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Alberto Ochoa-Zezzatti
Diego Oliva
Aboul Ella Hassanien *Editors*

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Editors
Alberto Ochoa-Zezzatti
Universidad Autonoma de Ciudad Juarez
Ciudad Juarez, Mexico

Aboul Ella Hassanien
Faculty of Computers and Artificial
Intelligence Information Technology
Department
Cairo University
Giza, Egypt

Diego Oliva
Departamento de Ciencias
Computacionales
Universidad de Guadajalara
Guadajalara, Jalisco, Mexico

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Interpersonal Relationships and Reciprocity: Their Influence in Knowledge Transfer Inside of Mexican Hotels

Aurora Máynez, Hilda Zorrilla-Nuñez, Alberto Ochoa-Zezzatti, and Andres Hernández Gómez

Abstract Knowledge stands out as a strategic asset that has been employed from past times up to the present age. Its management began in recent decades, with an increasing business interest, except in the case of the tourism and hospitality sector. Knowledge transfer is one of the vital areas of this field. Interpersonal relationships, reciprocity and the intention to share are among the factors that affect it. To advance knowledge, in the context of hotels located on the island of Cozumel, Mexico, this work aims to establish whether the first two parameters influence the transfer of intra-hotel knowledge, through the mediation of the intention to share. The research design was quantitative, non-experimental, cross-sectional, correlational-causal, with an intentional non-probabilistic sample. Surveys were employed as the preferred data collection technique, applied through a self-administered questionnaire. The variables were measured with scale items available in literature, translated into Spanish, and adapted to the context. They were valued with a Likert-like measurement scale. Modeling structural equations (SEM) with partial least squares (PLS) was used as a statistical analysis technique. Interpersonal relationships have a significant impact on the intention to share and the expectation of reciprocity, but do not directly affect knowledge transfer. The expectation of reciprocity significantly influences the transfer and the intention to share. The intention to share knowledge impacts knowledge transfer. The strongest relationship arises between interpersonal relationships and the intention to share knowledge, mediated by an expectation of reciprocity. Interpersonal relationships influence the expectation of reciprocity both in a direct and indirect manner. Sharing knowledge is not only essential to improving the performance of individuals and businesses, it is also a moral challenge for organizations. Our findings show that, because of sharing knowledge, new services and work activities are created, and that knowledge becomes a part of normal work tasks in Mexican hotels. Moreover, we agree that interpersonal relationships favor knowledge transfer. On the expectation of reciprocity, we identify that these variable influences knowledge transfer. In this context, the variable was conveyed through people's trust to share their knowledge with their co-workers in their certainty that, in doing so,

A. Máynez (✉) · H. Zorrilla-Nuñez · A. Ochoa-Zezzatti · A. H. Gómez
Doctorado en Tecnología, Universidad Autónoma de Ciudad Juárez, Ciudad Juárez, Mexico
e-mail: amaynez@uacj.mx

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