. 4, 5 and 6.
Eleventh week	Enterprises that teach knowledge, Result No. 7.
Twelfth week	Knowledge as a central pillar for economic development, Interactive discussions, Outcome No. 6 and 7.
Thirteenth week	Knowledge Transfer Result No. 6.
Fourteenth week	Internal and external knowledge transfer Interactive discussions, Outcome No. 7.
Fifteenth week	The role of knowledge and information technology in the creation of new products and services, Result No. 5, 6 and 7.

Academic policies and rules of conduct
<p>The student is obliged to attend lectures regularly and to have correct behavior towards colleagues and University staff, maintaining calm and active engagement in lectures and exercises is mandatory. During lectures and exercises, eating, whispering that hinders work in the classroom and the use of mobile phones are PROHIBITED. At the same time, mobile phones must be turned off or put on silent and not used during lectures or exercises. Lack of academic integrity (including plagiarism, copying another person's work, use of unauthorized aids in exams, cheating, etc.) will not be tolerated. If there are doubts about the authenticity of the work submitted, the professor has the right to ask the student to verify his/her work. This can be done through: repeating the work, written or oral testing, surprise quiz or any other action deemed necessary by the lecturer.</p>