DISCIPLINE SYLLABUS

1. Program Information

1.1 Higher-Education Institution
“Lucian Blaga” University of Sibiu

1.2 Faculty
Faculty of Economic Sciences

1.3 Department
Management, Marketing and Business Administration

1.4 Study Domain
Management

1.5 Study Level
Master

1.6 Study Program / Qualification
Business Management

2. Discipline Information

2.1 Discipline name
Knowledge Management

2.2 Course Teacher
Associate Professor Ph.D. Ramona Todericiu

2.3 Seminar Teacher
Associate Professor Ph.D. Ramona Todericiu

2.4 Year of Study
I

2.5 Semester
II

2.6 Evaluation Type
E

2.7 Discipline Type
C

3. Estimated Total Time (hours/semester for teaching activities)

3.1 Hours/Week
4

Out of which:
3.2 course
2

3.3 seminar/laboratory
2

3.4 Total hours from learning plan
56

Out of which:
3.5 course
28

3.6 seminar/laboratory
28

Learning time schedule

Hours

Learning by using course materials, references and personal notes
20

Additional learning by using library facilities, electronic databases and on-site information
24

Preparing seminars/laboratories, homework, portfolios and essays
21

Tutorial activities
2

Exams
2

Other activities
67

3.7 Total individual study hours
67

3.9 Total hours per semester
125

3.10 ECTS
5

4. Preconditions (if needed)

4.1 curriculum
Management, Human Resources

4.2 competences
Communication skills, team work

5. Conditions (if needed)

5.1. course related

5.2. seminar/laboratory related
6. Developed competences

| Professional | • Knowledge networking;  
|             | • Possessing factual and theoretical knowledge;  
|             | • Process mapping;  
|             | • Finding and accessing information;  
|             | • Ability to apply information;  
|             | • Motivation;  
|             | • Intellectual capabilities.  
| Transversal | • Communication skills;  
|             | • Information processes;  
|             | • Strategic thinking;  
|             | • Leadership and organizational skills;  
|             | • Problem solving;  
|             | • Conceptual thinking.  

7. Course objectives (resulted from developed competencies)

| 7.1 Main course objective | • This course will give an introduction to and an overview of the field of Knowledge;  
|                           | • Develop intellectual skills: study independently carry out scientific research.  
| 7.2 Specific course objectives | • Familiarizing students with concepts related to specific Knowledge management;  
|                                | • Proper use of concepts, categories, subject-specific concepts.  

8. Content

8.1 Course

| 1. Introduction: importance and timeliness of the concept; Why should we be interested in Knowledge Management today. | Teaching methods | Observation |
|                                                                                                                     | Lecture, interaction with master students, presenting examples from real business. Lectures are focused on the use of power-point support and access to multimedia resources. | Master students receive all the necessary materials at the beginning of the course (course support, articles, case studies, books, etc.). All these materials are posted on the intranet from where students can download. Recommended course support preparation prior to attending to easily interact with the professor and peers in the classroom. |

Debate course, questioning, explanation, exercise, case study, heuristic conversation, conversation catechetical methods and techniques of critical thinking  
 idem
<table>
<thead>
<tr>
<th>Course</th>
<th>Topics</th>
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<tbody>
<tr>
<td>3. <strong>Innovation process</strong>, Romania - major problems; The challenges for the managers of Romanian organizations; Horizon 2020 - EU research and innovation.</td>
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<tr>
<td>4. <strong>Intangible assets</strong>: Definition, Components, Features, Importance; <strong>Intellectual capital</strong>: Definition, Components, Importance, Strategies for Managing Human Capital; The investment in human capital - priority in the development strategy; Universities and the development of human capital; Maximizing the intellectual capital of the organization.</td>
<td>idem</td>
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<tr>
<td>5. <strong>Knowledge – a perspective of the 21st century</strong>: the three concepts: data, information and knowledge and the relationships between them; the typology of knowledge, the categories of knowledge; the importance of knowledge in the 21st century. Managing Tacit and Explicit Knowledge; SECI model Best Ways to Transfer Tacit Knowledge; Knowledge Transfer at the Workplace Knowledge Sharing</td>
<td>Lecture, interaction with master students, presenting examples from real business. Lectures are focused on the use of powerpoint support and access to multimedia resources.</td>
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<td>6. <strong>Knowledge society</strong>: the importance of the concept; the definition; the characteristics; <strong>Knowledge based economy</strong>: the importance of the concept; the definition; the characteristics, the principles of the new economy and the opportunities; the threats for the organization created by the new economy; The global objectives for the transition of Romanian to the knowledge economy; Workforce Development in a Skills-Based Economy. Leadership in the Knowledge Society</td>
<td>idem</td>
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<td>7. <strong>Knowledge-based organization</strong>: definition; characteristics of the knowledge-based organization; features of the knowledge-based organizations; Why is it important for an organization to become a learning organization? What were the barriers for organizations to become learning organizations? Creating a Culture of Innovation</td>
<td>idem</td>
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<tr>
<td>8. <strong>Knowledge worker</strong>: Knowledge Workers and Knowledge Work; Redefining knowledge work and knowledge workers; The job characteristics of knowledge workers; Mapping networks of experts; Managing Knowledge worker.</td>
<td>idem</td>
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<tr>
<td>9. <strong>Knowledge Management</strong>: definitions; principles; methods and techniques; goals and objectives; Knowledge Management System - step by step; The Stages of Development of KM; KM Issues; How to implement knowledge management in an organization; Benefits Of Knowledge For The Enterprise; Knowledge Management Roles and Responsibilities.</td>
<td>idem</td>
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</tbody>
</table>
10. **Knowledge Maps**: brief description; history; when to use; the most common way of presenting a knowledge map; how to use; the importance for the company, the difficulty to replace it; The key principles of knowledge mapping; Benefits of Knowledge Mapping:

<table>
<thead>
<tr>
<th>Teaching methods</th>
<th>Observation</th>
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<tr>
<td>Students are advised to read all the recommended materials and prepare the case studies prior to attending the seminar.</td>
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</tbody>
</table>

**Bibliography**

- Dalkir, K. (2005), *Knowledge Management in Theory and Practice*, [link](http://books.google.ro/books?id=QeC61an8glkC&printsec=frontcover&hl=ro#v=onepage&q&f=false)
- Mishra, J.K. (2009), *Knowledge Management*, [link](http://books.google.ro/books?id=IxNrWLzE36sC&pg=PR3&hl=ro&source=gbs_selected_pages&cad=3#v=onepage&q&f=false)
- Nicolescu, O., Nicolescu, L. (2005), *Economia, firma și managementul bazate pe cunoaștințe*, Editura Economică, București

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<tr>
<th>8.2 Seminar/laboratory</th>
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</table>

Romania and the Lisbon Agenda- the entrance in the EU and economic competitiveness.

The impact of the Europe 2020 strategy on the evolution of the knowledge economy in Romania

The Impact of intellectual capital on the organization's performance.
The development of the intellectual capital - the current Romanian context
The investment in human capital - priority in the development strategy
Knowledge creation, acquisition, codification, classification - organization
The importance of knowledge in the development of organizations
The importance of identifying, developing and using knowledge in the organizations
The knowledge worker in the context of management, organization and culture

Debates on topics presented during the course, questioning, case study, presentations of papers

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<tr>
<td>idem</td>
<td>idem</td>
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<tr>
<td>Knowledge worker performance in the organization's strategy</td>
<td>Debates on topics presented during the course, questioning, case study, presentations of papers</td>
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<td>-----------------------------------------------------------</td>
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<tr>
<td>The transition to the knowledge based economy in Central and Eastern Europe</td>
<td>Romanian and the knowledge based economy</td>
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<tr>
<td>The knowledge based economy in the emerging countries</td>
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<tr>
<td>Knowledge management and organizational development</td>
<td>Measurement of KM performance and benefits</td>
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<tr>
<td>Map the knowledge in your organization and identify your knowledge and skills</td>
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</tbody>
</table>

**Bibliography**

- Mohanta (2010), *Knowledge worker productivity improvement processes, technologies and techniques in defence R&D laboratories: an evaluative study*, Bharath University, School of Management Studies

9. Conjunction of the discipline’s content with the expectations of the epistemic community, professional associations and significant employers of the specific teaching program
### 10. Evaluation

<table>
<thead>
<tr>
<th>Activity type</th>
<th>10.1 Evaluation Criteria</th>
<th>10.2 Evaluation Methods</th>
<th>10.3 Percentage in the Final Grade</th>
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<tbody>
<tr>
<td>10.4 Course</td>
<td>Class participation</td>
<td>Questions &amp; Answers</td>
<td>30%</td>
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<tr>
<td>10.5 Seminar/laboratory</td>
<td>Case studies, work during the semester (realization and presentation of six papers)</td>
<td>Team Presentation</td>
<td>60%</td>
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<td>Assessment of acquired knowledge</td>
<td>Final exam</td>
<td>10%</td>
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**10.6 Minimum performance standard**
- To promote students must obtain at least 65 points (65%) of 100 (100%)

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**Fill-in Date**
- 01.10.2016

**Signature of Course Teacher**
- ........................................

**Signature of Seminar Teacher**
- ..............................

**Department Acceptance Date**
- ..............................

**Signature of Department Director**
- ..............................