

## **Impact of Knowledge Management Processes on Workforce Agility in Public Banking Sector of Uva Province**

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The Knowledge asset was highlighted as the key strategic weapon in post-industrial societies to achieve the competitive edge. Sri Lanka is gradually moving toward a post-industrial society context, which will increase the domain value centered on knowledge management and knowledge worker's agility. Nonetheless, this study serves as a prelude to investigating the impact of knowledge management practices on workforce agility in the Sri Lankan banking sector. Workforce agility has received much interest in the manufacturing industry, but it's been overlooked in the service industry. This study was adopted a quantitative research approach and thus, a self-administrated survey questionnaire was applied to a sample of 280 Public Banking employees who are currently working in the industry. The sample was selected using the Simple random sampling technique. To test the hypothesized relationships between the constructs, the regression analysis was performed using SPSS 23.0 version. Five hypotheses were constructed for this purpose, and all hypotheses were failed to reject based on the correlation analysis and thus study's findings confirmed that Knowledge management has a positive impact on workforce agility. The activation of Knowledge Management, in order to be capable of detecting changes in business environments that contain rival behaviour changes Companies' workforce agility will be increased when they have established Knowledge Management methods that lead to the creation of new knowledge.

**Keywords:** *Knowledge management, Workforce Agility, Knowledge sharing, Knowledge acquisition, knowledge creation, Knowledge application.*

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