

Impact of Knowledge Management Practices on Employee Performance: Evidence from the Employees of People's Bank in Sri Lanka

Dilshani, W. G. I. S.¹ and Welmilla, I.²

This study examines the impact of knowledge management practices on employee performance in People's Banks in the Western Province. Knowledge identification practices, knowledge sharing practices, knowledge implementation practices were considered as knowledge management practices with evidence from previous empirical studies. The study adopted a descriptive cross-sectional design. Data was collected through a structured questionnaire. The simple random sampling technique was applied to select the sample, and the final sample consisted of 100 employees in People's Banks in the Western Province of Sri Lanka.

Quantitative data gathered was analyzed using descriptive statistics such as percentages, averages, standard deviations, and frequencies. The statistical methods of Pearson's correlation and simple regression analysis were computed to determine the nature and strength of the relationship among the variables. The analyzed data was presented in the form of tables and charts. The results revealed that knowledge management practices have an impact on employee performance in People's Banks in the Western Province. The study recommended that People's Banks in the Western Province should give more attention to improve knowledge management practices of knowledge identification, knowledge sharing, and knowledge implementation in their business to gain improved employee performance.

Keywords: *Knowledge Management Practices, Knowledge Identification, Knowledge Sharing, Knowledge Implementation, Employee Job Performance*

¹ Undergraduate, Department of Human Resource Management, Faculty of Commerce and Management Studies, University of Kelaniya, Sri Lanka [ishankadilshani0616@gmail.com]

² Senior Lecturer, Department of Human Resource Management, Faculty of Commerce and Management Studies, University of Kelaniya, Sri Lanka [iwelmilla@kln.ac.lk]