

COURSE DESCRIPTIONS

Faculty	Business				
Department	Business administration			NQF level	5
Course Title	knowledge management	Code	302373	Prerequisite	management principles 1
Credit Hours	3 hours	Theory	**	Practical	*
Course Leader	Dr. Nader Aljawarneh	email	n.jawarneh@jadara.edu.jo		
Lecturers	Dr. Nader Aljawarneh	emails	n.jawarneh@jadara.edu.jo		
Lecture time	12:15-11	Classroom	College of Business building	Attendance	Online learning
Semester	Summer 2020/2021	Production	2020	Updated	25/8/2021

Short Description

This course deals with the concept, characteristics, design and methods of knowledge, knowledge life cycle and its management approaches, leveraging and innovation approach, strategic knowledge management, knowledge economy, learning and learning organizations, knowledge management and management information systems, knowledge management ethics, and customer relationship management.

Course Objectives

- 1- Recognize the importance and role of knowledge management in rationalizing administrative decisions.
- 2- Learn how to make administrative decisions in different environments.
- 3- Recognize the importance of information technology.
- 4- Learn about the uses of information technology at the present time.
- 5- How to use information technology in customer relationship management.
- 6- Identify the enterprise resource planning systems.
- 7- Recognize the government's use of information technology and its application.

Course Intended Learning Outcomes (CILOs)

A. Knowledge - Theoretical Understanding

When you complete the course requirements, the graduate will be able to:

- a1. Recognize the concept of knowledge management, knowledge patterns, and knowledge management processes.

B. Knowledge - Practical Application

When you complete the program requirements, the graduate will be able to:

- a2. Realizing the importance of information technology in the process of obtaining information and the decision-making process.

C. Skills - Generic Problem Solving and Analytical Skills When you complete the program requirements, the graduate will be able to:	
b1. Ability to use information technology in making administrative decisions	
D. Skills - Communication, ICT, and Numeracy When you complete the program requirements, the graduate will be able to:	
b2. The ability to use information technology in government transactions	
E. Competence: Autonomy, Responsibility, and Context When you complete the program requirements, the graduate will be able to:	
c1. The ability to use information technology and smart phones in all business transactions	
Teaching and Learning Methods	
1- Discuss case studies in the classroom. 2- Use the brainstorming method to solve problems. 3- Discussion and dialogue. 4- Participatory learning through group assignments in the classroom. 5- Learning through inquiry, direct learning. 6- Providing home and group assignments in the classroom. 7-Methods of self-learning and distance learning: Learning by doing, direct teaching, case studies , project based learning , problem solving.	
Assessment Methods	
There will be two separate examinations: midterm and final, in addition to homework and assignments, quizzes, and participation, and the student's overall performance will be evaluated according to the following distribution: 1- Preparing research projects. 2- Short Practical Tests. 3- Class workshops. 4- Power point. 5- Research or report on a topic within the study plan.	

Course Contents					
Week	Hours	CILOs	Topics	Teaching & Learning Methods	Assessment Methods
1+2	3	a1	Chapter One: The concept and nature of knowledge management	Distance learning lecture + data show	Individual and group discussion
3	3	a2	chapter two: information technology	Distance learning, lecture, presentation from the student, and group discussion, data show	Individual and group discussion
4	3	a2	Chapter Three: E-Commerce	Distance learning, lecture ,presentation from the student, and group discussion	Short exams + quarterly + individual discussion

5+6	3	b1	Chapter Four: E-commerce	Distance learning, lecture ,presentation from the student, and group discussion	Semester exams + individual and group discussion
7+8	3	b1	Chapter Five: Managing customer relationships using information technology	Distance learning, lecture ,presentation from the student, and group discussion	Individual and group discussion
9+10	3	c1	Chapter Six: Enterprise Resource Planning Systems	Distance learning, lecture ,presentation from the student, and group discussion	Individual and group discussion
11+12	3	c1	Chapter Seven: Cloud Computing	Distance learning, lecture ,presentation from the student, and group discussion	Individual and group discussion
13	3	c1	Chapter Eight: Smartphone Applications	Distance learning, lecture ,presentation from the student, and discussion	Individual and group discussion
14+15	3	b2	Chapter Nine: E-Government	Distance learning, lecture ,presentation from the student, and discussion	Individual and group discussion

Infrastructure	
Textbook	Abdul-Sattar Al-Ali, Amer Kandalji, Ghassan Al-Omari, (2005). Introduction to Knowledge Management, Amman: Dar Al-Masira for Publishing and Distribution. Nader Jawarneh, Khaled Al-Omari, Ziyad Al-Omari, Abdullah Obeidat, (2021) Electronic Business Administration, Amman: Supplying Publishers and Distributors.
References	<p>1- Ashton, Chris 2002, Strategic Performance Evaluation, Knowledge and Intellectual Assets, translated by Ola Ahmed, Limec Publications, Cairo.</p> <p>1- Albregts, j (2000),Your Biggest Asset is your Workforce.www.EBScohost.24/11/2003</p> <p>2- Anthes,Gary (2015). Estonia: A Model for e-Government,Communications of the ACM,(58) 6, 18-20.</p> <p>3- Khrawish, Husni Ali (2014). Department of Banking and finance,Faculty of Economics & Administrative Sciences, Hashemite University,alzarka,Jordan.</p>

Required reading	Nader Jawarneh, Khaled Al-Omari, Ziyad Al-Omari, Abdullah Obeidat, (2021) Electronic Business Administration, Amman: Supplying Publishers and Distributors.
Electronic materials	There is an electronic material + E-learning
Other	/ Website /

Course Assessment Plan							
Assessment Method		Grade	CILOs				c1
			a1	a2	b1	b2	
First(Midterm)		30	6	6	6	6	6
Second (if applicable)							
Final Exam		50	10	10	10	10	10
Coursework		20					
Coursework assessment methods	Assignments	5	1	1	1	1	1
	Case study						
	Discussion and interaction	5	1	1	1	1	1
	Group work activities						
	Labtests and assignments						
	Presentations						
	Quizzes	10	2	2	2	2	2
Total		100					

Plagiarism
<p>Plagiarism is claiming that someone else's work is your own. The department has a strict policy regarding plagiarism and, if plagiarism is indeed discovered, this policy will be applied. Note that punishments apply also to anyone assisting another to commit plagiarism (for example by knowingly allowing someone to copy your code).</p> <p>Plagiarism is different from group work in which a number of individuals share ideas on how to carry out the coursework. You are strongly encouraged to work in small groups, and you will certainly not be penalized for doing so. This means that you may work together on the program. What is important is that you have a full understanding of all aspects of the completed program. In order to allow proper assessment that this is indeed the case, you must adhere strictly to the course work requirements as outlined above and detailed in the coursework problem description. These requirements are in place to encourage individual understanding, facilitate individual assessment, and deter plagiarism.</p>