



Impact of Individual-level Determinants of Knowledge Sharing on Employee Job Performance: A Study in the ABC Telecommunication Company in Sri Lanka

Madhushani, W. K. U^a and Darshani, R. K. N. D^b

^{a, b}*Department of Human Resource Management, Faculty of Commerce & Management Studies, University of Kelaniya*
madhusha-bm18258@stu.kln.ac.lk

Abstract

Since not all employees possess the same knowledge in an organization, individuals, teams and departments need to share what they know. This helps the organization to collect, use and grow its knowledge. (Wang, Wang, & Liang, 2014) Knowledge gaps can arise when key employees leave a company and there is no good system in place to store and share their knowledge. (Miller, 2025) The objective of the current study was to examine the contribution of individual-level determinants of knowledge sharing, including interpersonal trust, intention to share knowledge, and motivation to share knowledge, to employee job performance. This was a quantitative study, and data were collected through a structured questionnaire using a convenience sampling technique. The sample size was 200 employees who worked at ABC Telecommunication Company in Colombo District. The number of employees who responded was 195 out of 200 employees. Statistical Package for Social Science (SPSS), version 23.0, was used for data analysis. According to the results of the present study, there is a significant and positive relationship between knowledge sharing and employee job performance. Considering each sub-dimension, the greater impact is having interpersonal trust on sharing knowledge for employee job performance as an individual determinant of knowledge sharing.

Keywords: employee job performance, intention to share knowledge, interpersonal trust to share knowledge, Knowledge sharing, motivation to share knowledge, telecommunication industry