

# MATURE

## People Tagging for Organizational Development

### A Participatory Approach to Competence Management

Knowing-who is an essential element for efficient knowledge maturing processes, e.g. for finding the right person to talk to. Many approaches like self-descriptions in employee yellow pages, or top-down competence management approaches have largely failed to live up to their promises. Often because information contained in the directories becomes outdated quickly; or is not described in a manner relevant to potential users.

#### THE APPROACH

### Collaborative People Tagging

In MATURE, we are using a lightweight approach based on collaborative tagging as a principle to gather the information about persons inside and outside the company (if and where relevant): individuals tag each other according to the topics they associate with this person. We call this 'people tagging'. In this way, we gain a collective review of existing skills and competencies. Knowledge can be shared and awareness strengthened within the organizational context around who knows what.

This tagging information can then be used to search for persons to talk to in a particular situation. Moreover it can also be used for various other purposes. For instance, human resource development needs to have sufficient information about the needs and current capabilities of

current employees to make the right decisions about training required. Our approach provides a clear indication of:

- What type of expertise is needed?
- How much of the required expertise already exists within the organisation?
- What gaps in specific skills and competencies exist?

soboleo

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programming language:

Results: 4 people found

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#### FOUNDATION

### Collaborative construction of a shared understanding

This needs continuous development of a shared vocabulary (ontology). Competencies usually have an integrating function in the enterprise, bringing together strategic and operational levels, and human resources, and performance management aspects. so that these notions have to be shared by the whole organization (in the ideal case): in consequence we cannot do this without a shared vocabulary – a shared vocabulary which the employees evolve in its usage, i.e. during the tagging or search process.

With our tools, the employees can tag each other with concepts from the shared vocabulary. In the case they want to tag with a topic the existing ontology concepts do not cover (e.g. because the topic is too new or specific), the employees can adapt an existing concept or just

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Strategische Forschung

Ausgewählte Projekte

Veröffentlichungen

Name: Simone Braun (Dipl.-Medienwissenschaftler)

Funktion: Wissenschaftliche Mitarbeiterin

Simone Braun erhielt ihr Diplom der Medienwissenschaft mit Schwerpunkt Computer Supported Cooperative Work (CSCW) an der Bauhaus-Universität Weimar, am FZI und verfolgt b der in ihre Promotion, umunterstützung zur eb 2.0 und Social für das luffichen

MATURE, bei dem es ind zwischen and sie die Arbeiten und

zeug das Social Semantic Bookmarking mit kollaborativer Prozess der Ontologiereifung unterstützt (s. "Ontolog D)

we es um die Unterstützung von kooperativen ahmen des Projektes untersuchte sie die Übertragbarkeit bewussten arbeitsbegleitenden Lernens auf ng informeller Lernprozesse und der Bedeutung sozialer

setzung von Konzepten des kontextbewussten ke Konzepten einer Wissensmanagementstrategie für

SOBOLIO

Annotate People

Name: Simone Braun

Email: braun@fzi.de

New Topic: LaTeX

People's Topics: LaTeX SOBOLIO Google Web Toolkit Eclipse IDE Java MATURE badminton

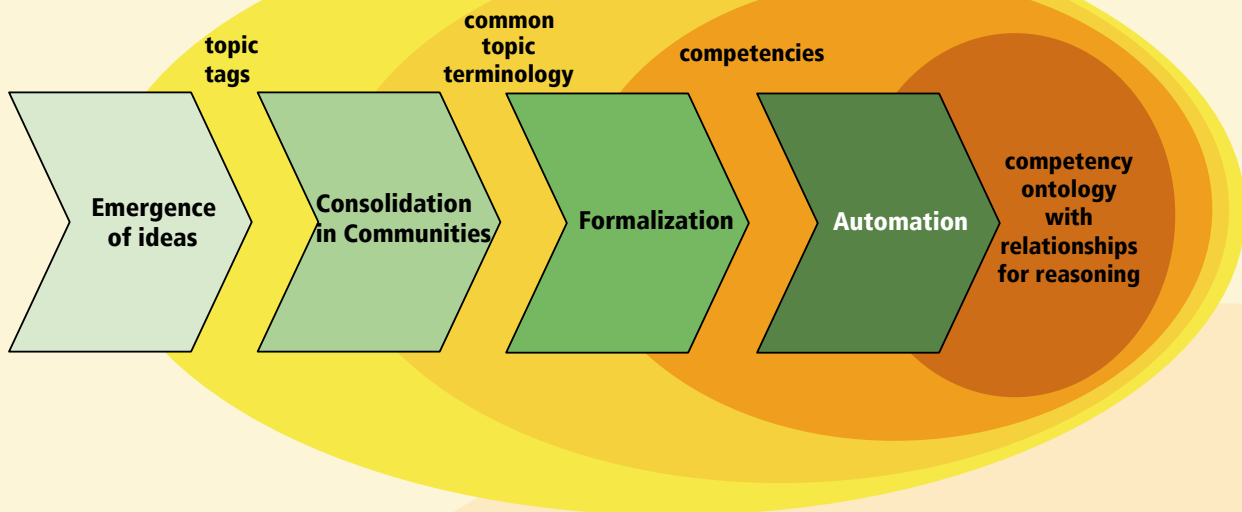
My Topics: Eclipse JDT TeXnicCenter

remove topic

save delete cancel

E-Mail: Braun@fzi.de

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use a new term, without an agreed meaning. These new terms are automatically added to the shared vocabulary as “prototypical concepts”, reflecting the fact that it’s not clear yet how they relate to the existing concepts. The users can then remove the new terms from the “prototypical concepts” container and integrate them into the vocabulary and add additional information. The vocabulary information is also used as background knowledge to support the search process. That means the users can improve the retrieval by adding and refining vocabulary information. For instance, if the users miss entries in the search results because of missing links between concepts (e.g. entries with ‘Glasgow’ or ‘Edinburgh’ when searching for ‘Scotland’), they can easily add them. In this way, we can achieve a collaborative and incremental in-situ revision and improvement. Realtime collaborative gardening tools are provided to promote the convergence towards a shared vocabulary.

MATURE explores the relationship of organizational culture and other specifics, e.g. tag/tagger visibility, degree of control for tags, reconcilability with works council etc., as well as the potential of analyzing the tagging dynamics for informing HR development strategies, e.g. identification of crucial new topics and developments.



## FACTS

### Features

- Bookmarklet-based tagging widget with tag suggestions based on the existing shared vocabulary and the content of the person’s web page
- Can be used on top of existing intranet employee directories or social networking sites
- Lightweight, browser-based, and real-time collaborative ontology editor for competencies based on the SKOS formalism (synonyms, multilinguality, typos, broader, narrower, and related terms)
- Recommendations for gardening the shared vocabulary
- Semantic search for people, taking into account synonyms, broader and narrower terms, but also tag frequency, competencies of the taggee and several other heuristics
- Display of aggregated people profiles

### Technology

The people tagging tool is based on SOBOLEO (<http://www.soboleo.com>), a web-based application realized with the Google Web Toolkit. The data representation is based on SKOS in a RDF repository. It is open for integration through its Web Service interfaces (both SOAP and REST are supported).

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