

HOW DO HEALTHCARE PROFESSIONALS USE KNOWLEDGE MANAGEMENT?: EVIDENCE FROM AN EMERGING ECONOMY

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ABSTRACT

In this study, the authors investigated the understanding of healthcare professionals regarding knowledge management and the contributions of knowledge management adopted by healthcare professionals to their organisations. The population consisted of healthcare professionals working in hospitals in the Aegean region in Turkey. Data have been collected through questionnaires. The results revealed that healthcare professionals favour both social relationship and technology-based knowledge management. Healthcare professionals reported that knowledge management facilitates contributions to several applications of the organisation. However, knowledge management applications and their contributions have varied with regard to healthcare professionals and organisations. Finally, the authors have examined the meaning of such applications in the literature and in applications and have made suggestions as to what could be done in the future.

Keywords: *Knowledge management, healthcare sector, hospitals, healthcare professionals, Turkey.*