TU-53.1030 Knowledge and competence management (3 cr)
Exam 14.1.2009

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 Otala, 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) What are "single-loop"-learning and "double-loop"-learning? How are they different? How do these relate with the statement "best way to not succeed is just to continue the same way as before" from the lecture by Arina & Kilpi? (max 6 points)

2) Many employees work in virtual teams. What kinds of problems are related to collaboration in virtual teams? Suggest some solutions to overcome the problems. (max 6 points)

3) How can knowledge management use and gain from information and communication technologies (ICT)? What are the advantages and disadvantages of using ICT in knowledge management? (max 6 points)

4) Many organizations nowadays have employees from many different cultures. How does this diversity of cultures affect organizations' ability to create knowledge? (max 6 points)

Otala & lectures

5) Many employees work in virtual teams. What kinds of problems are related to collaboration in virtual teams? Suggest some solutions to overcome the problems. (max 6 points)

6) Many organizations nowadays have employees from many different cultures. How does this diversity of cultures affect organizations' ability to create knowledge? (max 6 points)

7) Describe knowledge development and sharing methods and procedures that especially emphasize the nature of tacit knowledge. (max 6 points)

8) How can organizations assess their competence (development) needs? (max 6 points)