

THE RELATIONSHIP BETWEEN KNOWLEDGE MANAGEMENT
PRACTICES AND JOB SATISFACTION AMONG STAFF NURSES AT
HOSPITAL SULTANAH BAHYAH ALOR STAR, KEDAH DARUL AMAN

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ABSTRACT

This study investigates the relationship of knowledge management practices and job satisfaction among nurses at Hospital Sultanah Bahiyah, Alor Setar, Kedah. The objectives of the study were to examine the relationship of knowledge management practices and job satisfaction. For this purpose, data from 100 nurses in Hospital Sultanah Bahiyah, Alor Setar, Kedah were used. Correlational research is used to examine the relationship between two variables which are knowledge management practices; knowledge creation, knowledge storing, knowledge sharing, knowledge utilization and job satisfaction; satisfaction with supervisor, satisfaction with compensation, satisfaction with co-worker and satisfaction with HRM/Management policies. This study finds that the most knowledge management practices applied among nurses at Hospital Sultanah Bahiyah was knowledge storing followed by knowledge utilization, knowledge sharing and knowledge creation. Furthermore, there is a positive and strong relationship between knowledge management and job satisfaction. In summary, the results of this study indicate that knowledge management practices plays role in job satisfaction. Based on the findings, the researcher identifies five ways to improve the knowledge management practices namely via 1) provide learning culture environment, 2) study tour, 3) improve leadership behaviors skill, 4) provide reward to the staff nurse who contribute new ideas and 5) knowledge maps.

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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 issues in nursing professionals. At the same time, it can increase job satisfaction among staff 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 and organization performs well, will depend, among other things, on how effectively its people can create new knowledge, share knowledge around the organization and use that knowledge to best effect. According to Milton (2002), knowledge management 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. Therefore, by applying knowledge management in healthcare sector,

it can help to increase the job satisfaction among staff nurses. However, it depends on factors of job satisfaction which is an indication that the expectations and needs of the staff nurses are well-understood and effectively met. Accordingly, the degree of the relationship among knowledge management practices and job satisfaction that play an important role in shaping future of the healthcare requires attention from both health professionals and practitioners. Generally, in healthcare sector, the degree of relationship between knowledge management practices and job satisfaction has not been clearly discussed. Most organizations integrated knowledge management function and job satisfaction level of the personnel. Therefore, this study is proposed to investigate the relationship between knowledge management practices and job satisfaction among staff nurses at Hospital Sultanah Bahiyah, Alor Setar, Kedah Darul Aman.

Statement of the Problem

The Healthcare Industry contains a huge amount of data and information, but with a little knowledge, on other hand, the data and information are no longer the main concentric points in healthcare industry. Until recently, knowledge management has not been at the core of healthcare industry, and is relatively new to the healthcare industry in general, even though healthcare industry is both information and knowledge intensive. According the study that carried out by Rao & Malik (2012) in healthcare industry had identified a number of problems in Knowledge Management (KM) among staff nurses. The example of the problems in knowledge management are nursing and lack of knowledge, nursing attitudes towards knowledge management process and inconsistent knowledge utilization practices among staff. Although similar studies has been