The impact of Organization Learning, Human Resource Management, Individual Performance and Job satisfaction on Knowledge Management Capability and Organization performance

By

Wang Jing

THESIS SUBMITTED IN PARTIAL FULFILMENT OF THE REQUIREMENT FOR THE DEGREE OF MASTER IN BUSINESS ADMINISTRATION

In the

Faculty of Business and Information science

UCSI University
MALAYSIA

April 2013
ABSTRACT

Most of the hospitals in China belong to the government. For a long time the Chinese hospital doctor, nurse, or other staff have a sense of superiority, they work for the government.

Therefore, they often do not think that the patient, or the patient's family with themselves at the same peer-to-peer platform, usually slight over patients. But patients want discuss the state of the illness So, resulting in a lot of patient disputes, they feel hospital, lacking of performance, lacking of learning, lacking of HR issues, lacking of knowledge management. The health department of the Chinese government decided to change the doctor-patient relationship which is very sick. This few years, organizational performance, human resource management, job satisfaction, and etc., often make people pay attention. Government's hospital tries to transformation.
The research adopted sampling method was non-probability convenience sampling and questionnaire. Their 37 questions under the scurvy form, basic the questionnaire analyzed by SPSS version 20. And the research problems and research questions were fully addressed and justified based on the statistical analysis and supported by literature review. At the end of this thesis also highlighted limitations and recommendations.