

Abstract

Impact of Dynamic Capabilities and Organizational Agility on the Competitive Performance: The Mediating Role of Organizational Learning

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This study aimed at investigating the impact of dynamic capabilities, organizational agility, on the competitive performance. Furthermore, it attempts to investigate the mediating role of organizational learning between dynamic capabilities, organizational agility, and the competitive performance of Jordanian commercial banks.

The study adopted a quantitative approach. The target population of this study consisted of Jordanian commercial banks, which numbered (13). The study sample consisted of (CEO, deputy CEO, executive managers, heads of departments, and other supervisory jobs). Data collected by distributing (493) online questionnaire survey, and (426) were returned and analyzed with the response of rate (86 %). The study employed (Smart PLS 3.0) and Structural Equation Modeling (SEM) to analyze the data.

The results of this study showed the positive impact of dynamic capabilities and organizational agility on the competitive performance of Jordanian commercial banks at a

significance level ($P \leq 0.05$). Furthermore, the results showed that organizational learning affects partially the relationship between dynamic capabilities and organizational agility on the competitive performance in Jordanian commercial banks at a significance level ($P \leq 0.05$).

This study indicated several recommendations, including inviting the banks to pay more attention to improving their dynamic capabilities to ensure sustainability and growth. Enhance the acquisition, distribution, and interpretation of new knowledge among all employees through training and teamwork. In addition, developing the concept of organizational agility and organizational learning where they had a great impact on achieving excellence and competitive performance for banks.

Keywords: Competitive performance, Dynamic capabilities, Organizational agility, Organizational learning, Jordanian Commercial Banks.