

國立東華大學資訊管理學系教學大綱/計畫表 (Spring 2024)

2024/2/21 修訂 (v1)

Course No. IM_50040 / BM_80200 Course Time: Thursday 9:10~12:00 A.M.

Course Name: 知識管理專題 Topics on Knowledge Management

Instructor: 江志卿 (Jerry C. Chiang) Contact: jerry@gms.ndhu.edu.tw; 890-3114

Location: 管 C210 Office Hour: Wed. 12:10~2:10 P.M., D313,
by appointment

Objectives: By introducing and analyzing essential issues on knowledge management (KM), this course aims to develop students' competencies to explain the concepts, theories, and technologies that provide the foundation for KM, to understand how KM helps businesses achieve their core objectives, and how to use KM in business problem solving and improve competitive advantages. To achieve the above goals, selected papers and term project / paper are chosen as tools to enhance the processes of students' learning. Students need to absorb and present selected papers as well as assignments based on their understanding and finally, propose a feasible KM proposal to fulfill the course requirements.

Textbook: 1. Becerra-Ferandez, I., Gonzalez, A., and Sabherwal, R. *Knowledge management: Challenges, solutions, and technologies*. Upper Saddle River, NJ: Pearson Prentice Hall, 2004.
2. **Becerra-Ferandez, I., and Sabherwal, R. *Knowledge management: Systems and processes*. 711 Third Avenue, NY: Routledge, 2015.**

References: 1. Becerra-Ferandez, I., and Leidner, D. (Ed.) *Knowledge Management: An evolutionary view*. Armonk, NY: M.E. Sharpe, 2008.
2. **Dalkir, K. *Knowledge management in theory and practice*. 3rd, Cambridge, Massachusetts: The MIT Press, 2017.**
3. Davis, J., Subrahmanian, E., and Westerberg, A. *Knowledge management: Organizational and technological dimensions*. New York: Physica-Verlag Heidelberg, 2006.
4. Jashapara, A. *Knowledge management: An integrated approach*. 2nd, Edinburgh Gate, Harlow, England: Pearson Education Limited, 2011.
5. Jennes, M.E. *Knowledge discovery, transfer, and management in the information age*. Hershey, PA: IGI Global, 2014.
6. Nonaka, I. (Ed.) *Knowledge management: Critical perspectives on business and management*. London, England: Routledge, 2005.

KMS: <http://134.208.97.49/KM>

Teaching materials and relevant information will be placed at KMS or 東華 e 學苑.

Selected Papers:	S1. Alavi, M., and Leidner, D. E., 2001. Review: Knowledge management and knowledge management systems: Conceptual foundations and research issues, <i>MIS Quarterly</i>, 25 (1), pp. 107-136. S2. Grover, V., and Davenport, T. H., 2001. General perspective on knowledge management: Fostering a research agenda, <i>Journal of Management Information Systems</i>, 18 (1), pp. 5-21. S3. Tiwana, A., 2009. Governance-knowledge fit in systems development projects, <i>Information Systems Research</i>, 20 (2), pp. 180-197. S4. Zhang, X., and Venkatesh, V., 2017. A Nomological network of knowledge management system use: Antecedents and consequences, <i>MIS Quarterly</i>, 41 (4), pp. 1275-1306. S5. Subramani, M., Wagle, M., Ray, G., and Gupta, A., 2021. Capability Development through Just-In-Time Access to Knowledge in Document Repositories: A Longitudinal Examination of Technical Problem Solving, <i>MIS Quarterly</i>, 45 (3), pp. 1287-1308. S6. Bock, G.W., Zmud, R.W., Kim, Y.G., and Lee, J.N., 2005. Behavioral intention formation in knowledge sharing: Examining the roles of extrinsic motivators, social-psychological forces, and organizational climate, <i>MIS Quarterly</i>, 29 (1), pp. 87-111. S7. Huang, K.Y., Chengalur-Smith, I., and Pinsonneault, A. 2019. Sharing is caring: Social support provision and companionship activities in healthcare virtual support communities, <i>MIS Quarterly</i>, 43 (2), pp. 395-423. S8. Wasko, M.M., and Faraj, S., 2005. Why should I share? Examining social capital and knowledge contribution in electronic networks of practice, <i>MIS Quarterly</i>, 29 (1), pp. 35-57. S9. Olivera, F., Goodman, P.S., and Tan, S.S., 2008. Contribution behaviors in distributed environments, <i>MIS Quarterly</i>, 32 (1), pp. 23-42. S10. Choi, S.Y., Lee, H., and Yoo, Y., 2010. The impact of information technology and transactive memory systems on knowledge sharing, application, and team performance: A field study, <i>MIS Quarterly</i>, 34 (4), pp. 855-870. S11. Zhang, X., 2017. Knowledge management system use and job performance: A multilevel contingency model, <i>MIS Quarterly</i>, 41 (3), pp. 811-840.
Grading:	Grading evaluation is based on * term paper / project (35%), proposal (15%), homework (20%), presentation & review (20%), and class participation (10%) * Please turn in a 2-page proposal by Dec. 16. * The turn-in term paper should not shorter than 15 pages, consisting of background, literature review, model development, and references.

Outline:

Week	Topic	Tentative Schedule
01. Feb. 22	Course overview	
02. Feb. 29	[Foundation Concepts: Theories and Models] Introducing Knowledge Management (KM) Knowledge Management Systems (KMS)	Chap. 1 Practice / Comment
03. Mar. 07	The Nature of Knowledge	Chap. 2, HW1
04. Mar. 14	HW1 Presentation / KM Solutions (I)	Chap. 3
05. Mar. 21	KM Solutions (II) / KM Conceptual Foundations and Research Issues	Chap. 3, HW2 S1
06. Mar. 28	HW2 Presentation / KM Research Agenda [Social and Cultural Issues] Organizational Impacts of KM (I)	S2 Chap. 4
07. Apr. 04	Spring Break	
08. Apr. 11	Organizational Impacts of KM (II) Factors Influencing KM (I)	Chap. 4, HW3 Chap. 5
09. Apr. 18	HW3 Presentation / Governance-Knowledge Fit Factors Influencing KM (II)	S3 Chap. 5
10. Apr. 25	[Knowledge Management Assessment and Payoff] KM Assessment of An Organization	Chap. 6
11. May 02	[Knowledge Discovery / Knowledge Creation] Knowledge Discovery Systems	Chap. 13, HW4
12. May 09	Proposal Presentation / HW4 Presentation	
13. May 16	Antecedents and Consequences of KMS / Capability	S4, S5
14. May 23	[Knowledge Sharing] Extrinsic Motivation, Organizational Climate, and KM Social Capital and Social Support	S6 S7
15. May 30	[Knowledge Contribution / Knowledge Application] Social Capital and Knowledge Contribution Contribution Behaviors	S8 S9
16. June 06	[KM Effectiveness and Competitive Advantages] Knowledge Sharing, Application, and Team Performance KMS and Job Performance	S10 S11
17. June 13	Term Paper Presentation	
18. June 20	教師彈性補充教學：Make-up Class	

HW: Homework; S#: the selected paper #

Online course: <https://meet.google.com/fbx-tmam-hko>

[The lecturer reserves the right to amend the contents of syllabus]