

UČNI NAČRT / COURSE SYLLABI

Marec, 2017

Predmet / Course	Sistemi managementa znanja / Knowledge Management Systems
Šifra predmeta / Course Code	B21SISMZ-SMZ-MZ
Nosilec predmeta / Course Coordinator	doc. dr. Srečko Natek / izr. prof. dr. Valerij Dermol
Vrsta predmeta / Type of the course	obvezni/compulsory
Jezik / Language - Vaje / Tutorials - Predavanja / Lecture	Slovenski / Slovene, - Slovenski / Slovene, -
Študijski program / Programme	Management znanja (2. stopnja) / Knowledge management (2nd Cycle)
Letnik / Year	1.
Primarno študijsko področje / Primary Study Field	Matematika, metodologija, statistika in informatika (Klasius 46 in 48)
Pogoji za vključitev / Requirements	/

Predavanja Lectures	Vaje Tutorials	Druge oblike študija Other Type of Study	Samostojno delo Individual work	Ure dela Work hours	ECTS
24	12	0	189	225	9

a) Vsebina / Content:

1. Znanje, intelektualni kapital in njegovo merjenje. 2. Procesi, mehanizmi in tehnologije managementa znanja. 3. Organizacijsko učenje, management znanja in učeča se organizacija. 4. Infrastruktura managementa znanja in sistemi managementa znanja (SMZ). 5. IT za podporo SMZ: pregled SMZ. 6. IT za podporo SMZ: sistemi umetne inteligence. 7. IT za podporo SMZ: sistemi za podporo (skupinskega) odločanja in sodelovanja ter spletni SMZ. 8. IT za podporo SMZ: podatkovna skladišča ter analitične rešitve iskanja, izmenjave in uporabe znanja. 9. IT za podporo SMZ: podatkovno rudarjenje za odkrivanje znanja organizacije.	1. Knowledge, intellectual capital and its measurement. 2. Knowledge management processes, technology and mechanisms. 3. Organizational learning, knowledge management and learning organization. 4. Knowledge management infrastructure and knowledge management systems (KMS). 5. IT 6. IT for KMS support: review. 7. IT for KMS support: (group) decision and collaboration support systems and web KMS. 8. IT for KMS support: data warehouses and analytical solutions for searching, exchanging and using of knowledge. 9. IT for KMS support: data mining for organizational knowledge discovery.
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Splošne kompetence / General Competencies:

<i>Študent bo pridobil znanje in spretnosti na naslednjih splošnih vsebinskih področjih:</i> SPL1: Delo s podatki in informacijami; SPL4: Sodelovalno, timsko delo, delo v skupini; SPL8: Spretnosti kritičnega mišljenja; SPL9: Ustvarjanje novih zamisli (ustvarjalnost); SPL11: Spretnosti organiziranja in načrtovanja (npr. lastnega dela, dela drugih);	<i>Student will acquire knowledge and skills in the following general areas:</i> SPL1: Work with data and information; SPL4: Cooperation, team work, group work; SPL8: Critical thinking; SPL9: Creativity; SPL11: Organising and planning skills;
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Predmetno specifične kompetence / Course Specific Competencies:

<i>Študent bo pridobil znanje in spretnosti na naslednjih specifičnih vsebinskih področjih:</i>	<i>Student will acquire knowledge and skills in the following specific areas:</i>
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PSP4: Metode in orodja za analizo notranjega in zunanjega okolja in določanje razvojnih perspektiv organizacije; PSP12: Informacijski sistemi in programska oprema na vsebinskem področju predmeta; PSP16: Raziskovalna metodologija na vsebinskem področju predmeta; PSP18: Splošna razgledanost na vsebinskem področju predmeta.	PSP4: Methods and tools for analysis of an organisation and its environment to identify perspectives; PSP12: Information systems and software in the fields of the course; PSP16: Research methodology in the fields of the course; PSP18: General overview of the course content area.
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Predvideni študijski izidi / Intended Learning Outcomes:

<i>Študent bo dosegel naslednje študijske izide:</i>	<i>Student will achieve the following learning outcomes:</i>
<p>1. Razume pomen in metode merjenja intelektualnega kapitala. 2. Kritično presodi procese MZ v organizaciji in njihove izboljšave. 3. Razume procese, mehanizme in tehnologije MZ na ravni posameznika, organizacije in družbe. 4. Primerja različne pristope k upravljanju znanja: organizacijsko učenje, MZ in učeča se organizacija. 5. Pozna različne pristope k načrtovanju MZ. 6. Uporabi spletne sisteme, podatkovna skladišča, analitične rešitve ter sisteme za podporo odločanja in sodelovanja za podporo procesov MZ in enostavnih SMZ. 7. Razume uporabo umetne inteligence za podporo SMZ. 8. Razume uporabo podatkovnega rudarjenja za odkrivanje znanja organizacije. 9. Razume metode in orodja analize socialnih omrežij za analizo procesov MZ. 10. Kritično presodi uporabo IT za podporo SMZ za različne raziskav. 11. Razume vlogo in odgovornosti udeležencev MZ. 12. Razume razliko med podatki, informacijami in znanjem. 13. Uporabi različna spletna orodja za podporo zemljevidov znanja. 14. Pozna informacijsko infrastrukturo MZ in SMZ.</p>	<p>1. Understands the importance and methods of intellectual capital measurements. 2. Critically assess the KM processes and their improvements. 3. Understands the KM processes, mechanisms, and technologies on individual, organizational and society levels. 4. Compares different approach to KM: organizational learning, KM and learning organization. 5. Knows different approach to KM planning. 6. Uses web systems, data warehouses, analytical solutions and decision support and collaboration systems for KM processes and basic KMS. 7. Understands the use of artificial intelligence for KMS support. 8. Understands data mining for organizational knowledge discovery. 9. Uses the social network analysis methods and tools for KM process analysis. 10. Critically assesses the use of KMS support IT for different research. 11. Understands the role and responsibilities of KM participants. 12. Understands the differences between data, information and knowledge. 13. Uses of different web tools for knowledge map support. 14. Knows the KM and KMS infrastructure.</p>

Oblike in metode poučevanja in učenja / Types and Methods of Teaching and Learning

Oblike dela	Frontalna oblika poučevanja; Delo v manjših skupinah; Samostojno delo študenta; E-učenje
Types of Teaching and Learning	Frontal teaching; Work in smaller groups or pairs; Independent student work; E-learning
Metode dela	Razlaga; Razgovor/diskusija/debata; Proučevanje primera; Reševanje nalog; Gost iz prakse; Praktično delo;
Teaching and Learning Methods	Explanation; Conversation/discussion/debate; Case study; Solving exercises; Guest from practice; Practical work;

Načini ocenjevanja v % / Types of Student Assessment

Sprotno ustno ocenjevanje / Oral Assessment	/
Sprotno pisno ocenjevanje / Written Assessment	50 %
Daljši pisni izdelek /Longer written casework ¹ /	/

¹ Seminarska ali projektna naloga, raziskovalna naloga ipd.

Javni nastop s predstavitvijo rezultatov / Presentations ² / Končni pisni izpit / Final written examination Končni ustni izpit / Final oral examination Udeležba in sodelovanje / Participation and cooperation	/ 50 % / /
Lestvica ocenjevanja / Grading scale	številska/numeric

Temeljna literatura / Literature:

1. Jashapara, A. (2011). Knowledge Management: An Integrated Approach. Financial Time Press. 2. Nonaka, I, Toyama, R., Hirata, T. (2008). Managing Flow, A Process Theory of Knowledge-Based Firm. Palgrave Macmillan, 1 - 51 3. ALAVI, Maryam, LEIDNER, Dorothy, E. Review: Knowledge Management and Knowledge Management Systems: Conceptual Foundations and Research Issues. MIS Quarterly 2001. Vol. 25. No. 1, 107 – 136. 4. NATEK, Srečko, ZWILLING, Moti. Knowledge management Systems Support SECI model of Knowledge - creating Process. Proceeding, Make learn 2016, slovenski prevod. 5. Natek, S. E-gradivo. 6. Dermol, V. E-gradivo.

Reference nosilca / Lecturer's references:

1. NATEK, Srečko, ZWILLING, Moti. Student data mining solution - knowledge management system related to higher education institutions. Expert systems with applications, ISSN 0957-4174. [Print ed.], 15 Oct. 2014, vol. 41, iss. 14, str. 6400-6407, ilustr., doi: 10.1016/j.eswa.2014.04.024. [COBISS.SI-ID 12870561], [JCR, SNIP, WoS do 11. 8. 2014: št. citatov (TC): 0, čistih citatov (CI): 0, normirano št. čistih citatov (NC): 0, Scopus do 2. 6. 2015: št. citatov (TC): 2, čistih citatov (CI): 2, normirano št. čistih citatov (NC): 2] 2. NATEK, Srečko, LESJAK, Dušan. Improving knowledge management by integrating HEI process and data models. The Journal of computer information systems, ISSN 0887-4417, summer 2013, vol. 53, no. 4, str. 81-86, ilustr. [COBISS.SI-ID 12043681], [JCR, SNIP, Scopus do 3. 5. 2015: št. citatov (TC): 2, čistih citatov (CI): 1, normirano št. čistih citatov (NC): 3] 3. NATEK, Srečko, LESJAK, Dušan. Integrated higher education information systems - professors' knowledge management tool. Issues in information systems, ISSN 1529-7314, 2011, no. 2, vol. 12, str. 80-86, ilustr. [COBISS.SI-ID 15579957] 4. NATEK, Srečko, LESJAK, Dušan. The process architecture of information systems - higher education institution's managerial tool. Issues in information systems, ISSN 1529-7314, 2010, no. 1, vol. 11, str. 29-34. [COBISS.SI-ID 15193397] 5. NATEK, Srečko, LESJAK, Dušan. Trial work : the way to successful information system project in healthcare. International journal of electronic healthcare, ISSN 1741-8453, 2006, letn. 2, št. 3, str. 223-230. [COBISS.SI-ID 1604823], [SNIP, Scopus do 15. 6. 2014: št. citatov (TC): 2, čistih citatov (CI): 2, normirano št. čistih citatov (NC): 2] 6. Babnik, K., Breznik, K., Dermol, V., Trunk Širca, N. (2014). The mission statement: organisational culture perspective. Industrial management + data systems, 4 (114), 612-627. 7. Dermol V., Čater T. (2013). The influence of training and training transfer factors on organisational learning and performance. Personnel Review, 42 (3), 324-348. 8. Dermol V. (2012). Synergetic effects of training and training transfer factors in organisations. International Journal of Management in Education, 6(3), 212-227. 9. Dermol V. (2010). Influence of training on learning in a company and on company performance. Celje: Mednarodna fakulteta za družbene in poslovne študije. 10. Dermol V. (2013). Learning and creation of knowledge in a company. Celje: Mednarodna fakulteta za družbene in poslovne študije.

² Plakat, naloga, prispevek