UNIVERSIDADE LUSÍADA
LISBOA

Course Unit Program
KNOWLEDGE MANAGEMENT

Academic Year 2023/2024

1. Organic Unit

Faculty of Business and Economic Sciences

2. Course

HUMAN RESOURCE MANAGEMENT AND ORGANIZATIONAL ANALYSIS

3. Cycle

2nd

4. Course Unit

KNOWLEDGE MANAGEMENT (N3105)

5. Scientific Area

6. Curricular Year

1st

7. Type of Curricular Unit / Semester

1st Semester

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8. Class type and workload (work time)

Practical classes:	0,00
Theoretical-Practical Classes	15,00
Tutorial Guidance:	20,00

9. ECTS Credits

7,50

10. Scientific Area Coordinator

11. Regent

Prof. Doutor NUNO TIAGO CLÁUDIO LEITÃO BAPTISTA

12. Assistants

13. Teaching Language

Portuguese

14. General Objectives

In a context of information and knowledge society, this course focuses on the fundamentals of knowledge management, focusing on aspects related to the development of integrated knowledge management systems.

15. Specific Objectives

Understand the fundamental issues of knowledge management applied to organizations, namely:

1. Current and future perspectives of knowledge management systems.
2. The role of information in the organization and functioning of companies in order to enhance knowledge.
3. The importance of knowledge management strategies.
4. The main knowledge management tools.

16. Skills to be acquired

This course provides skills and methodologies on the issues crucial to knowledge management in organizations, through management systems and models, namely: making decisions using instruments, methods and techniques, in order to obtain results and satisfaction of employees and customers.

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17. Teaching Methodology

Exposition of the theoretical contents defined in the UC program
Analysis and discussion of practical cases and scientific articles.

18. Course Unit Program

1. Introduction to knowledge management
2. Knowledge management in organizations
3. Strategies for knowledge management
4. Barriers and obstacles to knowledge management
5. Stakeholders in the knowledge management process
6. The management of intellectual capital
7. Leadership in knowledge management
8. The role of information technologies in knowledge management
9. The importance of organizational culture in the creation and sharing of knowledge
10. Practical implementation of a knowledge management system

19. Assessment Methods

Group assignment

20. Didactic Resources

Bibliography
Scientific articles
Case Studies

21. Sustainability Objectives

SDG 4, SDG 8, SDG 12

22. Keywords

Knowledge management
Information systems
Knowledge Systems

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23. Main Bibliography

Author(s):	North, K. and Kumta, G.		
Title:	Knowledge Management. Value Creation Through Organizational Learning		
Edition:	2ª	Year:	2018
Local:	Berlim		
Publisher:	Springer		

Author(s):	Pasher, E. and Ronen, T.		
Title:	The Complete Guide to Knowledge Management: A Strategic Plan to Leverage Your Company's IC		
Edition:	1ª	Year:	2011
Local:	Nova Jersey		
Publisher:	Wiley		

Author(s):	Lambe, P. and Milton, N.		
Title:	The Knowledge Manager's Handbook: A Step-by-Step Guide to Embedding Effective Knowledge Management i		
Edition:	2ª	Year:	2019
Local:	Londres		
Publisher:	KoganPage		

24. Complementary Bibliography

Author(s):	Maier, R.		
Title:	Knowledge Management Systems. Information and Communication Technologies for Knowledge Management		
Edition:	2ª	Year:	2004
Local:	Berlim		
Publisher:	Springer		

Author(s):			
Title:			
Edition:		Year:	
Local:			
Publisher:			

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Ficha técnica MIP / MIP Datasheet	
Título / Title	Course Unit Program 'GESTÃO DO CONHECIMENTO': Academic Year 2023/2024
Autor / Author	Prof. Doutor NUNO TIAGO CLÁUDIO LEITÃO BAPTISTA
Classificação / Classification	-
Descritores / Descriptors	-
Colaborador(es) / Colaborator(s)	-
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