Institute of International Management
RA54200 Knowledge Management (知識管理)
Spring 2011

The Institute of International Management is dedicated to providing a quality teaching and research environment to provide students with a broad, integrated knowledge of management in preparation for successful careers in business, government or academia.

General Program Learning Goals (goals covered by this course are indicated):

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<td>1</td>
<td>Graduates should be able to communicate effectively verbally and in writing.</td>
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<td>x</td>
<td>Graduates should solve strategic problems with a creative and innovate approach.</td>
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<td>3</td>
<td>Graduates should demonstrate leadership skills demanded of a person in authority.</td>
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<td>Graduates should think with a global management perspective.</td>
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<td>5</td>
<td>Graduates should possess the necessary skills and values demanded of a true professional.</td>
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Instructor:
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Friday 9:00-12:00 am and by appointments

Course Description
The 21st century is so called the Knowledge Economy Era. The economy is driven by the business organizations where information and knowledge is well processed and utilized. This course focuses on the strategic and practical use of knowledge on top of the exploration of the organizational processes of the knowledge community. Innovative ideas helping class discussions are highly appreciated. Good class interactions benefit students and the instructor because it helps peer-learning and the instructor has a clear idea how to adjust the course contents and schedule.

Course Objectives:
1. To help students tap to KM related issues in areas like business management, information technology, human resource management, …etc.;
2. To introduce students the roles KM play in nowadays business;
3. To give students an in-depth introduction on the knowledge sharing mechanisms;
4. To introduce students the organizational strategies on KM adoption;
5. To help students integrate multi-discipline knowledge in this course.

**Content Summary:**

The knowledge context  
An introduction to strategic knowledge management  
The knowledge leader  
Developing and sustaining a knowledge culture  
Supporting knowledge management through human resource management practices  
Supporting knowledge management through technology  
Developing a core knowledge framework  
Developing and managing knowledge repositories  
Developing an effective knowledge service  
Learning and development in a knowledge setting  
Evaluating the effectiveness of the knowledge strategy  
Sustainable knowledge management  
An overall view of strategic knowledge development  
Journal Article Discussions  
End-of-Chapter Case Presentations

**Recommended references:**

Knowledge Management by Shelda Debowski, Wiley, 2006

**Course Requirement:**

Midterm Term Paper

Please submit a paper with **no less than 20 and no more than 50 pages in English** (double spaced with Times New Roman Font regular 12) at the end of May. The individual term paper is expected to be an advanced study in your field. It must have Introduction and Literature Review. Term papers with Results and Conclusions are highly appreciated but not mandatory. **Only through academic research and using social research methods can students really grasp the essence of this course.** Therefore the Midterm Individual Term paper is a good indicator to what extent a student comprehends. Early discussion with the professor in choosing an appropriate topic is always a good idea. Each person must get the instructor's approval on the chosen topic by **3/21**. A PowerPoint presentation is required and will be scheduled at around the middle of the semester. After presentation, he/she shall hand in the Midterm Individual Term Paper with at least 15 references **in APA style (due at the end of December).**

Course Contents
Given the abundance of the materials we are supposed to cover, students are responsible to read all the materials in the perspective chapters even if the instructor does NOT introduce them all in the lecture because of the time constraint. However, students are always welcome to discuss with the professor.

Assignment

Four homework assignments from the textbook will be assigned. Assignment questions may include definitions, short answer questions, and essay. Detail work on the assignments and full understanding of the fundamental concepts would help a lot in terms of class participation, discussions, presentations, and midterm paper report.

Communication with the Instructor

If you want to have a long discussion (over 10 minutes) with me, please make an appointment with me in advance according to my office hours. While I am usually at my office, I can’t guarantee that I can always talk to you. Please use email to contact me if you can’t visit my office in person. I am known for answering email promptly. I will NOT answer any questions about the homework assignments, term paper, or any other kind of work on the due day. Early communication with me regarding to all kinds of your work is welcome.

Course Policies

Electronic Device Policy
Electronic devices are required to be turned off in the classroom. Calculators and computers are prohibited during examinations unless otherwise specified. Laptop and/or personal computing devices may be used in lecture for the purpose of taking notes.

Attendance Policy
Students are expected to attend all scheduled classes. If you miss an assignment due date or other changes because you are absent, it is your responsibility. It is also your responsibility to obtain notes and possible changes in the schedule from other students if you are absent. TA will record your attendance situation each hour and you have to sign in and sign out on the attendance sheet every time we meet.

Assignment Policy (Midterm Individual Term Paper)
For all homework assignment submissions, make sure you type your name, student ID, exercise number and submission date on the cover page (required). All homework assignments must be typewritten. If an exercise requires multiple sheets, you must staple them together. Do not staple different assignments together. Disorganized assignments (pages out of order, mislabeled, no cover page, unreadable, etc.) will receive at most 50% of the full credits. If there are multiple sheets to be handed in, you should sequence them according to the order you were instructed to do. Late homework assignments, projects, or any other kind of work past due within one week will receive at most 50% of the full credits. Any work that is past due more than one week will receive no credits at all.
I expect all homework assignments to be your original work. This means that you have your hands on the keyboard when you are doing the homework and that all files and printouts are created by you.

Appeals Policy
To appeal a grade, contact your instructor within 7 days after the homework assignment/group project being returned. Overdue appeals will not be considered.

Incomplete Grade Policy
In most cases, students will not be given an incomplete grade in the course unless they have sound reason and documented evidence. A student who receives an incomplete must have completed or passed a significant portion of the course.

Disabilities Policy
Please notify the instructor during the first 2 weeks of any accommodations needed for the course.

Academic Misconduct
Students are expected to uphold the school’s standard of conduct relating to academic honesty.

Grading Policy:

Midterm Paper Presentation 50 points
Midterm Paper 100 points (due at the end May)
Assignments (4) 100 points
Journal Article Discussions 150 points
End-of-Chapter Case Presentations 50 points
Class Participation (including attendance And the instructor’s observation) 100 points
Total Possible Points 550 points

*For Ph.D. students: the assignments are 4 journal article (selected by the instructor) presentations and 1-page reports (should include value of the study, gap filled in the study, theoretical foundation, methodology appropriateness, and contributions of the study) and hence learning goal 5 is also measured.