

**TRANSACTIONAL MEMORY SYSTEM'S IMPACT ON TEAM
PERFORMANCE THROUGH KNOWLEDGE QUALITY AND
PERCEIVED KNOWLEDGE SATISFACTION IN BANKING
SECTOR: SPECIAL REFERENCE TO BATTICALOA DISTRICT**

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ABSTRACT

Nowadays, banking sectors are facing more complexity in sharing knowledge among employees. The well-developed transactive memory system (TMS) helps the banking sector for effective knowledge sharing. Effective team performance depends on the systems. According to that this study primary goal is to analyze how transactive memory system's impacts on team performance with the mediating role of knowledge quality and perceived knowledge satisfaction.

The study investigates the relationship between transactive memory system and team performance, and the study also investigates the knowledge quality and perceived knowledge satisfaction are mediated. In order to achieve the study objective, we conducted survey among banking sector employees. We distributed 211 questionnaires among four banks' employees in the Batticaloa district for the analysis purpose.

The previous studies covered this knowledge in all type of organization but this study only focused banking sector because the transactive memory system most appropriate for banking sector, because the banking sector used accurate and reliable information. The study including three dimensions of TMS, which are specialization, credibility, and coordination. All variables are high-level in banking sector, and also all variable have positive relationship with each other variable.

The results show that, transactive memory system has a significant positive impact on team performance, and also a knowledge quality and perceived knowledge satisfaction partially mediates the relationship between a transactive memory system and team performance.

This study will help to managers and employees develop and assists the quick access and improving decision-making among employees. As a result, the banking industry wishes to improve team performance by utilizing the transactive memory system. It helps banks in gaining a competitive advantage.

Key words: Transactive memory system, Team performance, Knowledge quality, Perceived knowledge satisfaction

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