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## TU-53.1030 KNOWLEDGE AND COMPETENCE MANAGEMENT (3 OP)

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EXAM 13.01.2010

Please, answer four questions out of five (if you answer all five questions exam grade will be based on five lowest scoring answers). You may answer in Finnish, Swedish, or English. *FEIL VOL 2*

Please, pay attention on your handwriting. Focus on essentials only in your answer, but remember to explain your arguments and examples thoroughly.

1. Describe the differences between data, information, knowledge and competence. Why and how must these be taken into account in organization's knowledge management? Use real-life examples in your explanations. (max 6 points)
2. Explain the term intellectual capital. How can an organization manage its intellectual capital through different types of intangible capitals/assets? (max 6 points)
3. An ICT company has ten product development teams in 5 different countries. How do *motivation to share*, *opportunities to share* and the *nature of knowledge* affect knowledge sharing between teams? (max 6 points)
4. How can incentives be provided for knowledge sharing? Evaluate the importance of incentives and discuss potential problems associated with them. (max 6 points)
5. Choose two of the three following knowledge management metrics: Benchmarking, Balanced Scorecard and House of Quality. Describe and compare these metrics (4p), and explain how they can be utilized in knowledge management. (2p) (max 6 points)