

**THE RELATIONSHIP BETWEEN KNOWLEDGE MANAGEMENT
PRACTICES AND JOB SATISFACTION AMONG NURSES AT
HOSPITAL SULTAN ABDUL HALIM, SUNGAI PETANI
KEDAH DARUL AMAN**

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Abstract

This study investigates the relationship between Knowledge Management Practices and Job Satisfaction among nurses at Hospital Sultan Abdul Halim, Sungai Petani, Kedah. The objectives of the study were to identify the types of Knowledge Management practices most applied among nurses at Hospital Sultan Abdul Halim, Sungai Petani, Kedah and to investigate the relationship between Knowledge Management Practices and Job Satisfaction among nurses at Hospital Sultan Abdul Halim, Sungai Petani, Kedah. Based on the literature reviews, instruments of four facets namely Knowledge Creation, Knowledge Storing, Knowledge Sharing and Knowledge Utilization. This main instrument was used for this study is questionnaire. The question were divided into three sections which are section A which is open and close ended questions and for section B and section C use five-point a Likert-type. For this purpose, data from 164 nurses or respondents in one of the general hospital in Kedah were used. Findings of this study suggested that nurses practiced Knowledge Management Practices satisfied with Job Satisfaction. Therefore exhibits a perceived lower level of their intention to perform bad or leave the hospital. Based on findings recommendation and suggestions for respondents or nurses are presented.

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CHAPTER 1

INTRODUCTION

Background of the Study

The healthcare industry is increasingly becoming a knowledge-based community that depends critically on knowledge management activities to improve the job satisfaction. Knowledge management practices in healthcare sector can be useful to manage the medical information and healthcare knowledge to support the knowledge needs in the nursing process that have become an important issue in nursing professionals. At the same time, it can increase job satisfaction among nurses in healthcare sector. Knowledge Management is based on the idea that an organization's most valuable resource is the knowledge of its people. Therefore, the extent to which an organization performs well depends among other things, on how effectively its people can create new knowledge, share knowledge around the organization and use that knowledge to best effects. According to Davenport (2002), Knowledge Management can be defined as systematically and routinely creating, gathering, organizing, sharing, adapting and using knowledge from both inside and outside the organization to help achieve organizational goals and objectives. In other words, Knowledge Management gets the right knowledge to the right people at the right time so they can work more efficiently and effectively. Constructively, by applying Knowledge Management in