

ABSTRACT

Analysis of Knowledge Management with Knowledge Management Spiral Method Approach on The Floor Chiefs at Rumah Sakit Universitas Airlangga Surabaya

A descriptive study

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Knowledge management is a discipline of knowledge used for enhancing performance of individual or organization, by managing and providing recent and later knowledge resources. SECI Method is used because by this method focus in creating new knowledge to overcome the problems which start personally. The knowledge gathered and standarized in a company until it can be a knowledge for people. The purpose from this study was analyzing knowledge management of the floor chiefs at Rumah Sakit Universitas Airlangga Surabaya.

The design used was descriptive study started from February 5th – 9th 2016 with the sample of the floor chiefs at Rumah Sakit Universitas Airlangga by sampling technique of total sampling. There were 9 respondents obtained. This study used open interview and questionnaire instruments.

The result of this study was there were still in minimum level of books collection about nursing available in the hospital. The level of saving knowledge from the floor chief's willingness to the knowledge was still low. The knowlege transfer level of the floor chief's willingness to share knowledge and experience was quite high. The level of applying knowledge showed most of the floor chiefs were able to apply new sciences obtained from sharing knowledge in nursing forum.

It can be concluded that knowledge management spiral at Rumah Sakit Universitas Airlangga is good.

Keywords: knowledge management, knowledge management spiral, the floor chiefs