

SYLLABUS

PANJAB UNIVERSITY

M.Com. (4th Semester)

Paper: 2 MC. 402 - Knowledge Management

Objective : *The main aim of the course is to create awareness amongst the students to know the details of Knowledge Management in the changing scenario and its significance in framing the business strategy.*

Unit – I

Concept of knowledge, Major Philosophical Schools, Knowledge in economic and management theories, Knowledge as competitive resource, Knowledge intensive organization, Knowledge value chain.

Unit – II

Knowledge management systems, Barriers to knowledge sharing, Expert systems.

Unit – III

Knowledge creation as a tool of excellence, tacit and explicit knowledge, Models of knowledge creation process, Critical enabling conditions, Cross leveraging knowledge.

Unit – IV

Knowledge management strategy and business strategy, Knowledge architecture, Organizational design for knowledge management, Role of Top and Middle management, Knowledge based reward systems