
Investigating the Mediating Role of the Gender diversity of Managers in the Relationship between Management Capability and Service and Process Innovation (Case Study: primary schools of Rasht, Iran)

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Abstract In the current competitive and variable environment, the managerial capabilities of an organization have a significant impact on the organizational abilities and achievement of its goals. These capabilities are a combination of technical, human and perceptual abilities that are used to build, integrate, combine, and cohere the resources and capabilities of the organization. In this way, organizational capabilities would benefit more and would give the organization more competitive advantage. Today, the issue of change and transformation is one of the most important issues that current organizations, especially education, are involved in, and they know that their survival and persistence are dependent on it; Therefore, some strategies are required to make managers and staff of every organization less resistant to change and innovation, and accept the useful and fundamental changes easily. Of organizations that are now more responsible for creativity and innovation than other organizations are the Education Organization. Because education is the main and major infrastructure of the personality and people's views, and growth of dimensions of human existence. In such situation and in such era, many educational systems continue to operate in low-impact ways. The statistical population of this research is the primary schools' administrators and assistants in Rasht city. According to the data obtained the Education Organization of Gilan Province, the statistical population of this study is 254 people in the whole city of Rasht. Accordingly, the sample size is estimated to be 150 based on krejcie and Morgan's tables. In order to analyze the data, the structural equation modeling using the

Minimum Squares method (PLS) was used in this study. The results of the research show that the management capability influences the innovation in services and processes in both male and female schools.

Keywords : Keywords: management capability, process innovation, services innovation, education organization

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