

# **The effect of process capability and infrastructure of the financial performance of the mediating role of interpersonal trust (The case of branches of Melli Bank)**

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**Abstract** KM's capabilities contribute to organizational performance in the form of innovation, new product development, and competition. With the complexity of business and new innovations in processes and products, as well as the intense competition among companies, this Question arise in the minds of marketers and corporate executives about what needs their customers? The purpose of this study is to examine the impact of process and knowledge infrastructure on financial performance of the organization with the role of mediating interpersonal trust in the banking industry. Based on this, the main hypothesis of the research is that the ability of the process and knowledge infrastructure to affect the financial performance of the organization is influenced by the role of mediating interpersonal trust in the banking industry. And through a non-probabilistic sampling available with a limited sample volume, a sample size of 112 was determined using a cracker formula. The research method was descriptive-survey and a tool for measuring the questionnaire. To assess the validity of the research, content validity was used by experts. Also, Cronbach's test was used to assess the reliability of the research. **Key words:** knowledge process capabilities, knowledge infrastructure, organizational financial performance, interpersonal trust

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