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ORIGINAL ARTICLE

## Factors Affecting Hospital Employees' Knowledge Sharing Intention and Behavior, and Innovation Behavior

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**Abstract**  
Objectives: To investigate the factors affecting employees' knowledge sharing intention, knowledge sharing behavior, and innovation behavior of the four top-ranked university hospitals in South Korea.

**Methods:** Data were collected from employees at three university hospitals in Seoul, Korea and one university hospital in Gyeongju, Korea through self-administered questionnaires. The survey was conducted from May 25, 2013 to July 17, 2013. A total of 779 questionnaires were analyzed by SPSS version 18.0 and AMOS version 18.0. 779 questionnaires were analyzed by SPSS version 18.0 and AMOS version 18.0.

**Results:** Factors affecting hospital employees' knowledge sharing intention, knowledge sharing behavior, and innovation behavior are reciprocity, behavioral control, and trust.

**Conclusion:** It is important to select employees who have a propensity for innovation and continuously educate them about knowledge management based on trust.

### 1. Introduction

In our knowledge-infused society, organizations regard knowledge as a core resource to identify their competitiveness. Furthermore, organizations try to create added value through sustainable knowledge sharing and innovation.

Recently, the opening of the medical market, the development of medical technology and information, and the introduction of new high-tech medical

equipment has intensified competition in both the domestic and international medical markets. Unlike [1] pointed out that the more uncertain and dynamic the environment is, the more important innovation becomes. Therefore, innovation behavior is a key factor in the survival and growth of hospital organizations in the long run. The public health and health care fields are well positioned to leverage knowledge throughout the world [2].

[1] Organization that differentiate their processes or products and services have been shown regularly to

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