THE IMPACT OF FORMAL AND INFORMAL LEARNING ON EMPLOYEE WORK ENGAGEMENT AT HOTELS IN NUWARAELIYA

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ABSTRACT

In the twenty first-century organizations are operating in a very competitive environment. The tourism industry is one of the largest industries in Sri Lanka and it provides so many benefits for employees as well as the country in many ways. In this situation, employee engagement is a very important factor for the hotel industry. In Sri Lankan hotel industry, the employees' duty is in a higher position. This concept is rapidly gaining popularity and is used in the workplace to retain quality employees. This study examines the Formal and Informal Learning on employee work engagement and measures the overall level of employee engagement at hotels. Therefore the aim of this study was to analyze existing level of formal learning, informal learning, and employee engagement, what sort of relationship between formal and informal learning on employee work engagement, impact of formal and informal learning on employee work engagement and combined impact of formal and informal learning on employee work engagement at four hotels in Nuwaraeliya.

The quantitative research approach used for this research. As well as Structured questionnaire was used as the method of data collection and 247 employees selected as a sample out of 650 employees. The researcher considered four hotels in Nuwaraeliya. Random sample method used to make the sampling frame of the study. The data were analyzed using descriptive statistics, Pearson correlation, and regression analysis. The findings exhibited that, there was a relationship between Formal and Informal learning and employee engagement and also employee engagement of employees are at high level in hotels at Nuwaraeliya. However, Formal and Informal learning is positively and significantly correlated with employee engagement. Lastly, the result indicated that there is a significant impact of formal and informal learning on employee work engagement and results indicated there is no significant combined impact of formal and informal learning on employee work engagement. This shows that employers need to develop proper and well-structured learning policies and practices in attaining a high level of engagement among the employees.

Keywords: *Formal Learning, Informal Learning, Employee Work Engagement*

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