

Retraction notice: Organizational learning, innovativeness and performance of financial service firms in an emerging market: examining the mediation effects of customer-focused strategy

The publishers of the *Business Process Management Journal* wish to retract the article Yuliansyah, Y., Rammal, H.G., Maryani, M., Mohamed Jais, I.R. and Mohd-Sanusi, Z. (2021), "Organizational learning, innovativeness and performance of financial service firms in an emerging market: examining the mediation effects of customer-focused strategy," *Business Process Management Journal*, Vol. 27 No. 4, pp. 1126-1141. <https://doi.org/10.1108/BPMJ-10-2020-0454>

An internal investigation into a series of submissions has uncovered evidence that the peer review process was compromised. As a result of these concerns, the findings of the article cannot be relied upon. This decision has been taken in accordance with Emerald's publishing ethics and the COPE guidelines on retractions. The publisher of the journal sincerely apologizes to the readers and authors, who were not found to be involved in any malpractice.

