
KNOWLEDGE SHARING AMONG HEALTHCARE WORKERS IN MULTICULTURAL ENVIRONMENTS

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[dx.doi.org/10.18374/JIBE-20-1.1](https://doi.org/10.18374/JIBE-20-1.1)

ABSTRACT

Tacit or explicit knowledge is viewed as one of the most valuable resources in any multicultural organization. The sharing of knowledge helps organizations increase competition, identify efficient work procedures, access information quickly, and reduce time investments for employees to learn new concepts or build on the existing foundation. The structure of any health care organization shows great diversity, ranging from administrators to health care employees to patients. Researchers have found that the most critical reason for mistakes in the hospital is a lack of knowledge and experience. Therefore, knowledge sharing is essential in the health care field due to the number of individuals who depend on the information. Members of health care organizations need to be as agile and intelligent as possible, and one way to meet the necessity is to enable members to share their knowledge efficiently in any venue necessary. The purpose of the current quantitative correlational study was to investigate the impact of knowledge sharing between national cultures focusing on health care workers in the United States and Egypt. The study was used to examine the factors affecting the willingness to share information in 4 subareas.

Keywords: Knowledge, Knowledge Sharing, National Culture, Multicultural, Sharing Culture

1. INTRODUCTION

In modern knowledge-based business environments, masses of knowledge are growing in many organizations. The emergence of the knowledge-based economy, global organizations, and the intensification of competition have unified to require organization leaders to be as agile and intelligent as they can, and one way for the leaders to meet the necessity is to enable organization members to share their knowledge efficiently (Nissen, 2007). According to Anwar and Prasad (2011), knowledge resides within individuals, and more specifically, in the employees who create, recognize, archive, access, and apply knowledge in carrying out their tasks. Consequently, the movement of knowledge across individual and organizational boundaries, into and from repositories, and into organizational routines and practices are ultimately dependent on employees' knowledge sharing behaviors. From an international business perspective, various employees may be reluctant to share knowledge because of cultural norms and other variables. However, the value of sharing results in leaders identifying efficient work procedures, finding information quickly, and reducing time investments for employees to learn new things is essential (Reychav & Weisberg, 2010). Knowledge sharing is influenced by national culture. Culture shapes people's attitudes and influences their cognitive styles. As the trend of globalization continues, the need has never been greater for understanding the complicated process of knowledge sharing among organization members in cross-cultural contexts (Li, 2010). According to Wiewiora, Murphy, Trigunarsyah, and Brown (2014), values, rules, and practices determine the environment within which people communicate by establishing ground rules as to how people interact and exchange knowledge, suggesting that knowledge sharing is shaped by cultural context.

The concept of knowledge sharing is based on the premise that knowledge is not an object that resides outside of context; instead, it is an individual's interpretation of an object, and therefore individuals possess knowledge that must be codified and shared. Critical in every facet of healthcare, individuals on a team have different backgrounds, perspectives, and observations that could contribute to or hinder knowledge sharing. Colby and Ortman (2015) noted that by 2044 more than half of all Americans are projected to belong to a minority group (any group other than non-Hispanic White alone). By 2060, nearly one in five of the nation's total population is projected to be foreign-born. Between 2014 and 2060, the