



TU-53.1030 KNOWLEDGE AND COMPETENCE MANAGEMENT (3 OP)

EXAM 31.05.2010

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

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

1. Compare tacit and explicit knowledge. How does the type of knowledge (e.g. explicit vs. tacit) affect its manageability? (max 6 points)
2. How can tacit knowledge be captured at individual and group levels? Describe different methods of tacit knowledge capture and explain in what situations they are most useful. (max 6 points)
3. Describe the "SECI-model" (knowledge conversion processes). (max 6 points)
4. What is Community of Practice (CoP)? What roles and responsibilities there are in CoPs? (max 6 points)
5. Explain the term intellectual capital. How can an organization manage its intellectual capital through different types of intangible capitals/assets? (max 6 points)
6. How can incentives be provided for knowledge sharing? Evaluate the importance of incentives and discuss potential problems associated with them. (max 6 points)