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Ketua : TATI HARIHAYATI MARDZUKI S.T, M.T
Anggota : U D Widianti
Department of Informatics Engineering
Universitas Komputer Indonesia
Indonesia

Email: tati.harihayati@email.unikom.ac.id

Abstract. The purpose of this study is to produce a model that can be used as a reference by nursing managers in monitoring each action taken by nurses, updating Standard Operating Procedures (SOPs), and being able to assist the head of the room to share action experiences between nursing staff. Nurses as nursing services implementers have different knowledge in carrying out nursing services, even though the nursing services provided are in accordance with existing procedures. This can occur due to several factors such as differences in a work period, experience habits, and knowledge from various seminar or training that have been followed by each nurse. The difference in knowledge will greatly affect the quality of nursing services to patients in hospitals, so that good and correct handling through nursing knowledge management will be very helpful in terms of managing the resources they have. The model used for knowledge conversion uses the Nonaka and Takeuchi models which consist of processes of socialization, externalization, combination, and internalization (SECI). The method used to monitor the actions taken by nurses on patients is the text mining method, in which the stemming process used the Nazief and Adriani Algorithm and in the analysis process using the Jaro-Winkler algorithm to measure the level of similarity of a nurse's experience with Standard Operating Procedure (SOP). The results of this study are to recommend a model of knowledge management at hospital nursing services so that it can build learning organizations gained from sharing knowledge and experiences between nursing staff. The model is obtained by adopting the model presented by Nonaka and Takeuchi which is combined with the knowledge taxonomy of hospital nursing services.

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