

A study on knowledge dissemination of hospital web-based application

ABSTRACT

Websites have become a requirement for Malaysian hospitals today as an information channel to inform the public about their facilities and services. It is therefore necessary for hospitals to design websites for online knowledge dissemination. Thus, the success of a hospital's web-based application depends critically on the knowledge dissemination approach used. In this research, a study was conducted on the extent of knowledge dissemination achieved by a hospital's web application, measured based on the approach of knowledge sharing and knowledge collaboration. The objectives of this study are to identify the characteristics of a hospital's web-based application and propose an architecture for knowledge dissemination based on the concept of knowledge sharing and knowledge collaboration. Knowledge sharing allows the dissemination of information on the hospital's services and facilities, including the types of health care and treatments available to the public. Knowledge collaboration requires communication through forums, appointments and notifications. A study was conducted on the web-based applications used in state hospitals around Malaysia. It is hoped that the proposed knowledge dissemination architecture may assist hospitals plan for knowledge sharing and knowledge collaboration requirements in developing their web-based applications.

Keyword: Knowledge dissemination; Hospital web-based application; Knowledge sharing; Knowledge collaboration