

Abstract

Background: The sharing of knowledge, which is a valuable but complex process, forms the foundation of the majority of the organizational knowledge management strategies. The first and most important step on the path to knowledge sharing is establishing communication within the organization. Lack of effective organizational communication prevents sharing of knowledge and transformation of personal knowledge into organizational knowledge.

In a health care organization, sharing of knowledge in nursing work force, which makes up the largest part of the health care staff, has a great impact on the productivity of the organization. The aim of this study was to investigate the role of organizational communication on sharing of knowledge within the nursing staff in public and private hospitals of the city of Kerman in year 1393.

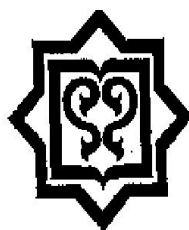
Methodology: This study was conducted using the descriptive-analytic method. The study sample comprised of all nursing staff of the public and private hospitals of the city of Kerman from which a stratified random sample was selected. The required data were obtained by distribution and collection of knowledge sharing and organizational communication questionnaires among the target study sample. Data were analyzed using SPSS/Ver22.

Findings: There was no meaningful relationship between knowledge sharing and organizational communication and its components among the nursing staff of Kerman's hospitals. A significant correlation was observed between organizational communication and its components among the nursing staff of Kerman's hospitals and feedback component showed to have the most impact in all the organizational communications. Also, it was found out that organizational communications in private hospital were higher than in public hospitals.

Conclusions: Sharing knowledge among nursing staff of Kerman's hospitals was at an intermediate level but was far away from the ideal situation. However, improvements in nurses' sharing skills can improve the knowledge sharing situation in the aforementioned hospitals. Also, it was found out that using organizational communication among nursing staff of Kerman's hospitals is moderate to low.

One way to improve the state of organizational communication is design and implementation of standards and communication skills training workshops taught by expert instructors. This will have an important role in improving communication skills of the employees especially the nursing staff.

Keywords: Knowledge sharing, organizational communication, nursing staff, public and private hospitals



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