

Abstract

The study on “The Staff’s Opinions on the Knowledge Management Process towards Becoming a Learning Organization” aimed to study the staff’s opinions towards the knowledge management process, learning organization and to study the correlation between knowledge management and learning organization for the Department of Mental Health. Data was collected from 179 staff of the Department’s Central Office and was analyzed with SPSS Program using Frequency, Percentage, Mean, Standard Deviation, t-test, F-test and Correlation with statistical significant level of 0.05. The findings of this study are as follows :

Most of the samplings were female, younger than 30 years-of-age with education at bachelor’s degree level and had about 1-10 years of work experience as general staff. On their opinions towards the process of knowledge management of the Department of Mental Health, the study found that their opinion was at a moderate level. Similarly, their opinion towards the Department’s move towards becoming a learning organization was also at a moderate level. Moreover, the findings found that there were no differences, at statistical significant level of 0.05, in the respondents’ general information such as sex, age, educational level, working positions and length of working experience in the comparison between their opinions towards the process of knowledge management and learning organization. Furthermore, the analysis suggested that there was a correlation between the process of knowledge management and learning organization, at statistical significant level of 0.05.

The study suggests that the Department of Mental Health should support the process of knowledge management through human resource development training, organizing seminars to exchange knowledge and organizing the Community of Practice (COP). Furthermore, it should restructure working organization to induce staff learnings, encourage the exchange of knowledge with other organizations and provide learning opportunities for staff and their freedom to make their own decisions and solve problems for themselves.