

TU-53.1030 Knowledge and competence management (3 cr)

Exam 13.3.2009

If you have read the book *Knowledge management: An integrated approach*, by Jashapara, A. (2004), please answer to the questions 1 - 4.

If you have read the book *Osaamispääoman johtamisesta kilpailuetu*, by Ojala, L. (2008), please answer to the questions 5 - 8.

NOTE: You must choose one set of questions (questions 1 - 4 or questions 5 - 8) and answer to each question in that set. E.g. you cannot answer to for example questions 1, 2, 7 and 8, because it is a mixture of two sets.

You may answer in English, Finnish, or Swedish.

Jashapara & lectures

- 1) Evaluate the differences between *codification strategy* and *personalization strategy*. (max 6 points)
- 2) Evaluate how technological tools / information and communication technologies (ICT) can be applied to share knowledge. (max 6 points)
- 3) Why should organizations transform their tacit knowledge into explicit form? Please, evaluate the implications of the transformation. (max 6 points)
- 4) Explain how organizations (and their employees) accumulate knowledge through different SECI-phases. (max 6 points)

Ojala & lectures

- 5) Evaluate the methods and procedures that can be applied to share *tacit knowledge*. (max 6 points)
- 6) What kinds of methods can be applied to *support, measure and reward* knowledge sharing? (max 6 points)
- 7) Why should organizations transform their tacit knowledge into explicit form? Please, evaluate the implications of the transformation. (max 6 points)
- 8) Explain how organizations (and their employees) accumulate knowledge through different SECI-phases. (max 6 points)