UNIVERSITI PUTRA MALAYSIA

RELATIONSHIP AMONG ORGANIZATIONAL FACTORS, KNOWLEDGE MANAGEMENT PROCESSES, ORGANIZATIONAL INNOVATION, AND ORGANIZATIONAL PERFORMANCE IN IRANIAN PUBLIC BANKS

MOJTABA NAGHAVI

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RELATIONSHIP AMONG ORGANIZATIONAL FACTORS, KNOWLEDGE MANAGEMENT PROCESSES, ORGANIZATIONAL INNOVATION, AND ORGANIZATIONAL PERFORMANCE IN IRANIAN PUBLIC BANKS

By

MOJTABA NAGHAVI

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DEDICATION

This thesis is dedicated to:

My Family:

My late parents, My Wife, and My Children
The purpose of this study was to examine the relationship among major variables that include organizational factors (OFs), Knowledge Management processes (KMP), organizational innovation (INO), and organizational performance (PER) in the public banks in Iran. In addition, the roles of KMP and INO as mediators were investigated.

Seven research questions and 28 hypotheses were examined. The unit of analysis was the supervisory department of the Iranian public banks’ branches. A questionnaire was used as the main instrument in gathering data, and a total of 229 respondents were involved in the survey. As an analytical method, Structural Equation Modeling (SEM) was selected using Amos 16.0 version.

Result of the SEM analysis revealed that; a) Variables leadership, collaboration, centralization, training, and IT support of the OFs have significant relationships with
KMP. b) Variables leadership, incentives, formalization and IT support of the OFs have significant relationships with INO. c) There is a significant positive relationship between KMP and PER. d) There is a significant positive relationship between KMP and INO. e) There is a significant positive relationship between INO and PER. f) KMP partially mediates the relationship between variables leadership and IT support of the OFs with INO. g) INO partially mediates the relationship between KMP and PER. The findings of the structural model analyses also determine that 61% of the variance in the KMP is explained by the joint influences of the OFs predictors, 49% of the variance in the INO is accounted by the joint influences of the predictors of OFs and KMP. In addition, 73% of the variance in the PER is accounted by the joint influences of the predictors of OFs, KMP and INO. The result of overall structural model showed that the IT support variable of the OFs had the highest contribution toward the prediction of organizational performance and this is followed by the leadership and collaboration variables respectively.
Abstrak tesis ini dibentangkan pada Senat Universiti Putra Malaysia sebagai memenuhi syarat untuk Falsafah Kedoktoran (PhD) di Sekolah Pengajian Siswaah Pengurusan

HUBUNGAN ANTARA FAKTOR ORGANISASI, PROSES PENGURUSAN PENGETAHUAN, INOVASI ORGANISASI, DAN PRESTASI ORGANISASI DALAM BANK AWAM IRAN

OLEH

MOJTABA NAGHAVI

Januari 2012

Pengerusi: Prof. ZainalAbidinMohamad, PhD

Fakulti: Sekolah Pengajian Siswaah Pengurusan

Tujuan kajian ini ialah untuk melihat hubungan antara variabel major yang penting termasuk faktor organisasi (OFs), Proses Pengurusan Pengetahuan (KMP), inovasi organisasi (INO), dan prestasi organisasi (PER) dalam bank awam di Iran. Di samping itu kajian ini juga menyiasat peranan KMP dan INO sebagai pengantara.


Keputusan analisis SEM menunjukkan bahawa a) Variabel kepimpinan, kerjasama, kelompok berpusat, latihan, dan bantuan IT teknologi OFs mempunyai hubungan yang signifikan dengan KMP. b) Variabel kepimpinan, insentif, formal dan bantuan IT terhadap OFs mempunyai hubungan yang signifikan dengan INO. c) KMP dan PER
mempunyai hubungan signifikan yang positif. d) KMP dan INO mempunyai hubungan signifikan yang positif. e) INO dan PER mempunyai hubungan signifikan yang positif. f) Sebahagian KMP menjadi pengantara hubungan antara variabel kepimpinan dan bantuan IT terhadap OFs serta INO. g) INO menjadi pengantara sebahagian hubungan KMP dan PER. Dapatan kajian hasil daripada analisis model structural analyses jelas menunjukkan bahawa 61% daripada varian dalam KMP adalah pengaruh bersama terhadap andaian OFs, 49% varian dalam INO diambil kira sebagai pengaruh bersama faktor OFs dan KMP. Di samping itu, 73% daripada varian dalam PER diambil kira sebagai pengaruh bersama andaian OFs, KMP dan INO.

Secara keseluruhannya hasil kajian model structural analyses menunjukkan bahawa variabel bantuan IT bagi OFs merupakan penyumbang tertinggi terhadap andaian prestasi organisasi dan diikuti oleh variabel kepimpinan dan kerjasama.
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In the end, I would like to express my sincerest gratitude to my dear family whose support started, followed, and finished this project.
I certify that an Examination Committee met on 5th June, 2012 to conduct the final examination of Mojtaba Nghiavi Senjani on his Doctor of Philosophy thesis entitled “Relationship among Organizational Factors, Knowledge Management Processes, Organizational Innovation, and Organizational Performance in the Iranian Public Banks” in accordance with Universities and University Colleges Act 1971 and the Constitution of the Universiti Putra Malaysia [P.U. (A) 106] 15 March 2008. The Committee recommends that the student be awarded the Doctor of Philosophy degree. Members of the Examination Committee are as follows:

Azmawani Abd Rahman, PhD
Faculty of Economics and Management
University Putra Malaysia
(Chairperson)

Morten Thanning Vendelo, PhD
Institut of Organization Copenhagen Business School
Danmark
(External Examiner)

Khalil Md Nor, PhD
Associate Professor
Faculty of Management & HRD
University Technology Malaysia
(Internal Examiner)

Jamaliah Abdul Hamid, PhD
Associate Professor
Faculty of Educational Studies
University Putra Malaysia
(Internal Examiner)

FOONG SOON YAU, PHD
Professor/ Deputy Dean
Graduate School of Management
Universiti Putra Malaysia

Date:
This thesis submitted to the Senate of Universiti Putra Malaysia has been accepted as fulfilment of the requirement for the degree of Doctor of Philosophy. The members of the Supervisory Committee are as follows:

**Zainal Abidin Mohamad, PhD**  
Professor  
Faculty of Economic and Muamalat  
Universiti Sains Islam Malaysia  
(Chairman)

**Murali Sambasivan, PhD**  
Professor  
Graduate School of Management  
Universiti Putra Malaysia  
(Member)

**Dato’ Zulkifi Idris, PhD**  
Professor  
Graduate School of Management  
Universiti Putra Malaysia  
(Member)

**Ali Rajabzadeh, PhD**  
Assoc. Professor  
Department of Management,  
Tarbiat Modarres University (T.M.U), Tehran, Iran  
(Member)

---

**ARFAH SALLEH, PhD, FCPA**  
Professor/ Dean  
Graduate School of Management  
Universiti Putra Malaysia

Date:
DECLARATION

I hereby declare that the thesis is based on my original work except for quotations and citations, which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for any other degree at Universiti Putra Malaysia or any other institutions.

MOJTABA NAGHAVI SENJANI

Date:
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