

THE RELATIONSHIP BETWEEN KNOWLEDGE MANAGEMENT
APPROACHES AND JOB SATISFACTION AMONG STAFF AT
HOSPITAL JELI KELANTAN

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Abstract

The main objective of the current paper is to study the relationship between knowledge management approaches and job satisfaction. The papers were argued that the knowledge management approaches consist of knowledge acquisition, knowledge conversion, knowledge application, knowledge storing and knowledge protection influence job satisfaction among staff. The data were collected using a questionnaire among the 103 employees. The data were analyzed using the Statistical Package for Social Science (SPSS) application. Conceptual framework was use in order to display the relationship between knowledge management approaches influences job satisfaction. It found that knowledge management approaches had positive and significant relationship with job satisfaction. Thus, in order to achieve higher academic performance, Hospital Jeli has to ensure that the knowledge management approaches were excellent.

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CHAPTER 1

INTRODUCTION

Background of the Study

Knowledge is skills, information and facts that can be obtained through learning, education and experience either practically or theoretically. While the knowledge management is the process that converts the person's knowledge to the knowledge own by the organizational itself. Nowadays, knowledge management has become a very famous topic to be discovered by the researchers to gain a detail understanding. When the individual used their knowledge in the organization in continuity, it were give a highly impact in their style of work in the organization. Knowledge however has been considered as something that is very valuable and important asset in the organization and the research also believe that everyone in the organization consumed and used knowledge in their everyday work. Nowadays, many of the workers are not stick with their job and most of the organization worried that the knowledge they obtain during their entire worked time is not being fully transferred to another coworkers before they are leaving the organization, instead apply the overall knowledge to the new workplace. A paradigm shift has change the way the knowledge is viewed and employee used to stay in at a company for their full career lives, however employees nowadays are switching job several time (Kim, 2005). Therefore, the purpose of this research is to study the correlation between knowledge management approaches on the job satisfaction.