

-RESEARCH ARTICLE-

THE IMPACT OF KNOWLEDGE MANAGEMENT ON EMPLOYEE PERFORMANCE: EVIDENCES FROM SERVICE SECTOR IN VIETNAM

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—Abstract—

This research study investigates the impact of knowledge management on employee performance, with employee performance evaluated across three dimensions: task performance, contextual performance, and adaptive performance. Knowledge management is analysed through five distinct dimensions: knowledge creation, acquisition, storage, sharing, and utilization. Survey data collected from 575 employees in Vietnam reveal positive associations between knowledge generation, storage, sharing, and utilization with task, contextual, and adaptive performance. Based on these findings, the study provides actionable insights for organizations aiming to enhance employee performance by fostering effective knowledge management practices.

Keywords: Knowledge Management, Employee Performance, Service Enterprises, Vietnam

INTRODUCTION

Knowledge management is a critical field for organizations and businesses as it helps enterprises understand how to effectively create, share, use, and manage information and knowledge. Due to the recognized importance of knowledge management, a number of researchers have been interested in the topic. According to their findings, knowledge management is believed to help businesses optimize the use of knowledge resources, manage risks and comply with legal regulations, retain talents, be more creative (Andreeva & Kianto, 2011; Dong & Nghia, 2022; Obeidat et al., 2016), better in making decisions, develop and maintain a competitive edge, etc. One of the consequences of knowledge management that has been seen is its influence on the

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performance of both individuals and organisations. According to research conducted by [Abuaddous et al. \(2018\)](#), knowledge management - which includes infrastructure capabilities and knowledge processes - has a significant beneficial direct or indirect impact on all facets of organisational performance. The study conducted by [Okoli et al. \(2021\)](#) established a robust correlation between manufacturing organisations' success and their ability to acquire, share, retain, codify, and apply information. According to [\(Taherikia & Shamsi, 2014\)](#), organisational performance and organisational culture, structure, knowledge application, acquisition, and protection are all directly and significantly correlated. In general, academics gained information regarding how knowledge management affects the functioning of organisations.

Furthermore, research on the effect of knowledge management on individual work results was conducted by [\(Ahmad et al., 2018; Akram & Hilman, 2018; Simamora, 2015\)](#). Their findings demonstrated the beneficial effects of knowledge management on individual work results in businesses [\(Ahmad et al., 2018; Akram & Hilman, 2018; Benoît & Belkacemi, 2023; Hasudungan et al., 2020; Simamora, 2015\)](#). However, due to the constant change in the working environment, management activities over time also need to change significantly. Besides, components of knowledge management can have different impacts on employee performance. Understanding the components which have a strong impact on employee performance is important because focusing on these components can bring higher employee performance. Therefore, understanding the impact of knowledge management on individuals' work results is an important issue [\(Prosper et al., 2023\)](#). Vietnam known as a lower-middle-income country has a goal of striving to become a developed nation. Vietnam's service sector accounts for about 40.1% of total Vietnam's GDP in 2022 [\(GSO, 2013\)](#). Therefore, finding solutions to increase employee performance in Vietnam's service sector is an important issue. This article researches the impact of knowledge management on employee performance in service businesses in Vietnam with the purpose of finding evidences from which implications to enhancing employee performance in Vietnam's service sector are given.

LITERATURE REVIEW

Knowledge Management

Knowledge management ideas have been discussed by a number of writers. Knowledge management, according to [\(Abdillah et al., 2024\)](#), is the administration of systems for producing, sharing, and using knowledge. According to [Davenport and Prusak \(1998\)](#), knowledge management encompasses all of the procedures involved in producing, exchanging, and validating knowledge. In order to ensure that information is employed successfully for the organization's long-term advantage, it is the responsibility of controlling the generation, storage, and movement of knowledge inside the organisation [\(Darroch & McNaughton, 2002\)](#). Consistent with the perspectives of the previous writers, [Obeidat et al, \(2016\)](#) held that knowledge management encompasses tasks

associated with obtaining, producing, disseminating, or using knowledge to augment an organization's competitive advantage. Thus, knowledge generation, knowledge storage, knowledge sharing, knowledge use, and knowledge acquisition are considered to be the five fundamental characteristics of knowledge management.

Employee Performance

In the subject of human resource management, employee performance is a crucial factor for employee appraisal. It is the extent to which a worker's productivity level satisfies the company's performance requirements (Thompson, 2005). According to Robbins and Judge (2012), an employee's performance is the outcome of the quality and amount of work he or she completes in order to fulfil their assigned tasks. Employee performance is a crucial idea that has drawn interest from a number of scholars because, using these data, managers can quickly spot operational bottlenecks and reallocate resources to help the work get done on time, within budget, and without delay. One of the key elements in enhancing organisational effectiveness is employee performance (Ratnasari & Sutjahjo, 2019).

Impact of Knowledge Management on Employee Performance

Various scholars have investigated how knowledge management affects worker performance. After reviewing 34 articles from the Scopus and Web of Science databases about knowledge management, employee performance, and the relationships between the two, (Hasudungan et al., 2020) indicated that knowledge management and employee performance were the subjects of most of the evaluated publications in Iran and Indonesia, with China, the United States, Pakistan, and the United Arab Emirates closely behind. Furthermore, the bulk of the research had a quantitative focus (Hasudungan et al., 2020). According to research by Akram and Hilman (2018), knowledge management techniques, in addition to dynamic skills, have a significant impact on staff performance in Pakistan's banking sector. Alyoubi et al. (2018) study demonstrated the notable benefits of knowledge management strategies and practices on worker satisfaction and output. Their findings indicate that job satisfaction moderates the relationship between employee performance and knowledge management. Knowledge generation, exchange, acquisition, and retention are all included in knowledge management processes. Ahmad et al. (2018) also looked at the connection between knowledge management and employee performance. The authors assert that the use of technology and the exchange of tacit knowledge are two knowledge management elements that are allegedly assessed in relation to employee performance. The results demonstrated that knowledge management typically has a major influence on employee performance. The positive correlation between knowledge management and worker performance was also confirmed by (Sahana & Menon, 2018) through a survey of 100 professors from several engineering institutes in Mysore, India. Consequently, various studies have confirmed the relationship between knowledge

management and worker performance (Zhao et al., 2023). However, studies also expression at the link as an intermediate variable, or as two different components, between knowledge management and work happiness. Rather than concentrating just on the services industry, studies have been conducted in a variety of fields, including as banking, education, information technology, and services. Employee performance is investigated from three perspectives: task performance, contextual performance, and adaptive performance. However, this research looks at knowledge management from five distinct perspectives: production, acquisition, storage, sharing, and utilisation. Furthermore, the research was carried out in Vietnam's service industry.

HYPOTHESES

Knowledge Acquisition and Employee Performance

Obeidat et al. (2016) state that the process of knowledge management begins with knowledge acquisition. This is due to the fact that information needs to be gained or recorded in a form that makes sense before it can be managed, such being kept in an ontology. The primary limitations of this intricate and usually costly procedure are subjectivity, expense, and time. Knowledge acquisition, according to Tiwana (2000), is the process of forming and constructing connections, abilities, and insights. It is not the same as information collecting. Pinho et al. (2012) define knowledge acquisition as the process of locating, identifying, selecting, accumulating, arranging, and charting data or knowledge. Employees that possess knowledge solve difficulties at work more effectively and become more skilled in their professions more quickly. Accordingly, this may result in higher output and better performance all around (Kianto et al., 2019). Because of this, the following hypothesis is put outwards:

H1a: *Knowledge Acquisition has a positive effect on task performance in the service sector in Vietnam.*

H1b: *Knowledge Acquisition has a positive impact on contextual performance in the service sector in Vietnam.*

H1c: *Knowledge Acquisition has a positive impact on adaptive performance in the service sector in Vietnam.*

Knowledge Creation and Employee Performance

According to Nonaka and Takeuchi (2007), knowledge creation is the ability of an organisation to generate novel and practical concepts and solutions for a range of organisational activities, including the development of goods, technical advancements, and management techniques. Innovation and knowledge creation are two different things. Innovation is defined in the literature as either the successfully executed (and commercialised) result of this process, the process itself, or both. Knowledge creation, on the other hand, generally refers to the process of developing new ideas (Andreeva,

2009). Creation of knowledge helps employee improve their performance (Aubasim et al., 2018; Endende et al., 2022). It is hypothesized that:

H2a: *Knowledge Creation has a positive effect on Task Performance in the Service Sector in Vietnam.*

H2b: *Knowledge Creation has a positive effect on Contextual Performance in the Service Sector in Vietnam.*

H2c: *Knowledge Creation has a positive effect on Adaptive Performance in the Service Sector in Vietnam.*

Knowledge Storage and Employee Performance

An organisation is always in risk of inadvertently losing the knowledge it has acquired, developed, and shared if knowledge storage and documentation are not in place to support it (Frantz et al., 2023; Stein & Zwass, 1995). The process of keeping and retrieving information so that users in the future may readily access and utilise it is known as knowledge storage. The goal of knowledge storage and documentation was to determine the extent of knowledge repositories in the respondents' organisations, as well as the degree of tacit and explicit knowledge storage and documentation (Andreeva & Kianto, 2011). The relationship between knowledge storage, retrieval and employee performance has been found by (Caroline et al., 2015). Thus, it is hypothesized that:

H3a: *Knowledge Storage has a positive effect on Task Performance in the Service Sector in Vietnam.*

H3b: *Knowledge storage has a positive effect on contextual performance in the service sector in Vietnam.*

H3c: *Knowledge storage has a positive effect on adaptive performance in the service sector in Vietnam.*

Knowledge sharing and employee performance

A group of behaviours known as knowledge sharing include exchanging knowledge or using knowledge to help others. It is seen as the process by which individuals learn, experience, and share their talents (Nguyen & Do, 2021). Sharing information by making what is already known public and spreading it increases its power (Obeidat et al., 2016). The impact relationship of knowledge sharing and employee performance has been researched and confirmed by a number of authors (Dong & Nghia, 2022; Ismail & Yusof, 2009; Meher & Mishra, 2022; Nguyen et al., 2019; Nurrachman et al., 2019). Therefore, we assume that:

H4a: *Knowledge Sharing has a positive impact on Task Performance in the Service Sector in Vietnam.*

H4b: *Knowledge Sharing has a positive impact on Contextual Performance in the*

Service Sector in Vietnam.

H4c: *Knowledge Sharing has a positive impact on Adaptive Performance in the Service Sector in Vietnam.*

Knowledge Utilization and Employee Performance

Applying current knowledge is the focus of knowledge utilisation (Obeidat et al., 2016). It entails actions meant to boost the application of knowledge to resolve issues facing people (Backer, 1993). The efficient and effective accomplishment of the organization's goals depends on the efficient and effective application of knowledge (Abusweilem & Abualoush, 2019). The use of knowledge helps employee solve problems and make decisions. Thus, it is hypothesized that:

H5a: *Knowledge Utilization has a positive effect on Task Performance in the Service sector in Vietnam.*

H5b: *Knowledge Utilization has a positive effect on Contextual Performance in the Service Sector in Vietnam.*

H5c: *Knowledge Utilization has a positive effect on Adaptive Performance in the Service Sector in Vietnam.*

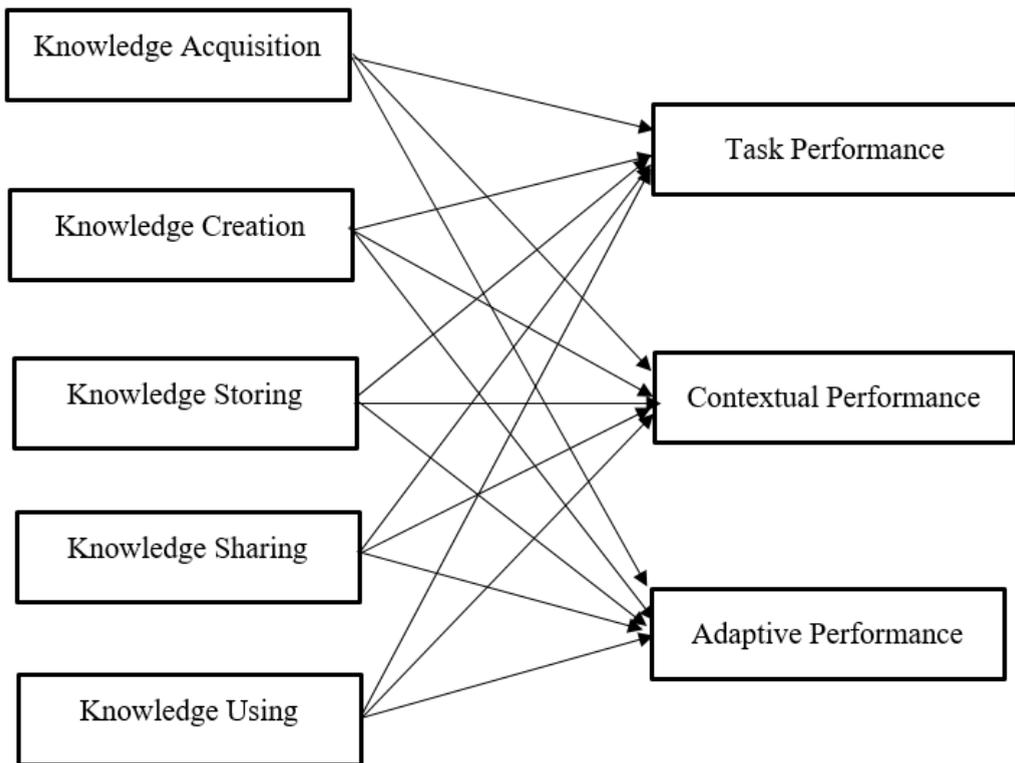


Figure 1: Research Model

RESEARCH METHODOLOGY

The target population of this study is employees in service sector in Vietnam. Because knowledge management activities in an enterprise are the same, in each enterprise, only a maximum of 3 employees are surveyed. A questionnaire on the influence of knowledge management on employee performance was designed and sent to employees to answer the question. The measures in the questionnaire were designed from the following sources in [table 1](#):

Table 1: Measures of Variables

Variable	Items	Source
Knowledge Acquisition	KNACQ1. We bring on fresh hires to help us learn new things. KNACQ2. To support our workers' learning, we offer an open atmosphere. KNACQ3. We actively track and implement industry best practices. KNACQ4. Information comes from a variety of sources, including partners, customers, and workers.	(Obeidat et al., 2016)
Knowledge Creation	KNCRE1. New concepts for our goods and/or services are regularly generated inside our company. KNCRE2. New ideas about our procedures and working techniques are regularly generated inside our organisation. KNCRE3. When a conventional approach loses its efficacy, our organisation creates a new one. KNCRE4. Our company finds innovative ways to apply its current knowledge to new applications.	(Andreeva & Kianto, 2011)
Knowledge Storage	KNSTR1. A lot of labour goes into refining, organising, and storing the knowledge that is gathered by our organisation. KNSTR2. Our company has a number of beneficial patents and licences. KNSTR3. We are accustomed to writing down the lessons that we acquire from experience in our organisation. KNSTR4. We make sure in our organisation that the most significant experiences are recorded.	(Andreeva & Kianto, 2011)
Knowledge Sharing	KNSHA1. We exchange the data and expertise required to complete the job. KNSHA2. With minimal time and effort, we exchange information among staff to accomplish our aims. KNSHA3. To communicate information and expertise, we created information systems such as the intranet and electronic bulletin boards. KNSHA4. We encourage knowledge and information exchange among team members and the different units.	(Obeidat et al., 2016)
Knowledge Utilization	KNUSE1. New idea recommendations that make use of existing knowledge are subject to incentive and benefit programmes. KNUSE2. In order to complete activities, work flow diagrams are necessary and utilised. KNUSE3. The company makes use of the knowledge at its disposal to	(Obeidat et al., 2016)

Table 1: Measures of Variables (Cont.....)

Variable	Items	Source
	enhance the services it offers to clients. KNUSE4. The company uses the knowledge at its disposal to enhance performance.	
Task Performance	TAPER1. I've produced good-quality work for the last three years. TAPER2. I have plenty of my own work over the last three years. TAPER3. Over the previous three years, I completed my task on schedule. TAPER4. I've done a fantastic job at work for the past three years.	(Koopmans et al., 2012)
Contextual Performance	COPER1. Whenever there was an issue that needed to be resolved, I took the lead. COPER2. After completing my previous assignments, I began working on new ones. COPER3. I had original thoughts as I was working. COPER4. I made an effort to absorb the advice I received from others on my job.	(Koopmans et al., 2012)
Adaptive Performance	ADPER1. I was able to handle challenging circumstances and obstacles at work with ease. ADPER2. Following challenging circumstances or setbacks at work, I quickly recovered. ADPER3. I devised original answers to fresh issues. ADPER4. I was able to adapt to changes in my job with ease.	(Koopmans et al., 2012)

The research was conducted in two steps: pilot and official research. The pilot study was conducted with 10 employees from 5 service enterprises in Hanoi, the capital of Vietnam. The purpose of the pilot study is to see if there are important issues that have not been addressed or if there are any questions that are unclear to respondents. After the pilot, the official research was conducted with more than 600 employees from 455 service enterprises in Vietnam. Data collection time was from October to December 2023. There are 575 questionnaires eligible for analysis. SPSS 28.0 software was used to analyse and process data.

FINDINGS

Characteristics of the Sample

Table 2 presents data on the ages of the respondents. The largest age group is those from 27 to under 35 years old, comprising 27.7%. Following are respondents aged from 22 to under 27 years, accounting for 26.3%. The smallest age group is those under 22 years old, at 14.4%. The remainder includes respondents aged 35 and above. Regarding work experience, the distribution of respondents across categories is relatively equal. The group with 15 years of experience or more has the lowest proportion, at 17%, while the group with experience from 3 to under 5 years holds the highest proportion, at 23%. In

terms of industry, hotels and restaurants make up the highest percentage, at 29.9%, followed by ICT, at 21.7%. Other industries each make up less than 10%.

Table 2: Characteristics of the Sample

Gender	Frequencies	Percentage
Male	240	41.7
Female	330	57.4
Other	5	.9
Location		
Northern Vietnam	214	37.2
Central Vietnam	129	22.4
Southern Vietnam	232	40.3
Age		
Under 22 years old	83	14.4
From 22 to less than 27	151	26.3
From 27 to less than 35	159	27.7
From 35 to less than 55	106	18.4
From 55 years old and above	76	13.2
Working Experience		
Less than 3 years	120	20.9
From 3 to less 5 years	132	23.0
From 5 to less than 10 years	112	19.5
From 10 to less than 15 years	113	19.7
From 15 years and above	98	17.0
Working Field		
Trading	53	9.2
Logistics and supply chain	37	6.4
Banking, finance and insurance	52	9.0
Education and training	48	8.3
ICT	125	21.7
Hotel and restaurants	172	29.9
Other	88	15.3

Source: Results of the Research

The demographic characteristics of the sample are presented in [Table 2](#). Regarding gender, there were 240 male respondents, accounting for 41.7%, and 330 female respondents, accounting for 57.4%, with the remaining 0.9%. Regarding the location, there were 214 participants from the Northern region, comprising 37.2% of the sample, 129 from the Central region, which is 22.4%, and the Southern region contributed 232 participants, or 40.3% of the total.

Cronbach's Alpha Reliability Test and Exploratory Factor Analysis

The results of the Cronbach's Alpha analysis are presented in [Table 3](#). The Cronbach's Alpha reliability test results indicate that the scale used in the analysis is reliable, as the Cronbach's Alpha coefficient for all variables is above 0.7 (from 0.713 to 0.845).

Table 3: Analysis of Internal Consistency

Variable	No. of Items	Cronbach's Alpha
KNACQ	4	.713
KNCRE	4	.845
KNSTR	4	.782
KNSHA	4	.839
KNUSE	4	.798
TAPER	4	.725
COPER	4	.795
ADPER	4	.805

After conducting a test for the appropriateness of the scale, the study proceeded with an Exploratory Factor Analysis (EFA) for both independent variables (Table 4) and dependent variables (Table 5). The analysis results demonstrate convergence towards 5 factors for the independent variables and convergence towards 3 factors for the dependent variables.

Table 4: Rotated Component Matrix for Independent Variables

Variable	Component				
	1	2	3	4	5
KNACQ2	.878				
KNACQ1	.859				
KNACQ4	.844				
KNACQ3	.837				
KNCRE4		.793			
KNCRE2		.791			
KNCRE3		.766			
KNCRE1		.691			
KNUSE2			.809		
KNUSE4			.717		
KNUSE3			.710		
KNUSE1			.689		
KNSHA4				.810	
KNSHA3				.778	
KNSHA1				.753	
KNSHA2				.709	
KNSTR1					.737
KNSTR4					.731
KNSTR3					.706
KNSTR2					.613
Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.					
a. Rotation Converged in 6 iterations.					

Table 5: Rotated Component Matrix for Dependent Variables

	Component		
	1	2	3
ADPER3	.838		
ADPER1	.748		
ADPER2	.746		
ADPER4	.741		
COPER2		.814	
COPER3		.771	
COPER4		.762	
COPER1		.706	
TAPER3			.811
TAPER2			.721
TAPER1			.688
TAPER4			.675
Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization. a. Rotation Converged in 5 Iterations.			

Hypotheses Testing

Table 6 displays the test findings that looked at how the independent factors affected the dependent variable. Out of the fifteen hypotheses presented, it is found that knowledge production, storage, sharing, and utilisation have a significant impact on task performance, contextual performance, and adaptive performance. Surprisingly, not enough data suggests that knowledge acquisition affects task performance, contextual performance, or adaptive performance.

However, there are variations in the magnitude of the effects of the variables knowledge creation, knowledge storage, knowledge sharing, and knowledge utilization on the performance of tasks, the environment, and adaptive performance, as shown by the beta coefficients and significant levels. With a beta coefficient of 0.289 and a significance level of less than 0.001, information sharing is shown to have the most influence when task performance is taken into account as the dependent component. The influence of knowledge generation is greatest for contextual performance, with a beta value of 0.508 and a significance level of less than 0.001. Lastly, with a beta value of 0.237 and a significance level of less than 0.001, the influence of knowledge utilization is the most significant in the case of the dependent variable adaptive performance. The research findings indicate that knowledge production, storage, sharing, and utilisation all have a satisfactory impact on workers' job performance in Vietnam's service sectors based on task performance, contextual performance, and adaptive performance. Furthermore, the research findings imply that there is not enough proof of how knowledge acquisition affects workers' job performance in the firms under investigation.

Table 6. Results of Regression Analysis for Task Performance

Variable	Beta	t	Sig.	H	Result
Results of Regression Analysis for Task Performance, adjusted R square = .215					
KNACQ	.052	1.302	.194	H1a	Rejected
KNCRE	.087	1.969	.049	H2a	Accepted
KNSTR	.094	1.965	.045	H3a	Accepted
KNSHA	.289	6.370	<.001	H4a	Accepted
KNUSE	.095	2.070	.039	H5a	Accepted
Results of Regression Analysis for Contextual Performance, adjusted R square = .591					
KNACQ	.014	.689	.491	H1b	Rejected
KNCRE	.508	25.268	<.001	H2b	Accepted
KNSTR	.185	3.442	<.001	H3b	Accepted
KNSHA	.019	.817	.041	H4b	Accepted
KNUSE	.054	2.277	.023	H5b	Accepted
Results of Regression Analysis for Adaptive Performance, adjusted R square = .265					
KNACQ	.027	.707	.480	H1c	Rejected
KNCRE	.147	3.426	<.001	H2c	Accepted
KNSTR	.139	3.017	.003	H3c	Accepted
KNSHA	.139	3.176	.002	H4c	Accepted
KNUSE	.237	5.304	<.001	H5c	Accepted

DISCUSSION AND IMPLICATIONS

Firstly, task performance, contextual performance, and adaptive performance are the three areas in which knowledge generation improves employee performance. The outcomes of earlier studies (Adubasim et al., 2018; Endende et al., 2022) are in line with this conclusion. The results show that task performance (standardised beta = 0.087), adaptive performance (standardised beta = 0.147), and contextual performance (with the highest standardised beta value of 0.508) are the three areas where knowledge production has the most influence. This suggests that knowledge production within a company is important for improving workers' productivity (Turek, 2022). Employees that innovate in the workplace provide new ideas, techniques, and information that improves their performance in both quantitative and qualitative elements of their job, improves their problem-solving skills, and equips them to handle increasingly difficult situations. Second, task performance, contextual performance, and adaptive performance are the three areas in which knowledge storing improves employee performance. This outcome is consistent with earlier investigation of (Caroline et al., 2015).

According to the regression results, task performance (with a standardised beta coefficient of 0.094) is the performance that is most affected by knowledge storage, followed by adaptive performance and contextual performance (with standardised beta coefficients of 0.185 and 0.139, respectively). Consequently, an organisation that puts a lot of effort into organising, refining, and storing the information it has amassed and

that has valuable patents and licenses will positively impact the work results of its personnel.

Thirdly, the study's conclusions support the notion that knowledge sharing improves worker performance in three areas: task performance, contextual performance, and adaptive performance. Task performance is thought to benefit most from knowledge sharing, with a standardised beta coefficient of 0.289. Numerous writers ([Dong & Nghia, 2022](#); [Ismail & Yusof, 2009](#); [Meher & Mishra, 2022](#); [Nguyen et al., 2019](#); [Nurrachman et al., 2019](#)) have already recognised these study outcomes. Employee performance is positively impacted by the habit of people inside a firm exchanging information and expertise, as well as by businesses creating information platforms, such as intranets and electronic bulletin boards, to facilitate information sharing. Fourth, it is proposed that knowledge use enhances task performance, contextual performance, and adaptive performance three areas in which employee performance is positively impacted. A standardised beta value of 0.237 indicates that adaptive performance is the area where the most influence is observed. Numerous researchers have already reported similar results in their investigations. This implies that companies should develop procedures for the application of knowledge, such as providing rewards and incentives for the submission of original ideas, designing workflow diagrams, and so on, in order to enhance the performance of their workforce. In summary, our research has failed to uncover any indication that knowledge acquisition improves employee job outcomes in any of the three domains examined task performance, contextual performance, and adaptive performance. The conclusions of some earlier studies by other authors [Kianto et al. \(2019\)](#) are in conflict with this result. It's probable that the examined organisations had a propensity to aggressively seek out external expertise rather than relying more on internal knowledge. Nonetheless, the results of this investigation align with those of ABC in exploring the influence of work satisfaction as a mediating factor between job acquisition and employee performance ([Alyoubi et al., 2018](#); [Feijó et al., 2022](#)).

CONCLUSION AND LIMITATIONS

A model describing the relationship between knowledge management and employee performance has been developed by this research. Knowledge management is evaluated along five dimensions: creation, acquisition, sharing, storing, and utilisation, while employee performance is assessed along three dimensions: task performance, contextual performance, and adaptive performance. The findings of the study demonstrate that the generation, saving, sharing, and application of information all positively impact worker performance in the areas of task performance, contextual performance, and adaptive performance. This suggests that organisations must actively generate new knowledge such as new work processes or ideas store knowledge, exchange knowledge, and use knowledge if they hope to improve the work results of their people. Furthermore, the connection between employee performance and

knowledge acquisition is not well supported by the available data. Future research might broaden the topic, study scope, length of the examination, and other aspects due to time and budget restrictions.

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