

An organizational and work cognitive perspective: Correlates and differences of knowledge management and organizational learning in hospital professionals

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ABSTRACT

Introduction: Knowledge Management plays an important role in the search for competitiveness and innovation of organizations, as well as its implementation in the organizational scope is complex. Thus, companies are required to build essential competencies for continuous improvement, based on the basic understanding of aspects related to organizational culture and systemic management of processes, especially the organizational learning process. The pandemic has brought several challenges to organizations, including the organization and maintenance of this management and its influence on organizational learning. **Objective:** To verify the relationship between knowledge management and organizational learning in hospital professionals before and after social isolation due to COVID-19. **Sample:** 30 health professionals from the municipalities of João Pessoa/PB (15 – before Covid) and Natal/RN (15 – after Covid) answered the knowledge management scale, learning opportunities scale and sociodemographic issues. **Results:** All scales presented internal consistency indicators > 0.70 , ensuring the measurement of the construct; positive and significant relationships were observed between knowledge management and organizational learning, both in the total sample and in the sample of professionals before and after social isolation, however, for professionals before the Covid context, the relationships were > 0.50 . In Anova, there was a difference only in organizational learning among professionals before the pandemic context. **Discussion:** The ways of managing knowledge, knowledge and culture contribute to the learning system and work dynamics, which was more efficient before social isolation; For this development, the manager is of great importance, as he is responsible for the normative and professional demands of the organization. **Conclusion:** It is necessary to develop and maintain a training program between knowledge management and organizational learning to facilitate the capture of individual and collective knowledge for a productive work environment.

Keywords: Knowledge management, Occupational health, Public and private organizations.

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