

EXAMINING THE INTERPLAY BETWEEN EMPLOYEE KNOWLEDGE AND PRACTICES ON PERFORMANCE WITH ORGANISATIONAL COMMITMENT AS A MEDIATOR IN THE CHINESE INDUSTRY.

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ABSTRACT

The connection amongst employee knowledge and employee performance in the Chinese industry is studied in this research investigation, with organisational commitment being examined at as an intermediary factor. The study acknowledges that, especially in fast-developing countries like China's, employee performance is a crucial factor in corporate achievement. Effectiveness, inventiveness, and production are all significantly influenced by employee knowledge, which includes expertise in technology, talents, and capacity to solve issues. This research also shows that when professionals show high organisational commitment, which encourages trustworthiness, inspiration, and engagement with business objectives, the influence of employee knowledge is increased. Using a design for quantitative research, data is gathered from a variety of business organisations using the distribution of structured questionnaires. Descriptive statistical approaches are used to examine 676 valid replies to evaluate and effectively investigate the formulated hypotheses. Organisational commitment is demonstrated to buffer this connection by increasing employees' motivation to use knowledge successfully. The results indicate an important beneficial connection between employee knowledge and employee performance. The research has also added to the insights of the current body of employee knowledge by highlighting the importance of both knowledge and commitment in generating long-term performance from employees. Additionally, it offers policy makers and managers some pragmatic takeaways, such as the idea that companies should place an emphasis on employee dedication and continual improvement of skills. A company's ability to effectively leverage its knowledge capabilities into an edge over competitors depends on its culture of involvement, acknowledgement and assistance.

Keywords: Employee knowledge; employee performance; Chinese industry; organisational commitment; productivity.

INTRODUCTION

Employee performance refers to the efficiency and output with which employees execute their responsibilities. Successful training courses are associated with a greater degree of employee performance, according to the available research. Employee performance is regularly proven to be enhanced by a strong emphasis on advancement in career and flexibility at workplace.

Employee performance is frequently impacted by motivational approaches and the work environment. Employee knowledge significantly improves employee performance by raising levels of effectiveness, innovation, and production (Faeq, 2022). Knowledge management practices, which include gaining, transmitting, and employing knowledge, can help businesses enhance their ability to make decisions, boost effectiveness, and acquire a competitive advantage in the knowledge-oriented markets. Employee knowledge is the secret to contemporary businesses' success. The beneficial effects of knowledge-based frameworks have contributed to their gradual adoption by companies. Numerous types of researchers from different disciplines have taken aim at this concept of employee knowledge, leading to a wide range of judgements that vary according to the research methods employed. Knowledge, facts, beliefs, thoughts, choices, assessments, and scientific methods that rely on cognitive procedures, for understanding, research, and decision-making can be quickly accessed and examined thanks to knowledge systems. Interactions between different people and their cultural backgrounds are at the heart of knowledge transfer, which also includes the sharing, adapting, and passing on of skills and information from one group to another. Integrating a wide range of both public and confidential knowledge is at the centre of this strategy. The individuals who must be considered responsible for their performance on the position are those who are ready to help contribute to making a distinction in the procedure of continuous improvement (Syed et al., 2024). Employees are more inclined to be straightforward when asked about difficulties they've been experiencing, solutions that they had found, and the significance of understanding how the job they do, in terms of both creativity and uniqueness, relates to the company's goals.

BACKGROUND OF THE STUDY

Employee knowledge is positively and substantially connected with employee performance, particularly in China's high-tech manufacturing and technological industries. Systems to talent governance, corporate culture, and knowledge-based governance all play a role in complicating this association. Encouraging innovative thinking, efficient talent management, and intuitive and visible knowledge interchange is essential in enhancing managerial, financial, and creative efficiency. In the first place, China's employment system must recognise professionals with knowledge as a substantial segment, as they play a pivotal role in the modern societal transformation. According to Chinese categorisation, workers create both material (clothes, chemicals, gasoline, and machines) and immaterial (knowledge, interaction, management, and services) commodities (Zhang et al., 2022). Since their occupation is regarded as equally fundamental to the socialism system of employee service as that of industrial employees, knowledge employees in disciplines like higher education, technological advancement, medical care, and transmission are crucial to China's job market. In the realm of public service, there appeared to be an increasing trend in enthusiasm for the study and practice of knowledge governance. Knowledge-based projects are currently used by the business sector in more than just prosperous nations. Many public and private organisations in developing countries, like China, have created knowledge administration positions to address the problems of inadequate

organisational commitment (higher turnover rates) and the performance of knowledge employees. Techniques for administering employee performance are positively impacted by governance in Chinese firms that places a premium on knowledge. For the simple reason that it increases engagement and output by fostering an atmosphere that is good for learning, sharing, and original thought (Xu & Li, 2022). Critical components include managers' commitment to knowledge guidelines, their competence in knowledge management, and the creation of a strong knowledge organisation mindset that encourages the advancement, sharing, and preservation of knowledge.

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PURPOSE OF THE RESEARCH

Considering the context of Chinese business, this research project attempted to investigate how organisational commitment mediated the relationship between employee knowledge and employee performance. The aim of the investigation intended to investigate the connection between an employee's overall efficiency and the knowledge they applied on their current position. Additionally, it aimed to determine the extent to which organisational commitment influenced that relationship. The main purpose of the research aimed to provide data on the correlation between employee knowledge and performance outcomes, and to determine if employee commitment provided an improved rationale. The purpose of the study was to highlight the significance of cultivating dependable employees and to investigate techniques for making optimal use of the knowledge and abilities of workers. It was essential to the investigation to concentrate on Chinese industries that, to attain large growth in their economy, required technically qualified employees and a strong commitment to the organisation.

LITERATURE REVIEW

In today's competitive corporate atmosphere, when productivity, efficacy, and profits are top priorities, it is essential that employees ramp up their performance or they risk being dismissed. Leadership from public sector organisations (PSOs) is crucial for subordinates' work

performance if the organisations are to thrive in this uncertain climate and reach their goals. In terms of both output and edge over competitors, human capital is among an organisation's most precious assets. An important goal of modern public administration (PA) investigation is, hence, to enhance staff performance. The objective of a study that had been published in the past was to investigate the technique by which beneficial effects and satisfaction with work promote understanding of knowledge among the members of teams working on projects in the Chinese building industry. Additionally, the researchers intended to investigate the mediating function of organisational commitment between the two variables to discover a novel strategy for enhancing the effectiveness of sharing knowledge inside project administration organisations in China from the standpoint of psychological factors (Sang et al., 2020). Findings indicated that, in the Chinese setting, organisational commitment may mediate the effect of employment fulfilment and beneficial influence on transferring knowledge among the participants in the assignment, while both factors significantly impact the exchange of knowledge. One more study's major objective was to gain insight into how organisational commitment mediated the relationship between methods of leadership and subsidiary performance among government-owned companies across countries. Organisational commitment modulates the relationship between transformational and laissez-faire managerial styles, according to the findings (Donkor et al., 2021). Adequate behaviour from leadership must be considered in any effort to boost subsidiary dedication and achievement on the job, according to the implications. The organisation's current and future demands for leadership can be more effectively fulfilled through the implementation of interpersonal growth educational initiatives. Towards this end, the study explored into the results, limits, and potential investigation for additional research. With employee participation serving as a mediator, another study examined how transformational management affected employees' emotional organisational commitment and work productivity. Results showed that organisational commitment and performance on job tasks were both improved under transformational administration (Jiatong et al., 2022). The effective connection among transformational management, emotional organisational commitment, and worker performance can be partly mediated by employee interaction, according to the data. The impact of transformational management on performance indicators in the Chinese hospitality industry is examined in this study, which added to the existing literature on the topic. In addition, the article addressed both academic and empirical aspects.

RESEARCH QUESTION

What is the influence of employee knowledge on employee performance in Chinese industry considering organisational commitment?

RESEARCH METHODOLOGY

Research Design: The researchers analysed the quantitative data through SPSS 25. To assess the strength and kind of the statistical association, odds ratios and a 95% confidence interval

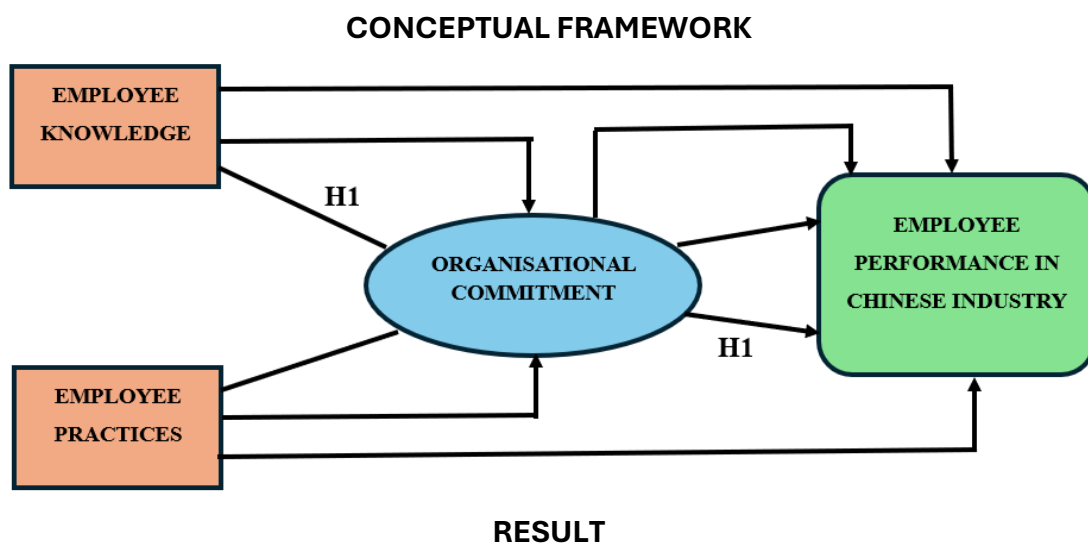
were utilised. The result can be considered statistically significant with a p-value lower than 0.05. Researchers used descriptive statistics to delve deeper into the data. Quantitative methods were used to test structured instruments, like surveys, to make sure the data was valid and reliable.

Sampling: The research investigation was completed using a simple random sampling procedure. The Rao-soft software recommended 612 people participate in the research. Various companies in China's industrial sector had 750 questionnaires sent to them by researchers. After removing 33 responses with incorrect or absent information, the researcher was left with 676 responses out of a total of 709.

Data and Measurement: The primary method of data gathering was a survey questionnaire sent out to individuals with expertise in the field of building. Respondents were requested to supply basic demographic information in the first section of the survey. In the second part of the survey, the researchers employed a 5-point Likert scale to gauge participants' opinions on how employee knowledge affects worker performance. Reputable sources, including online databases and industry periodicals, provided the secondary data used to back up the primary results.

Statistical Software: The statistical evaluation was conducted using SPSS version 25 and Microsoft Excel.

Statistical Tools: A descriptive analysis was carried out to better understand the data. To test the hypothesis and identify any differences between the groups, the researcher used analysis of variance (ANOVA). Researchers used descriptive statistics to make sense of the purposely chosen sample's patterns, trends, and correlations.



Factor Analysis: Using publicly available data, Factor Analysis (FA) aims to discover previously unknown factors. Evaluations frequently rely on regression coefficients in cases where there are no clear visual or diagnostic indicators. In this investigation, researchers mainly look for

linkages, weaknesses, and breaches that may be observable. Datasets used in Kaiser-Meyer-Olkin (KMO) Tests are those that have been derived via multiple regression studies. Based on the results, it can be concluded that both the theoretical model and its sample parameters generate dependable predictions. Duplicate entries in the data can be discovered. Reducing the proportions makes the data easier to read. The researcher is given a number by KMO that falls on a scale from 0 to 1. For a sample size to be considered adequate, the KMO value must be between 0.8 and 1.

Kaiser considers these levels to be suitable: The following are the conditions of approval as per Kaiser's requirements:

An appalling 0.050 to 0.059, well below the usual range of 0.60 to 0.69.

The typical range for middle grades is between 0.70 and 0.79.

A quality point score between 0.80 and 0.89.

The interval from 0.90 to 1.00 astounds them.

According to the Kaiser-Meyer-Olkin scale: 0.928

The results of Bartlett's test of Sphericity are as follows: 3252.968 is the approximate chi-square value

190 is degrees of freedom (df); sig = 0.000.

Table 1. Examination of KMO and Bartlett's Sampling Adequacy.

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		0.928
Bartlett's Test of Sphericity	Approx. Chi-Square	3252.968
	df	190
	Sig.	.000

Applying sample criteria becomes easier in most circumstances because of this. The researcher employed Bartlett's Test of Sphericity to ascertain the statistical significance of the correlation matrices. If the Kaiser-Meyer-Olkin value is 0.928, then the sample size is large enough. Researchers obtain a p-value of 0.00 using Bartlett's Sphericity test. Since Bartlett's Sphericity test yielded a positive result, researchers can conclude that the correlation matrix is not original.

INDEPENDENT VARIABLE

Employee knowledge: The term "employee knowledge" refers to the aggregate of an employee's training, expertise, and knowledge as it pertains to their role on the job. It increases the efficiency of employees by combining traditional schooling with education that they receive while on the job. Maintaining effectiveness, ensuring superior performance, and promoting improvements in the workplace are all dependent on the possession of outstanding knowledge by employees (Hasudungan et al., 2020). Abilities such as these can be acquired through programs that focus on growth, job-related education, guidance, and continuous professional development (CPD). Employees that are knowledgeable are better equipped for contributing commitments to the goals of their organisation, to react to technological advancements, and to handle problems. When a company makes it a priority to promote the flow of expertise and knowledge among its employees, among the results are a culture that encourages cooperation and an attitude of continuous improvement. To meet the growing demands of consumers in today's rapidly evolving workplace and to continue to be productive, it is imperative that employees maintain flexible and refresh their knowledge on a regular basis (Papa et al., 2020). The ability to do their duties effectively and the ability to adapt to changing situations are both granted to employees by their knowledge, which leads to increased production and fresh concepts.

MEDIATING VARIABLE

Organisational commitment: An employee's organisational commitment can be defined as the degree to which they care about and support the company they work for. Employees' commitment to the success of the business is indicative of their faith in its mission, values, and goals. Organisational commitment normally considers three factors (Shoaib et al., 2021). People are considered to demonstrate an emotional commitment if they're employed because they genuinely want to. Employees exhibit continuity commitment if they remain on the job out of a lack of choice or fear of losing benefits. Normative commitment is the behaviour of employees who stay because they feel required to. Both firms and their employees benefit from a high level of organisational commitment (Lakshman et al., 2022). It does three things: makes workers happier, boosts productivity, and reduces turnover. When employees give their all to their job, they become more passionate, motivated, and in line with the organisation's objectives. In layman's words, organisational commitment is the single most important factor in the achievement and longevity of a business across the hierarchy.

DEPENDENT VARIABLE

Employee performance in Chinese industry: Employee performance in Chinese industries is a major driver of the country's rapidly expanding business and strong position on the global stage. It is generally influenced by government initiatives, corporate procedures, and cultural ideas that value efficiency and teamwork. Confucian principles of accountability, dedication,

and devotion—which stress cooperation and respect for authority—are highly linked with corporate success in China (Kuswati, 2020). As a result of technological advancements and internationalisation, modern methods of managing organisational effectiveness have recently made their way into Chinese businesses. Approaches for recruiting and keeping employees, ongoing professional development, and key performance indicators (KPIs) are some of the techniques that are included in this category. By adopting worldwide norms that encourage innovative thinking, adaptation, and technological advancement, businesses that have an international footprint in China can have an impact on regional standards (Tamunomiebi & Oyibo, 2020). Chinese businesses have been able to strengthen their positions of domination in the global marketplace and have also been able to improve their efficiency by means of cultivating the growth of skilled workers, conducting real evaluations, and involving their employees.

Relationship between employee knowledge and employee performance in Chinese industry considering organisational commitment: When organisational commitment is included into thought, the correlation among employee knowledge and employee performance in the Chinese industry assumes on greater significance. Employee knowledge, which encompasses expertise in technology, creative thinking skills, and knowledge of the sector in which they operate, is crucial to deciding the level of output and quality (Vuong et al., 2023). While having knowledge is important, it won't be enough to boost performance until employees are also enthusiastic about and dedicated to the company's mission and values. Employees' trustworthiness, obligation, and feeling of connection are all positively impacted by organisational commitment, which mediates this connection. Passionate employees in China's industries are more inclined to put their knowledge to good use, participate in new procedures, and help the company succeed in the future, despite the frequent technical advancements and intense competition. Improved morals at work, fewer intentions to leave, and a desire to go greater than what is required of them are all traits of employees who exhibit substantial organisational commitment (AlKahtani et al., 2021). On the other hand, when the degree of commitment are insufficient, especially skilled employees could fall short because they aren't inspired to do their best or aren't in line with the company's objectives. Employee knowledge can only be turned into improved performance consequences in Chinese enterprises if a dedication culture is fostered by means of encouraging managerial behaviour, opportunities for training, and appreciation.

The researcher has developed the following hypothesis considering the foregoing discussion to assess the relationship between employee knowledge and employee performance in the Chinese industry considering organisational commitment:

“H₀₁: There is no significant relationship between employee knowledge and employee performance in Chinese industry considering organisational commitment.”

“H₁: There is a significant relationship between employee knowledge and employee performance in Chinese industry considering organisational commitment.”

Table 2. H1 ANOVA Test.

ANOVA					
Sum					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	57,843.524	211	8,542.742	1,015.421	0.000
Within Groups	845.821	464	8.413		
Total	58,689.345	675			

This inquiry has yielded substantial findings. With a p-value of 0.000 and an F-value of 1015.421, both of which are lower than the 0.05 alpha level, statistical significance is shown. The results determines that the **“H₁: There is a significant relationship between employee knowledge and employee performance in Chinese industry considering organisational commitment”** has been accepted, and the null hypothesis has been rejected.

DISCUSSION

Employee knowledge significantly and positively affected performance in the Chinese industry, according to the results of this research. Workers proved more likely to achieve effectiveness, creativity, and performance in their professions if they held greater amounts of experience, knowledge of technology, and capacity for problem-solving. The findings also showed that organisational commitment played a significant intermediary role, bolstering the connection between employee knowledge and employee performance. Professionals who had an intense feeling of commitment and connection with corporate objectives were far more inclined to utilise their knowledge to good use and assist to long-term achievement. According to the study, although employee knowledge in and of itself was important, its advantages could only be completely achieved when accompanied with intense organisational commitment. It was concluded that employee knowledge individually would not be enough to ensure improved employee performance in the absence of cultural and incentive components that fostered sustained engagement and commitment from staff. Individuals who considered psychologically and conventionally dedicated were more likely to communicate their knowledge, be flexible enough to meet corporate requirements, and persevere under pressure. These results correspond with other studies, which found that knowledge techniques for administration, when combined with a positive corporate culture and encouraging managerial behaviour, enhanced employee performance. Evidence also demonstrated the significance of developing tactics that encourage employee retention, ongoing education, and appreciation, guaranteeing that competent workers stayed dedicated to corporate objectives. The research study revealed that knowledge and commitment working together were the most important factors in achieving long-term employee performance in Chinese companies.

CONCLUSION

According to the results of this research, organisational commitment served as an essential link in the interaction between employee knowledge and employee performance in the Chinese industry. Increased efficiency, effectiveness, and creativity were made possible by employees with deep knowledge and skill. The results, nonetheless, revealed that employee knowledge alone wasn't enough to guarantee top-notch employee performance. Workers were able to successfully use their knowledge and stay committed to the organisation's objectives because to the institutional commitment that supplied the cultural and inspirational framework. There was a correlation between employees' degree of commitment and their devotion, dedication, and accountability on the workplace; this, in turn, contributed to better employee performance and fewer plans to leave. The investigation also showed that the real-world effect of employee knowledge on employee performance outcomes was boosted when management supported a culture of dedication, employees were recognised for their achievements, and they were provided with opportunities for further development in their careers. Sustainability in the Chinese commercial setting requires considering both employee knowledge and organisational commitment, according to this research's general conclusions. It was determined that businesses who want to be competing in years to come should put money into improving employee knowledge and organisational commitment to achieve the best possible employee performance.

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