

Role of Organizational Agility in Knowledge Management Orientation and Organizational Performance: A Systematic Literature Review

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Abstract

Today's business organizations need to improve an ability of managing organizational knowledge for attaining organizational goals and objectives while capturing the competitive advantage and enhance the performance. Although Knowledge Management Orientation (KMO) is recognized as a vital element in an organizational performance, relationship between KMO and Organizational Performance (OP) is fragmented and ambiguous due to various conceptualizations and definitions. The purpose of this paper was to develop a conceptual model that explain the fragmented results in between Knowledge Management Orientation (KMO) and OP. A systematic literature review was carried out to identify the research gaps and limitations of the literature. The study suggested a new model KMO-Organizational Agility (OA)-OP to uncover the fragmented literature between KMO and OP. Future researchers may consider the OA as a mediating variable to uncover the nexus between KMO and OP. This study highlighted the necessity of promoting OA in business organizations to improve the OP while put together the KMO.

Keywords-: Knowledge Management Orientation, Organizational Agility, Organizational Performance, Systematic Literature Review

1. INTRODUCTION

Knowledge Management (KM) has been started to evolve as an emerging discipline and become popular among scholars and practitioners since several decades ago (Farooq, 2018; Shamim et al., 2019). There is no consensus among scholars regarding the KM as a phenomenon which attached

to a distinct field. Some researchers have identified the KM is associated with Information Management (Abuaddous et al., 2018; Dave et al., 2018; Kebede, 2010) while some others argue that KM is a dimension of Strategic Management (Dayan et al., 2017; Zia, 2020). Although, a vast number of researchers and