

Literature review of Physical Delivery Service Quality: type of research and research gap

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Abstract

The purpose of this paper is to present a literature review of Physical Delivery Service Quality (PDSQ) subject, especially within e-commerce context. The aim of the review is to identify types and area of researches conducted and to allocate research gap within the subject. This literature review is important for understanding what kind of attention the researchers had given to the subject in effort to support the e-commerce fast development in the recent years. Research for the literature review was conducted by doing content analysis on papers with title “Physical Delivery Service Quality” in various journals. Prior to the analysis was a criteria development based on empirical experience on factors that build the quality? The literature research found out that research focuses are vary, however most of the researches were focusing on customer satisfaction on the delivery quality as the basis for their researches. This findings lead to the conclusion that more researches are needed to understand delivery quality from more holistics perspective. The conclusion of this literature review open up further research opportunities in physical delivery service quality within e-commerce context.

Keywords

Physical Delivery Quality Service (PDSQ), e-commerce, types of research, research gap

Biography

Clara L Benarto is a doctoral degree student at Industrial Engineering Department, University of Indonesia, Depok, Indonesia. She earned her B.S in Mechanical Engineering, with minor in Industrial Engineering from University of Indonesia, Depok, Indonesia, Masters in International Transport from Cardiff University, Cardiff, UK, and Masters in Planning and Public Policy from University of Indonesia, Depok, Indonesia. Prior taking the doctoral degree, she had conducted professional works in logistics and supply chain management area, especially in logistics and supply

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Teuku Yuri M. Zagloel is a professor in Industrial Engineering Department, Faculty of Engineering Universitas Indonesia. He is a Head of Manufacturing System Laboratory IEUI. He started his higher education in Mechanical Engineering, Universitas Indonesia before he obtained his Master Degree in University of New South Wales. Then, he completed his education paths by finishing his Doctoral Degree in Universitas Indonesia. He is interested in the field of Quality Management and Production System and has released several publications in national and international level of conferences.

Akhmad Hidayatno obtained his undergraduate degree from Industrial Engineering Major, Mechanical Engineering Department, University of Indonesia. He obtained his master degree in business and technology in University of New South Wales (UNSW) Sydney – Australia, which in his views have given him a unique balanced perspective between the engineering world and the business world. His Doctor thesis is about evaluating national biodiesel policy in Indonesia using System Dynamics. Currently he is the head of SEMS Lab. He has experience in developing process and information system for Health Care Systems, Public services (Web-based Planning and Budgeting system) and Disaster Risk Management. His research interest is in System Engineering and Collaborative Analysis and Learning.