



**DETERMINANTS OF KNOWLEDGE SHARING IN HOTEL INDUSTRY  
'MEDIATORY EFFECT OF EMPLOYEE MOTIVATION'**

*This dissertation is submitted as a partial fulfilment of the degree of Bachelor of Business  
Management in Hospitality, Tourism & Events Management*

Index number: UWU/EX/12/0252

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Year 2016



## ABSTRACT

Hotel industry is confronted of attracting and retaining qualified and expert employees because of the shortage of skilled personnel with key competencies and the lack of knowledge sharing. Knowledge sharing is a discretionary behavior that matters to individuals and organizations, because it fosters learning (Hansen et al., 2005) and causes to many operational problems within the hotels. Therefore, this paper examines the level of knowledge sharing and the determinants of level of knowledge sharing in hotel industry when mediated by employee motivation. This would be of great significance for human resource planners and hoteliers. Two hundreds operational level employees working in major four departments of four star and five star hotels in Colombo region, were taken as the sample for the study employing the multistage sampling technique. Self-administrated questionnaire was used to collect primary data and quantitative technique was employed to analysis data while transferring them to Statistical Packages for Social Science (SPSS) version 23.0 software. Six hypotheses were assumed and had been tested in this research. As results shows, knowledge Sharing has a positive significant relationship with employee motivation and employee motivation plays partial mediatory role among knowledge sharing and training and capability. However, as an important aspect of Human Resource Management, knowledge sharing should be considered as employers in hotel industry and revealed HR practices are recommended to establish in hotels in order to develop knowledge sharing.

Keywords – Knowledge Sharing, Human Resource Practices, Employee Motivation