



UČNI NAČRT / COURSE SYLLABUS

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.
Pogoji za vključitev / Requirements	/

Predavanja Lectures	Vaje Tutorials	Druge oblike študija Other Type of Study	Samostojno delo Individual work	Ure dela Work hours	ECTS
36	0	0	189	225	9

Vsebina / Content:

<ol style="list-style-type: none">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.	<ol style="list-style-type: none">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 for KMS support: KMS overview.6. IT for KMS support: artificial intelligence.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>Student 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>Student bo pridobil znanje in spretnosti na naslednjih specifičnih vsebinskih področjih:</i> PSP4: Metode in orodja za analizo notranjega in zunanjega okolja in določanje razvojnih perspektiv organizacije;	<i>Student will acquire knowledge and skills in the following specific areas:</i> PSP4: Methods and tools for analysis of an organisation and its environment to identify perspectives;
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<p>PSP12: Informacijski sistemi in programska oprema na vsebinskem področju predmeta;</p> <p>PSP16: Raziskovalna metodologija na vsebinskem področju predmeta;</p> <p>PSP18: Splošna razgledanost na vsebinskem področju predmeta.</p>	<p>PSP12: Information systems and software in the fields of the course;</p> <p>PSP16: Research methodology in the fields of the course;</p> <p>PSP18: General overview of the course content area.</p>
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Predvideni študijski izidi / Intended Learning Outcomes:

<p><i>Študent bo dosegel naslednje študijske izide:</i></p> <ol style="list-style-type: none"> 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><i>Student will achieve the following learning outcomes:</i></p> <ol style="list-style-type: none"> 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.
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Oblike in metode poučevanja in učenja / Types and Methods of Teaching and Learning

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

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

Temeljna literatura / Literature:

1. DERMOL, Valerij. Ravnanje z znanjem. Harlow [etc.]: Pearson, cop. 2020. VII, 152 str., ilustr. ISBN 978-1-83961-166-7.
2. JASHAPARA, Ashok. Knowledge Management: An Integrated Approach. Harlow [etc.]: Pearson, Financial Times/Prentice Hall, cop. 2011. 356 str. ilustr. ISBN 0273726854, 9780273726852 (zadnja razpoložljiva izdaja)
3. NATEK, Srečko, ZWILLING, Moti. Knowledge management systems support Seci model of knowledge-creating process. V: DERMOL, Valerij (ur.), TRUNK, Aleš (ur.), SMRKOLJ, Marko (ur.). Managing innovation and diversity in knowledge society through turbulent time: proceedings of the MakeLearn and TIIM Joint International Conference, 25-27 May 2016, Timisoara, Romania. Bangkok; Celje; Lublin: ToKnowPress, 2016. Str. 1123-1131, graf. prikazi, tabele. MakeLearn. ISBN 978-961-6914-16-1. ISSN 2232-3309. <http://www.toknowpress.net/ISBN/978-961-6914-16-1/papers/ML16-251.pdf>.

Reference nosilca / Lecturer's references:

Dr. Srečko Natek

1.01 Izvirni znanstveni članek:

NATEK, Srečko, ZWILLING, Moti. Student data mining solution - knowledge management system related to higher education institutions. *Expert systems with applications*. [Print ed.]. 15 Oct. 2014, vol. 41, iss. 14, str. 6400-6407, ilustr. ISSN 0957-4174. DOI: [10.1016/j.eswa.2014.04.024](https://doi.org/10.1016/j.eswa.2014.04.024). [COBISS.SI-ID [12870561](#)], [JCR, SNIP, WoS do 12. 1. 2020: št. citatov (TC): 59, čistih citatov (CI): 59, Scopus do 27. 1. 2020: št. citatov (TC): 85, čistih citatov (CI): 85]

NATEK, Srečko, LESJAK, Dušan. Improving knowledge management by integrating HEI process and data models. *Journal of computer information systems*. summer 2013, vol. 53, no. 4, str. 81-86, ilustr. ISSN 0887-4417. [COBISS.SI-ID [12043681](#)], [JCR, SNIP, Scopus do 26. 2. 2020: št. citatov (TC): 6, čistih citatov (CI): 5]

NATEK, Srečko. The design and the implementation of an health care statistics data warehouse. *Issues in information systems*. 2001, vol. 2, str. 330-336. ISSN 1529-7314. [COBISS.SI-ID [5999132](#)]

1.08 Objavljeni znanstveni prispevek na konferenci:

NIKOLIĆ, Domagoj, NATEK, Srečko. Reassessing tacit knowledge in the experience economy. V: DERMOL, Valerij (ur.). *Integrated economy and society: diversity, creativity and technology: proceedings of the MakeLearn and TIIM International Conference, 16-18 May 2018, Naples, Italy*. Bangkok; Celje; Lublin: ToKnowPress, 2018. Str. 495-503. MakeLearn. ISBN 978-961-6914-23-9. ISSN 2232-3309. <http://www.toknowpress.net/ISBN/978-961-6914-23-9/papers/ML2018-125.pdf>. [COBISS.SI-ID [39519237](#)]

NATEK, Srečko, ZWILLING, Moti. Knowledge codification: the knowledge management systems perspective. V: DERMOL, Valerij (ur.), SMRKOLJ, Marko (ur.). *Management challenges in a network economy: proceedings of the MakeLearn and TIIM International Conference, 17-19 May 2017, Lublin, Poland*. Bangkok; Celje; Lublin: ToKnowPress, 2017. Str. 413-425, ilustr. MakeLearn. ISBN 978-961-6914-21-5. ISSN 2232-3309. <http://www.toknowpress.net/ISBN/978-961-6914-21-5/papers/ML17-084.pdf>. [COBISS.SI-ID [39059205](#)]

¹ Seminarska ali projektna naloga, raziskovalna naloga ipd.

² Plakat, naloga, prispevek

NATEK, Srečko, ZWILLING, Moti. Knowledge management systems support Seci model of knowledge-creating process. V: DERMOL, Valerij (ur.), TRUNK, Aleš (ur.), SMRKOLJ, Marko (ur.). *Managing innovation and diversity in knowledge society through turbulent time: proceedings of the MakeLearn and THIM Joint International Conference, 25-27 May 2016, Timisoara, Romania*. Bangkok; Celje; Lublin: ToKnowPress, 2016. Str. 1123-1131, graf. prikazi, tabele. MakeLearn. ISBN 978-961-6914-16-1. ISSN 2232-3309. <http://www.toknowpress.net/ISBN/978-961-6914-16-1/papers/ML16-251.pdf>. [COBISS.SI-ID 14511777]

ZWILLING, Moti, NATEK, Srečko. Matching self presentaion in internet dating sites to consumer preferences: an innovative matching algorithm. V: DERMOL, Valerij (ur.), SMRKOLJ, Marko (ur.), ĐAKOVIĆ, Goran (ur.). *Human capital without borders: knowledge and learning for quality of life: proceedings of the Management, Knowledge and Learning International Conference 2014, 25-27 June 2014, Portorož, Slovenia*. Management, Knowledge and Learning International Conference 2014, 25-27 June 2014, Portorož, Slovenia. Bangkok; Celje; Lublin: ToKnowPress, 2014. Str. 1175-1182, ilustr. MakeLearn. ISBN 978-961-6914-09-3. ISSN 2232-3309. <http://www.toknowpress.net/ISBN/978-961-6914-09-3/papers/ML14-713.pdf>. [COBISS.SI-ID 12940705]

NATEK, Srečko, ZWILLING, Moti. Data mining for small students data set: knowledge management system for higher education teachers. V: DERMOL, Valerij (ur.), TRUNK ŠIRCA, Nada (ur.), ĐAKOVIĆ, Goran (ur.). *Active citizenship by knowledge management & innovation: proceedings of the Management, Knowledge and Learning International Conference 2013, 19-21 June 2013, Zadar, Croatia*. Bangkok; Celje; Lublin: ToKnowPress, 2013. Str. 1379-1389. MakeLearn. ISBN 978-961-6914-01-7, ISBN 978-961-6914-02-4. ISSN 2232-3309. <http://www.toknowpress.net/ISBN/978-961-6914-02-4/papers/ML13-466.pdf>. [COBISS.SI-ID 11962529]

Dr. Valerij Dermol

1.01 Izvirni znanstveni članek:

BABNIK, Katarina, TRUNK ŠIRCA, Nada, DERMOL, Valerij. Individuals learning in work teams: support to knowledge management initiatives and an important source of organizational learning. V: ABRUDAN, Ioan (ur.). *Challenges and innovations in management and leadership, (Procedia - social and behavioral sciences, ISSN 1877-0428, vol. 124)*. New York: Elsevier. 2014, str. 178-185, ilustr. <http://www.sciencedirect.com/science/article/pii/S1877042814020230>, doi: 10.1016/j.sbspro.2014.02.475. [COBISS.SI-ID 12614561], [SNIP, WoS do 8. 3. 2020: št. citatov (TC): 9, čistih citatov (CI): 9, čistih citatov na avtorja (CIAu): 3.00].

DERMOL, Valerij. Relationship between learning, knowledge creation and organisational performance. *Analele științifice ale Universității "Al.I. Cuza" din Iași, Științe economice*, ISSN 2068-8717. [Online ed.], 2013, [Vol.] 60, [no.] 1, str. 67-82. http://saaic.feaa.uaic.ro/index.php/saaic/article/view/T06/pdf_24, doi: 10.24778/v10316-012-0034-5. [COBISS.SI-ID 11998625], [Scopus do 26. 3. 2020: št. citatov (TC): 5, čistih citatov (CI): 5, čistih citatov na avtorja (CIAu): 5.00].

DERMOL, Valerij. Relationship between human capital and national culture. *Management*, ISSN 1854-4231, fall 2019, vol. 14, iss. 3, str. 173-184, 249, ilustr. <http://www.fm-kp.si/zalozba/ISSN/1854-4231.htm>, doi: 10.26493/1854-4231.14.173-184. [COBISS.SI-ID 1541979332].

1.08 Objavljeni znanstveni prispevek na konferenci:

DERMOL, Valerij, BREZNIK, Kristijan. Povezovanje za inovativnost slovenskega gospodarstva = Networking for innovation of Slovenian economy. V: BREZOVEC, Aleksandra (ur.), MEKINC, Janez (ur.). *Management, izobraževanje in turizem: solidarnost za socialni kapital: 3. znanstvena konferenca z mednarodno udeležbo, 20.-21. oktober 2011, Portorož: zbornik referatov = proceedings*. Portorož: Turistica, Fakulteta za turistične študije. 2011, str. 296-308, graf. prikazi. [COBISS.SI-ID 15765813]

2.01 Znanstvena monografija:

DERMOL, Valerij. *Ravnanje z znanjem*. Harlow [etc.]: Pearson, cop. 2020. VII, 152 str., ilustr. ISBN 978-1-83961-166-7. [COBISS.SI-ID 40421893].