

The Relationship between Job Satisfaction and Knowledge Management Strategies in Multicultural Organizations: A Case of King Saud University Hospital (KSUH) in Saudi Arabia

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The underlying dissertation, as presented in its title, aims to find the Relationship between Job Satisfaction and Knowledge Management Strategies in Multicultural Organizations, specifically in A Case of King Saud University Hospital (KSUH) in Saudi Arabia.

Few authors have written about the relation between job satisfaction and some of KMS. However, while many scholars have studied job satisfaction, many others have studied KMS. Moreover, KMS has been identified (with originality) into personalization, codification, and technology.

In this study, we would like to posit that multicultural organizations of today are not evaluating themselves in the light of the changing external environments and the importance of their knowledge resources to increased competitiveness. Although it is widely acknowledged that diversity contributes to innovative potential of an organization, most organizations are not appropriately dealing with diverse workplaces to harness the benefits that come with it. Therefore, job satisfaction is a critical aspect to consider in the multicultural organization. This study will show that many multicultural organizations are not giving sufficient attention to how job satisfaction can improve the hospital performance and how to harness this more effectively.

The results of the study suggest that there is lower job satisfaction among non-Saudi staff and their adoption of technology and personalization strategies are also low. Both codified strategy and technology strategy, which have a great influence on job satisfaction, depends on nationality and mainly the study is focused on the reasons behind the gap in results between Saudis and non-Saudis. Although codification has a negative influence on job satisfaction, technology had positive effect. The emerging theme include adoption and uses of technology in multicultural environments, influence of personalization on staff interactions in multicultural environments, as well as understand how they has job satisfaction affected both. There is a need to focus strongly on employee living conditions and salaries, as well as safety at work to improve overall job satisfaction. The communication strategies currently are ineffective and the low of usage of KMs contributes to poor performance and lack of integration of employees, which adds to workplace frustration.