

Improving Firm Performance through Supply Chain Adaptability and Resilience: Service-Blockchain Based View

Darjat Sudrajat, Engkos Achmad Kuncoro, Hardijanto Saroso and Anisa Larasati

BINUS Business School Undergraduate Program
BINUS University, Jakarta, Indonesia
darjat.sudrajat@binus.edu, eak@binus.edu, hardijanto.saroso@binus.edu,
anisa.larasati001@binus.ac.id

Andre Kreie

Director Logistics Education - LEED
Kuehne Foundation, Switzerland
andre.kreie@kuehne-stiftung.org

Abstract

One of blockchain functions in improving firm's supply chain is adaptability. The ability of logistics service provider to adapt to current condition and seizing upon the opportunities being presented will be at the heart of each supply chain stakeholder's success. In this research, supply chain adaptability relates to ability of logistics service provider in adapting to market change encompasses strategies, products, and technologies. Whereas supply chain resilience is capability of a supply chain of logistics service firms to prevent disruptions and to reduce the impact of disruptions through developing required level of readiness, quick response, and recovery. The research aims to examine the effect of supply chain adaptability on performance of logistics service firm through supply chain resilience. The study used quantitative and survey cross sectional method. The research model consists of three variables namely supply chain adaptability as independent or exogenous variable, supply chain resilience as mediator variable, and performance of logistics service firm as dependent or endogenous variable. Indicators of supply chain adaptability consist of quick response, shifting, resilient, digitalization; Indicators of supply chain resilience consist of flexibility, redundancy, visibility, and collaboration; Indicators of firm performance consist of finance, customer, internal process, and growth. The research used questionnaires or g-form and purposive sampling technique to collect data with sample size 100 logistics service firms in Indonesia. The study tested four hypotheses by using SEM (Smart-PLS) both direct and indirect effect then discussion and implication were discussed further.

Keywords

Supply Chain Adaptability, Supply Chain Resilience, Firm Performance, Logistics Service Provider

Acknowledgements

We gratefully thank Bina Nusantara University and Kuehne Foundation for financial support in the research and publication.

Biographies

Darjat Sudrajat is an Associate Professor and Head of Business Management Program, Bina Nusantara University, Jakarta, Indonesia. He earned Bachelor of Production Management, Master of Business Administration Technology, and Doctoral in Management Science. He has published journal and conference papers (28 Scopus-Index papers). His research interests include logistics service, service management, supply chain management, and strategic management. He earned international certification in supply chain management (CSCA & CSCM) from ISCEA-USA. Before joining BINUS University as Full Faculty Member, He once worked for some companies with various managerial positions for 20 years (15 years in logistics service industry). He received the best paper award in International Conference on Global Innovation and Trends in Economy (INCOGITE, 2019) and International Conference on Information Management and Technology (ICIMTech, 2020).

Engkos Achmad Kuncoro is an Associate Professor and Vice Rector of Academic Development, Bina Nusantara University, Jakarta, Indonesia. He earned Bachelor of Management, Master of Management, and Doctoral in Education Administration and Management. He has published journal and conference papers (Scopus-Index). His research interests include strategic management, competitiveness, and logistics service.

Hardijanto Saroso is an Assistant Professor and Dean of BINUS Business School Undergraduate Program, Bina Nusantara University, Jakarta, Indonesia. He earned Bachelor of Electrical Engineering, Master of Business Management and Applied Finance, and Doctoral in Strategic Management. He has published journal and conference papers (Scopus-index). His research interests include strategic management and supply chain management.

Anisa Larasati is a Lecturer at Management Department, Bina Nusantara University, Jakarta, Indonesia. He earned Bachelor of Marketing Management, Master of Business Administration, and Doctoral in Business Administration. He has published journal and conference papers (Scopus-Index). His research interests include marketing and supply chain management.

Andre Kreie (PhD) is Director Global Logistics Education with the Kühne Foundation based in Schindellegi, Switzerland. He is a Business Economist and holds a PhD and Masters 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. Prior to 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 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 and his research interest is on organizational and network learning, and supply chain risk management to enable the adaptations of 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 as well as leadership and strategic elements for academics as well as professionals. Present activities involve global projects in higher education and vocational trainings with a particular focus on university capacity building in logistics and supply chain management, i.e. Bachelor, Master, and PhD-Degree programs.