

## **The Impact of Organizational Learning and Organizational Innovation on Organizational Performance: A Case of an Internet Service Provider in Myanmar**

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### **Abstract**

This independent research has three main objectives: (1) to examine the factors impacting organizational performance, (2) to examine the impact of organizational learning on organizational innovation, (3) to help management to encourage and support organizational learning and organizational innovation among employees. The researcher used quantitative questionnaires distributed to 141 people and interviewed 13 people. The researcher employed Simple Linear Regression and Multiple Linear Regression to analyze data from the questionnaire and contents analysis for the interviews. The quantitative findings indicated that organizational innovation has more impact on organizational performance than organizational learning. Moreover, the researcher found that organizational learning impacts organizational innovation while the qualitative findings implied that the organization should promote organizational learning and innovation to improve organizational performance. Based on the findings, it is recommended that (1) the organization should establish better and proper reward policies for new ideas and innovations proposed by employees and (2) it should provide more well-designed wellness programs to retain employees and create multiple recruiting strategies to attract talents and (3) the organization should encourage employees to improve their professional competencies actively.

**Keywords:** organizational learning, organizational innovation, organizational performance

### **Introduction**

Organizations with the best chance to succeed and thrive in the future are learning organizations. Leavy (1998) found that failure to innovate might fail to survive. García-Morales (2007) also found that continuous learning is essential to improving the organization's capabilities.

With globalization and a rapidly changing environment, there is very high competition in businesses. If a business does not innovate, it will not have new ideas and new products to offer to the marketplace, and it will not have enough competitiveness to survive. For the organization to gain its competitive advantage, it must learn continuously and must be able to learn faster and better from its previous successes and failures, from within and