

# The relationship between organizational learning and performance in Public Administration [La relación entre aprendizaje organizacional y los resultados en la Administración Pública]

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Public Administration, when performing its duties, uses intensively human capital and knowledge and increasingly considers knowledge as a key resource due to the growing demands of quality, efficiency and transparency during collective problems processing and solving. So knowledge is an essential strategic resource and capacity to appropriately manage is key element in order to institutions perform their functions properly. Using structural equations model based on variance (Partial Least Square [PLS]) relationship between organizational learning capacity, characterized by the dynamic interaction between knowledge flows and stocks, and the impact on the results, or performance, is analyzed. The results confirm that the learning capacity has a positive impact on the results of the Public Institution. Managerial implications of these results are analysed. © 2012 AEDEM. Publicado por Elsevier España, S.L. Todos los derechos reservados.

Chile

Organizational learning

Organizational performance

Public administration