

From Learning Objects to Knowledge Nuggets

Contextual Model for Workplace Learning On-demand in Practice

PhD Thesis

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University of Paderborn

Pei Wang-Nastansky, M.Sc.

33100 Paderborn, Germany

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Abstract

This thesis contributes to the development and practice in facilitating e-learning effectiveness and efficiency at the workplace. To be agile in business, every knowledge-intensive organization faces the challenge of supporting the non-classroom, non-instructional type of learning on-demand, inseparably interwoven with daily job tasks.

Against this research setting, the thesis presents a context-driven knowledge management model focusing on learning through contextual collaboration at the virtual workplace (CM-WLOD). CM-WLOD comprises a pragmatic meta-data model matching employees' needs of both dealing with daily organizational processes and learning endeavors in an integrated and collaborative fashion. The prototypical implementation of this model denotes a decentralized, learner-generated learning process which is driven by contextual collaboration with digital resources, peers, and experts in an organizational workplace setting. The standpoint is that in addition to content, the enterprise information systems shall provide the employees a set of tools seamlessly merging informational content with the context of job and needs in learning together. CM-WLOD is implemented in a layered approach on top of IBM Lotus Notes and K-pool, a knowledge management system. A variety of practical use-cases and application scenarios is constructively examined. Especially, these cases deal with the ever changing patterns of re-use and re-purposing of information and their underlying re-contextualization in an effective way at the e-workplace.