

The impact of organizational learning capability, intellectual capital on firm performance : 以台灣資訊電子業為例 / 陳

陳彥彰、邱垂昌

E-mail: 354822@mail.dyu.edu.tw

ABSTRACT

This research aims to investigate whether businesses with organizational learning capability will lead to accumulated and renewed intellectual capital, including human, organizational and relation capital, and then increase their performance, both financial and non financial. A survey was conducted on all listed electronics companies in Taiwan and 383 valid responses were generated. Structural equation model was adopted for hypotheses testing. Three models were analyzed. Results show that human capital is the most important mediating variable in the organizational learning capability and financial performance model. In the organizational learning capability and non-financial performance model, relation capital is the most influential mediating variable. In the organizational learning capability, non-financial performance and financial performance model, relation capital shows the greatest influence followed by human capital. However, the effects of organizational learning capability on financial and non-financial performance were not statistically significant. Rather, these effects worked through mediating variables. To improve business performance, electronics companies in Taiwan will have to emphasize and strengthen human capital and relation capital. And, the importance of organizational capital should not also be ignored. Finally, this research discussed the findings and proposed managerial implications and future research directions.

Keywords : organizational learning capability、intellectual capital、firm performance、financial performance、non-financial performance

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