

BXL631 Innovation for Enhancing Work, Services and Products

Level: 6

Credit Units: 5 Credit Units

Language: ENGLISH

Presentation Pattern: EVERY SEMESTER

Synopsis:

Digital transformation is placing enormous pressures on enterprises, requiring innovation, learning, and change to tackle new issues. The decisions that are made in relation to digital transformation impact the design and quality of work, as well as the quality of services and/or products. In this course we will focus on innovation, particularly, on what innovation means in the light of digital transformation, the quality of work, and what it means in relation to learning. The course will involve dialoguing with enterprises who are taking on these challenges. These examples will enable learners to examine how digital transformation is impacting their own organisation, the design and quality of work, services and products. Learners will gather evidence from their own or a selected organisation to analyse and propose possibilities for enhancing work, services and/or products.

Topics:

- Myth and reality of digital futures.
- Innovation possibilities and potentials
- Augmentation or substitution?
- Implications for the unbundling and re-bundling of job tasks and capabilities
- Innovation and technology
- Rethinking jobs, agency and capability requirements
- Job redesign amidst innovation and change
- The possibilities and limitations of learning technologies
- Adaptive capacities
- Digital transformation and quality services/products – learners’ own experience
- Possibilities for quality, job design and digitalisation
- What next?

Learning Outcome:

- Critique claims made about digital futures
- Appraise trends in digital transformation
- Assess relations between approach to digitalisation, job design, agency and required
- Analyse the impact of digitalisation on job design in an organisation
- Evaluate evidence of digitalisation in an organisation
- Debate on how digitisation improves work, or not

Assessment Strategies (Evening Class):

Components	Description	Weightage Allocation (%)
Overall Continuous Assessment	TUTOR-MARKED ASSIGNMENT 1	30

Overall Continuous Assessment	PARTICIPATION 1	20
Overall Examinable Components	ECA	50
Total		100