Why Service Climate Matters for Supply Chain Adaptability and Resilience of Logistics Service Provider: A Study of Blockchain Applications

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Abstract

Supply chain adaptability relates to a logistics service provider's ability to adapt to market change regarding strategies, products, and technologies. Adaptability is one of the critical aspects of consideration for implementing blockchain technology in the supply chain. At the same time, supply chain resilience refers to logistics service providers (LSP) preventing disruptions and reducing their impact according to their readiness, quick response, and recovery. Service climate relates to LSP employees' perceptions about how their companies appreciate them if they provide excellent customer service. In this study, supply chain adaptability is an exogenous variable measured by three indicators: design, operations mix, and physical facility mix. Supply chain resilience is endogenous and measured by five indicators: relevant information, timely information, accurate information, collaborative plan, and flexibility. The service climate is a moderation variable measured by three indicators: employees' perception of service quality,

customer expectation, and customer position. The study used a quantitative approach and a cross-sectional survey method. Electronic questionnaires or g-form and purposive sampling were used to collect data with a sample size of 48 respondents. The study investigated the moderation effect of service climate on the effect of supply chain adaptability on supply chain resilience. In processing data, SEM-PLS (Smart-PLS) was used in this study to examine the effects and then carried out further discussion and its implications).

Keywords
Supply Chain Adaptability, Supply Chain Resilience, Service Climate, Logistics Service Provider

Biographies
Dicky Hida Syahchari is an Assistant Professor and a faculty member of the Management department's Bina Nusantara Business School undergraduate program. He is also an SCC in Business Development Management and E-Business Management. He received his master's degree in the Magister Management Program from Prasetiya Mulya Business School, Prasetiya Mulya University in Jakarta, Indonesia. He earned his Doctor of Philosophy from Universiti Utara Malaysia's Othman Yeop Abdullah Graduate School of Business. He has been a lecturer for almost 15 years and has published over 31 Scopus publications. Interest in research and areas of expertise are digital business, innovation management, project management, and business development

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Engkos Achmad Kuncoro is a professor whose extensive experience in academic and industry settings made him well-known for implementing new management systems. His vast experience is also an Auditor for ISO 9001:2000 certification compliance, focusing on performance management, risk management, internal control, and compliance activities – reflected in continual improvement. His intense zeal as an educator leads him to further study leadership as the primary force in building competitive advantage in higher education and how quality and services should become the focus of higher education's management strategy. His research interests include GCG Implementations, Organizational Culture, Entrepreneurship, Business Strategic Orientations, Knowledge Management, etc. He presently holds the position of Vice-Rector for Academic Development of BINUS University

Andre Kreie (PhD) is Director of Global Logistics Education with the Kühne Foundation based in Schindellegi, Switzerland. He is a Business Economist and holds a PhD and Masters's in Logistics and Supply Chain Management from Heriot-Watt University, Edinburgh, UK. Dr Kreie completed a professional multi-year traineeship with a logistics company to understand and apply all operational procedures required in sea-, air-, and land transportation. Before joining the Kühne Foundation, Dr Kreie gained further work experience in the supply chain business with a globally operating logistics service provider and worked as a project manager for logistics design and operations with a leading European DIY retailer. Dr Kreie has been teaching intensively in business programs at different universities and further education institutions. His research interest is on organizational and network learning, and supply chain risk management to adapt logistical systems to a changing environment. Dr Kreie won the International Emerald/EFDM Outstanding Doctoral Research Award for his PhD thesis on "The Adaptation of Supply Chains to Climate Change". In his current role, Dr Kreie leads the LSCM Education unit of the Kühne Foundation that addresses logistics and supply chain management topics, leadership and strategic elements for academics and professionals. Present activities involve global projects in higher education and vocational training with a particular focus on

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