

ANTECEDENTS OF KNOWLEDGE SHARING BEHAVIOR AMONG NURSES

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INTRODUCTION

- ✘ Knowledge sharing as a persuasion rather than a natural act.
- ✘ Where KS refers to peoples' behavior or the action of either sharing or not sharing their knowledge with others as in donating or collecting knowledge.
- ✘ A psychological process that requires a series of initiative to help employees identify the knowledge they possess and then to motivate, enable and encourage them to share that knowledge with others (Ipe, 2003).

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- ✘ Taylor and Wright (2004) highlighted “the main barriers to implement knowledge management in organization were all people related”. For that reason, non-technological problems (Cabrera and Cabrera, 2002), such as individual barriers (Nonaka and Takeuchi, 1995) and supportive culture for KS (Liebowitz, 2001; McDermott and O’Dell, 2001) became the main issue.

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- ✘ In nursing context, knowledge and caring are total concept for quality nursing care that focus on well-being of patients (Roziana et al., 2015).
 - ✘ Basic knowledge only is not sufficient without the ability to care, hence nurses are required to understand the field of nursing and the art of caring (Kitson, 1999). Von Krogh (1998) explains that care influence on knowledge creation in the sense that care translates into real help. When nurses help patients they demonstrate action of doing for other people what they cannot do for themselves. And this help requires zero expectation of reciprocal relationship.
 - ✘ Nurses do this all the time and are required to possess knowledge and expertise to be effective in practice care (von Krogh, 1998), thus they need to share knowledge among them (Roziana et al., 2015).

✘ Proposion #1: How presenteeism influence KSB?

- Either attending work when sick or working through illness. Sickness presenteeism commonly occurs within occupations that offer services to people.
- Often seen as a loss of productivity associated with health in the workplace, but Caverley et al. (2007) in their study proves that factors such as job insecurity of employment, supervisor support and job satisfaction tends to cause the employee presenteeism and thus fully committed to their careers.
- Our proposition : caring culture that influence on knowledge creation of which 'real help' translate into knowledge donating among nurses.

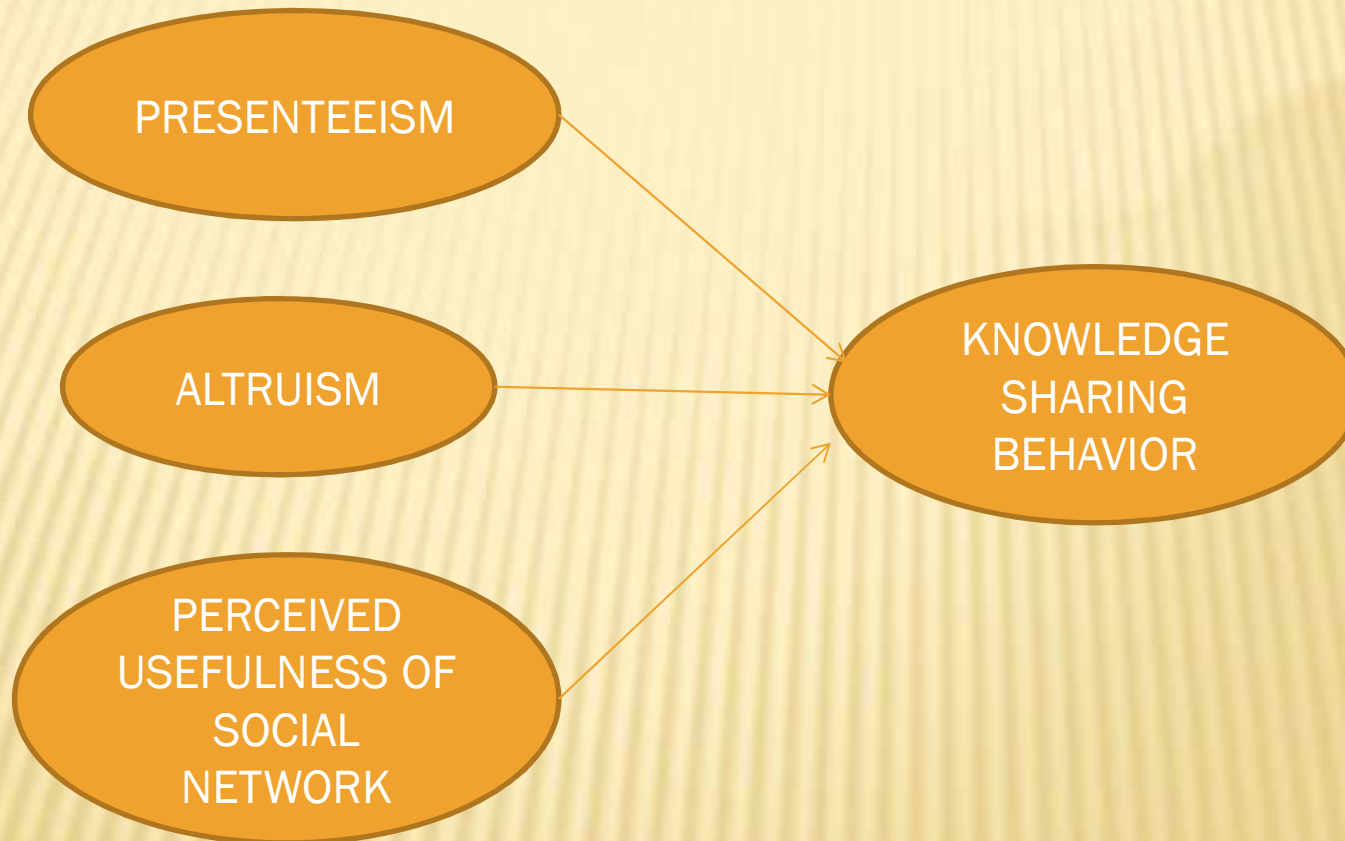
✘ Proposition #2: How altruism influence KSB?

- Altruism behavior is shown when nurses contribute knowledge and they gain satisfaction by helping others.
- When nurses diffuse knowledge during treating patients they must consider for helping others (colleague) by sharing knowledge and expertise so that mistakes will be minimized, level of caring will be increased and they perform task diligently and effectively.
- Not only helping others will strengthen their own religious faith, indeed nursing profession is attractive to them because nature of nursing is based on altruism and caring for sick people (Roziana et al., 2015).

✘ Proposition #3: How perceived usefulness of social network influence KSB?

- The emergence of information technology cause the information can be accessed by anyone, from wherever and at any time (Agnihotri and Troutt, 2009) in a flexible way (Yu et al., 2010).
- Edwards et al. (2005) emphasize, though a common network of information technology such as e-mail and intranet has been widely used, employees in the organization still cannot see it's significant with knowledge management. Therefore the employee still refuses and not motivated to share knowledge (Zhang et al., 2010).
- According to Yu et al. (2010), individuals will be encouraged to use technology such as social networks if they believe that the use of social networks will benefit them.
- The unique characteristic of nurses for being caring and helpful will motivate them to share knowledge through social network as well.

FRAMEWORK OF KSB FOR NURSES



METHODOLOGY

- ✘ Quantitative methods were used.
- ✘ Survey research is most commonly used in non-experimental design and is considered most appropriate for testing the antecedents.
- ✘ This study focuses on written surveys.
- ✘ A drop-off survey was used in this study.

DATA ANALYSIS

- ✘ Descriptive statistics, correlation and hierarchical multiple regression, and structural equation modeling were used to test for the significance of the association between the variables of presenteeism, altruism, perceived usefulness of social network and knowledge sharing behavior.

RESULTS AND DISCUSSION

- ✘ The test produces the standardized path coefficients between model constructs, and also their statistical significance. Moreover, the test offers the squared multiple correlation (R^2), which indicate the variance of the dependent constructs which can be shown by independent constructs.
- ✘ Based the result, KSB was predicted by presenteeism ($\beta = .25$, $p < 0.001$), altruism ($\beta = .20$, $p < 0.05$) and perceived usefulness of social network ($\beta = .13$, $p < 0.05$). Those variables together explained 23% of the knowledge sharing behavior ($R^2 = 0.23$).
- ✘ Therefore, presenteeism, altruism and perceived usefulness of social network significantly influence knowledge sharing behavior.

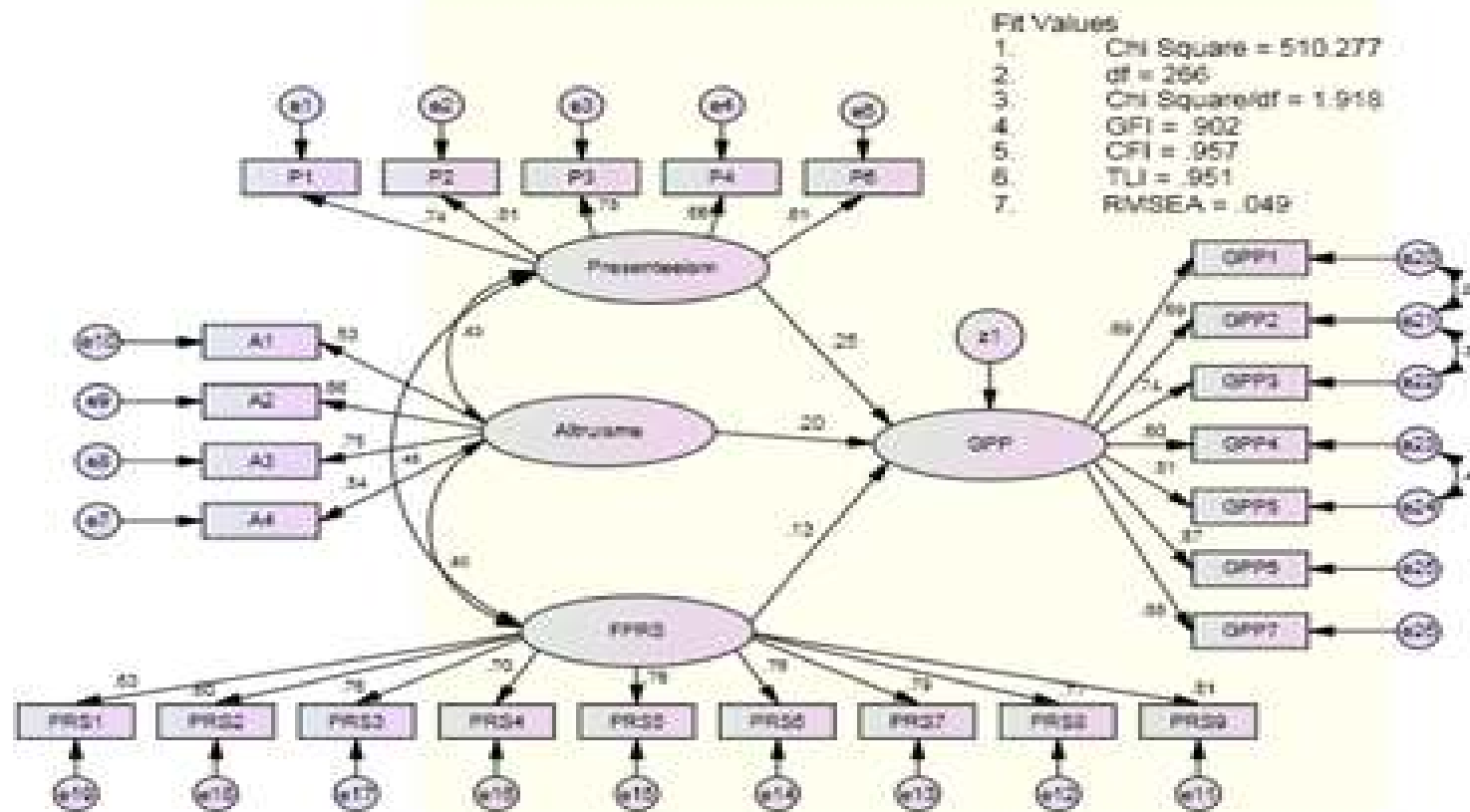


Figure 2: The Result of Structural Model

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- ✘ Figure 2 shows the results of structural model.
 - ✘ Normally, presenteeism is seen as health-related productivity loss while at work.
 - ✘ Convery et al (2007) in their study proved that because of work factors e.g. job security, supervisor support and job satisfaction, has resulted employees substituting presenteeism for absenteeism.
 - ✘ The result in this research shows how nature and essence of nursing that practice care in their service effect on presenteeism behavior and also is connected to eagerness in expanding knowledge and expertise and thus influence intention to share knowledge among colleague.

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- ✘ Altruism behavior is shown when nurses contribute knowledge and they gain satisfaction by helping others. For instance, when nurses diffuse knowledge during treating patients they must consider for helping others (colleague) by sharing knowledge and expertise so that mistakes will be minimized, level of caring will be increased and they perform task diligently and effectively.
 - ✘ Nasrabadi et al (2003) supports our result by sharing how registered nurses experiences of nursing felt that caring had originated from religious or spiritual feeling in helping others.

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- ✘ The use of social network gave a positive impact on the accumulation of knowledge (Yu et al., 2010) as well as facilitate the knowledge to be storage for reuse in the future (Tohidinia and Mosakhani, 2010).
 - ✘ According to Yu et al. (2010), individuals will be encouraged to use technology such as social networks if they believe that the use of social networks will benefit them.
 - ✘ In the context of nurses, our result shows that perceived usefulness of social network gave influence to their knowledge sharing behavior.

CONCLUSION

- This paper has contributed to an understanding that there is a controversial issue between the moral obligation to share knowledge and the reciprocity of sharing knowledge in nursing context.
- Presenteeism, altruism and perceived usefulness of social network are the antecedents that significantly determine KSB among nurses.