

LITERATURE REVIEW OF THE ENVIRONMENT AFFECTING LOGISTICS SERVICES AND SUPPLY CHAIN MANAGEMENT: A CASE OF THREE PROVINCES IN VIETNAM

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ABSTRACT: *The objective of this article is to review the external-internal environment affecting logistics services and its implications and how logistics services influences supply chain management. The researchers surveyed 450 enterprise managers who are using the logistics services and answered 15 questions. The primary sources of data collected from December 2017 to May 2018 in Ho Chi Minh city, Dong Nai province and Ba Ria – Vung Tau province. Simple random sampling technique is from 450 enterprise managers related to logistics (each province is 150 samples). The data adapted questionnaire on a 5-point Likert scale: Conventions: 1: Completely disagree, 2: Disagree, 3: Normal; 4: Agree; 5: completely agree. Hard copy distributed among 12.000 enterprise managers. In addition, the results of the study have the external-internal factor of logistics services and supply chain management based on Mean value and Std. Deviation.*

KEYWORDS: Logistics, Supply Chain Management, Blockchain, LHU.

INTRODUCTION

Nowadays, Blockchain simply understands that a database contains information that is managed concurrently by multiple participants in the system, rather than an individual agency such as the state or the central bank, logistics centers [1]. New information should be accepted by all members of the network before being added to the database [2]. Blockchain technology allows strangers to trade safely without mutual trust. Thanks to Blockchain, we do not need any third party in between to secure transactions such as trading or buying. However, Blockchain technology is still new technology and has many opportunities for developing this Blockchain technology and its' effect on logistics services and supply chain management [3].

In Vietnam, logistics services and supply chain management contribute significantly to the process of distributing goods from place of production to consumers and is a bridge to global trade. Today's logistics activities are not only associated with logistics, freight forwarding, but also planning and arranging raw material flows from suppliers to manufacturers. Besides, the production process will be carried out to the end-user, creating a connection in the whole society in the form of optimization, reducing the cost of rotation and storage [4]. In 2017, Vietnam logistics services has the scale of 20-22 billion USD/year, accounting for 20.9% of GDP. This shows that the logistics service sector is playing an important role in the process of economic integration and development in Vietnam. According to the Association of Enterprises, there are about 1.200 logistics service providers in the whole country, mainly in transportation services, warehousing, loading and unloading, transport agents...

Moreover, logistics services and supply chain management are commercial activities whereby traders organize one or more jobs including receiving, transporting, warehousing,

warehousing, customs clearance, procedures Other documents, customer consultation, packing, marking, delivery, handling damaged goods or other services related to the goods as agreed with customers to enjoy the remuneration [5]. Good logistics and supply chain management will ensure better services, lower cost but more effective for both business and economy. Above mentioned things, the researchers chosen topic “*Literature review of the environment affecting logistics services and supply chain management: a case of three provinces in Vietnam*” as an article.

LITERATURE REVIEW

Concept of Blockchain

Blockchain has been described as an information game changer due to its unique capabilities and benefits to provide greater information transparency. At its core, Blockchain is a distributed digital ledger that lives on the internet and records transactions and events [6]. This technology relies on well-established cryptographic principles and operates as a repository for information which is recorded and shared through a peer-to-peer community [7]. Within the decentralized network, all participants maintain their own copy of the ledger, referred to as a node, where they validate new entries to the chain through the use of a consensus protocol [8]. Blockchain capabilities: Auditability Blockchain provides a full audit trail of data, creating an everlasting means of record keeping along a supply chain; immutability all Blockchain transactions are timestamped and tamper-proof, providing a single source of data integrity; smart contracts continuous real-time tracking of data. It is facilitated through the use of smart contracts across the supply chain and disintermediation Blockchain enables peer-to-peer interactions which can be trusted based on the digital signatures [9].

Concept of Logistics

Logistics is the science of managing and controlling the flow of goods, energy, information and other resources such as products, services and people from the source of production to the market. As acknowledged, logistics covers the total concept of planning and organizing the supply and circulation of materials and supplies from the original source through the stages of production, assembly, packaging, storage, handling and distribution to the final consumer [10]. Logistics by definition refers to a wide variety of things, even in a business context. In general, logistics simply means coordinating the movement of people and items so that everything flows smoothly [11]. However, the most common use of the word logistics in the business world today has to do with the movement of merchandise from one place to another. A business that sells products, for instance, will usually contract with a third-party logistics services provider that ensures that those products get from the manufacturer to the retailer, where customers can purchase them [10]. Logistics is generally the detailed organization and implementation of a complex operation. In a general business sense, logistics is the management of the flow of things between the point of origin and the point of consumption in order to meet requirements of customers or corporations [12]. The resources managed in logistics can include physical items such as food, materials, animals, equipment, and liquids; as well as intangible items such as time and information. The logistics of physical items usually involves the integration of information flow, materials handling, production, packaging, inventory, transportation, warehousing and often security [13].

Concept of Supply Chain Management

Supply Chain Management: having the systematic, strategic coordination of the traditional business functions and the tactics across these business functions within a particular company and across businesses within the supply chain, for the purposes of improving the long-term performance of the individual companies and the supply chain as a whole [14].

Supply Chain Management (SCM): SCM requires traditionally separate material functions to report to an executive who is responsible for coordinating the entire materials process. It also requires joint relationships with suppliers across multiple tiers [15]. SCM is a concept, whose primary objective is to integrate and manage the sourcing, flow, and control of materials using a total systems perspective across multiple functions and multiple tiers of suppliers [16].

Supply Chain Management: Supply chain management aims at building trust, exchanging information on market needs, developing new products and reducing the supplier base to a particular OEM (Original Equipment Manufacturer) so as to release management resources for developing meaningful, long term relationship [4].

External environment

Effective and sustainable development, the level of achievement of the strategic objectives of each business depends on the business environment and the adaptability of the business to the circumstances of the business environment [17]. Except for the general perception of the environment as a set of elements, the conditions that establish a subject's living context. It is assumed that the business environment is a combination of factors, conditions directly or indirectly affect business activities of enterprises [18].

The factors and conditions that constitute the business environment are interrelated with each other and at the same time affect the business activities of the enterprises. But the level and direction of the impact of factors and conditions are different. At the same time, with the same object has a favorable impact factor forming opportunities, but also factors that impede the development of enterprises - the formation of risks for enterprises [19].

Another problem is that the factors, conditions affecting the business activities of the enterprise is not fixed static that it regularly changes. Therefore, in order to improve the efficiency of its operations, enterprises must analyze the business environment, be aware of the sensitivity and predict the correctness of the business environment. Which factors have a positive or negative impact on the production and business activities of enterprises. When designing the strategy, managers must be fully aware of these environmental factors [16].

Political stability will have a great impact on business operations, and the risks posed by the political environment are often very large, leading to bankruptcy [20]. Changing the human resources in the government can lead to significant changes in economic policy, such as the government can nationalize enterprises according to the policy, confiscate assets, prohibit foreign transfers currency or intervention or adjustment of national monetary and fiscal policies [14].

The economic environment has a great influence on the business activities of enterprises. The main factors affecting enterprises are interest rates, bank balance, payment and monetary policy, inflation rate economy, tax policy, foreign exchange rates and unemployment rate, gross domestic product [21].

In today's competitive environment, any business that has technical and technological conditions and soon applies it to production and business, has a great advantage in terms of quality and speed of production. and develop [22].

Almost every product of the modern world is created based on achievements or inventions of science-technology. It can be said that the higher the storage capacity, the higher the value of the product [23].

Environment of natural conditions are related natural factors such as: natural resources, land, climate.... affected businesses, if the natural factors change, often seek to cope with these changes in their own way, paying environmental taxes is contributing to the stability of self-sufficiency. Many businesses are actively seeking to replace clean-energy materials or research and manufacture, applying advanced techniques to handle waste [22].

The social and cultural environment of an enterprise are the social and cultural factors taking place in the area in which the enterprise operates affecting the performance of the enterprise [24].

Enterprises in the state must deal with many competitors at the same time. Enterprises must not underestimate any competitor and must also meet the competitive culture [25]. Choosing the best way to behave in addition to looking at the direct competitors, the enterprises should choose the medium to determine, leading the market, consulting, just to dominate the support from customers [26].

Internal environment

Analysis of the internal environment of the enterprise is the study of the factors of the enterprise itself to identify the strengths and weaknesses of enterprises. This becomes the basis for the construction of analytical matrix, composite prices on the elements of the environment within the enterprise [27]. Factors for conducting internal environmental analysis include: human resources that is the first element of the human organization that the administrator needs to analyze and evaluate. Human resources in a business including senior management and executives [28]. Senior management: When analyzing senior managers, we need to analyze in three basic aspects: Basic skills (technical skills, human resources, teamwork skills...) and capacity of thinking. Professional ethics such as motivation, commitment to work, responsibility in work, honesty in behavior, self-discipline and self-discipline. The results and the benefits that the administrator will bring to the business [13]. Followers: Analyze executives based on professional skills, professional ethics and achievements in the work process. Objectively analyzing and evaluating human resources helps enterprises to be proactive in the personnel plan, implementing training and retraining for members, from senior executives to executives. Ensure successful implementation of sustainable strategies [29]. Physical resources: Physical resources are financial, factory, equipment, materials, management technology, business environment information. Proper analysis and evaluation of material resources will provide an important basis for managers to understand the potential material resources, strengths and weaknesses of competing firms in the same industry [14]. Intangible resources: The invisible resources of the business are mainly the idea of directing through the business philosophy, good working spirit of the team. Business strategy are suitable with the environment inside and outside the enterprise. The prestige of the enterprise, the effective organizational structure, the prestige of senior management, prestige brand and

market share of products dominate the market. Credibility and support of customers [30]. Creativity of employees.

Financial sources: Decide whether or not to perform any investment, procurement or distribution activity of the business [31]. Enterprises with financial potential will have many favorable conditions in technological renewal, equipment investment, quality improvement, lowering costs in order to maintain and enhance their competitive strengths. Trying to position her in the market [32].

Machinery and equipment: The state of the machinery and technology have a profound effect on the competitiveness of the business. It is the most important material element that shows the production capacity of each enterprise and directly affects the quality of products, price and selling price [33]. It can be said that a business with a system of machinery and equipment and advanced technology plus good management ability will produce products with high quality and lower prices thereby enhancing competitiveness. In contrast, none of the businesses that are considered highly competitive in their hands is a system of old machinery and equipment with backward technology [34].

Table 1: Coding of the observed variables and descriptive statistics

Code	External environment (EE)	Mean	Std. Deviation
EE1	Vietnam Government continues to improve political stability and improve the quality of institutions and laws.	3.4670	.90992
EE2	Vietnam Government continues to focus on deploying e-Government technology platform solutions to serve the direction.	3.5526	.94599
EE3	Vietnam Government continues to devote resources to the development of e-government on the basis of identifying key objectives and priorities for investment in e-government in the short and medium term and reviewing and rearranging resources.	3.4474	.95630
EE4	Vietnam Government continues mobilizing Resources are scarce from sources, including socialization on the direction and policy development of transport infrastructure and commercial borrowing.	3.4083	.92197
EE5	Vietnam Government continues to improve political stability, the social and cultural environment and the efficiency of communication, digital economy, digital infrastructure.	3.3643	.90575
Code	Internal environment (IE)	Mean	Std. Deviation
IE1	Vietnam enterprises continue to improve information infrastructure developed and upgraded to the level of the region. The data should be rapidly developed in line with international practice.	3.2910	.93197

IE2	Vietnam enterprises continue to improve the quality of human resources based on professional skills, professional ethics and trained in multidisciplinary skills with appropriate skills by information technology.	3.2176	.96715
IE3	Vietnam enterprises continue to invest modern technological renewal, equipment investment, quality improvement, lowering costs in order to maintain and enhance their competitive strengths.	3.1222	1.03124
IE4	Vietnam enterprises continue to invest modern machinery; advanced technology information system and building branding and marketing strategy...	3.2029	.97538
Code	Logistics development (LD)	Mean	Std. Deviation
LD1	External environment affecting the logistics development.	3.1198	.97157
LD2	Internal environment affecting the logistics development.	3.1100	.99515
LD3	Blockchain technology affecting the logistics development.	3.1100	.96514
Code	Supply chain management (SCM)		
SCM1	External environment affecting the supply chain management.	3.3545	.91768
SCM2	Internal environment affecting the supply chain management.	3.3888	.89824
SCM3	Logistics development affecting the supply chain management.	3.5257	.92086

(Source: The researchers' collecting data and SPSS 20.0)

Table 1 showed that there are 15 the observed variables.

METHODS OF RESEARCH

In this paper, the researchers applied both qualitative and quantitative approaches that are in practice logistics into the research process. In doing so the researchers discuss the phasing of the research process and the different considerations which apply in different phases. The research process for external - internal environment affecting logistics development and supply chain management conducted in two phases following.

Phase 1: The researchers applied the expert methodology and based on 30 experts' consultation (10 experts of Dong Nai province, 10 experts of Ba Ria – Vung Tau province and 10 experts of Ho Chi Minh city) related to logistics as group discussions are to improve the scale and design of the questionnaire. The results of surveying 30 experts showed that external - internal environment affecting logistics development and supply chain management. If external - internal environment improved, logistics development and supply chain management will

increase. This article conducted in the first phase, the researchers created a list of possible factors gathered from the literature reviews as mentioned in the above studies [35].

Phase 2: The researchers analyze descriptive statistics for the data. This phase surveys samples 30 managers related to logistics in order to check the content and form of questionnaire. Hard copies of the refined questionnaires were directly delivered to on-site managers during their working times. Completed questionnaires were directly collected from the surveyed managers because it took them less than 20 minutes to finish the survey. There are 450 managers surveyed by hard copy distributed among 12.000 enterprise managers of three above mentioned provinces, Vietnam. All data collected from the questionnaire are coded, processed by SPSS 20.0. Finally, descriptive statistics analysis used in this article [36].

RESEARCH RESULTS

Development of Vietnam logistic services in 2020 and Orientation 2030

By 2020, Vietnam has a plan to develop logistic services in the field of transport in order to raise the efficiency of the exploitation and use of the seaport system, especially the national seaports; contributing to the successful implementation of the Vietnam Sea Strategy to 2020.

On January 22, 2014, the Prime Minister issued Decision No. 169/QĐ-TTg approving the Project on Development of Logistics Services in the Transport Sector of Vietnam until 2020 with orientation to 2030. Main contents of the scheme include:

General objective: Vietnam must develop logistics services in the field of transportation to improve economic efficiency in transportation activities; contributing to the successful implementation of the Vietnam Sea strategy to 2020.

Specific objectives: By 2020, Vietnam must develop logistic services in the field of transport in order to raise the efficiency of the exploitation and use of the seaport system, especially the national seaports; contribute to the successful implementation of the Vietnam Sea strategy to 2020. By 2030: Develop logistics services in the transport sector into an important service sector in Vietnam, contributing from 5 to 10% Gross National Product earnings - GDP. Solutions:

Transport infrastructure: Vietnam must invest in development of synchronous transportation infrastructure, ensuring connectivity, facilitating the development of logistics services. To perfect the system of airports and airfields in big cities like Hanoi, Ho Chi Minh City, Dong Nai province, Ba Ria – Vung Tau province, Hai Phong city and Da Nang city that facilitating the development of logistics services.

Develop distribution centers:

Improve the capacity of logistics service enterprises in the field of transport: consolidate the organizational model of the enterprise; linking the logistics service chain to gradually meet the needs of the market, improve the efficiency of business logistics services.

Develop human resources and international cooperation: Strengthen international cooperation, organize training, improve knowledge and experience in logistics management for managers and enterprises' logistics.

Formulate of supporting mechanisms and policies: To perfect the mechanism and policies on land, laws, financial mechanisms and policies in service of development of logistics services. Promote administrative reform, especially administrative procedures reform related to the organization and operation of logistics services.

Implement funding sources: To use state budget capital and other lawful capital sources according to the provisions of law.

Introduction logistics services to three Dong Nai, Ba Ria – Vung Tau and Ho Chi Minh city

Dong Nai is a province in three provinces with many advantageous river port systems approved by the Ministry of Transport, located in the group of seaports of Group 5 East South. Over the years, this locality has taken advantage of this potential logistics for developing river ports... According to the planning map, Bien Hoa city of Dong Nai province and Ba Ria – Vung Tau and Ho Chi Minh city have many river systems which are suitable for the development of the port and logistics services. These three provinces are the focus of the key industrial zones of the province, so it is necessary to port to transport goods. Besides, Dong Nai, Ba Ria – Vung Tau and Ho Chi Minh city planned many ports and logistics has been put into operation is 21 ports that showing the potential development of ports in the above three is very large.

Dong Nai, Ba Ria – Vung Tau and Ho Chi Minh city need to encourage and support enterprises to invest in logistics services projects in industrial clusters and ports. According to the People's Committee of Dong Nai province, there are foreign investors who are looking for land to build a port of 100 hectares or more, which are specialized in port investment, with experience and potential. This is to prove that these enterprises have seen the great advantages of developing ports in Dong Nai, Ba Ria – Vung Tau and Ho Chi Minh city. It can be seen that the demand for import and export of goods of enterprises in industrial zones in this locality is very much, especially only in Dong Nai, Ba Ria – Vung Tau and Ho Chi Minh city are a big market for ports. At this time, when the Long Thanh International Airport goes into operation and operation, transport demand will surge.

It is the third in the region in terms of annual import-export turnover but compared with HCMC. Ho Chi Minh City and Ba Ria - Vung Tau, the port system, dry ports in Dong Nai is still modest, development has not kept up with demand. According to statistics, the South East region accounted for 61% of the country's container volume, of which Ho Chi Minh City accounted for 76%, Ba Ria - Vung Tau accounted for 19%, and Dong Nai accounted for only 4.3%. Import and export goods are mostly processed in Ho Chi Minh City. In Ho Chi Minh City, traffic has become more and more congested, many enterprises in Dong Nai still have to go to ports in Ho Chi Minh City. Ho Chi Minh clearance procedures so the shipping costs increase.

In the above situation, Dong Nai, Ba Ria – Vung Tau and Ho Chi Minh city have asked the specialized agencies to revise the port master plan and make necessary adjustments to suit the current situation. In addition, the above-mentioned provinces also directed the revaluation of the capacity of the investors, at the same time consider the petroleum projects and have the data according to actual needs, especially the construction site planning Petroleum storage for Long Thanh airport later. Investment in petroleum port for Long Thanh Airport will be needed in the future. It is not convenient to build petroleum port in Long Thanh, Nhon Trach, because the distance from port to airport is quite short, can be used also by pipeline. Regarding

investment in this type of specialized petroleum port, there are only a few enterprises that can do this.

... and oriented to modern logistics services.

Regarding the planning and construction of the logistics center system of Dong Nai, Ba Ria – Vung Tau and Ho Chi Minh city, the provinces are also aiming at synchronous, professional and modern construction as the basis for the development of the logistics service system in the economic region and Southern key. According to the logistics development plan in the province, Dong Nai will develop a network of logistics centers to meet the demand of domestic production and circulation and import and export of Dong Nai and key economic areas and Southern point.

To efficiently exploit the logistics market, Dong Nai, Ba Ria – Vung Tau and Ho Chi Minh city focusing on outsourced logistics services, package integration and synchronization, organization and operation of the third-party logistics model to promote production and business. Joint development through cost optimization and value added for goods and services of enterprises.

Accordingly, Vietnam aims to achieve 20% -25% growth in logistics services by 2020, contributing 10% - 15% to the provincial GDP outsourced about 35%. Dong Nai, Ba Ria – Vung Tau and Ho Chi Minh city are the new logistics centers are planned to cover 40% - 50% of the total demand for logistics services in Vietnam. The remaining centers and the traditional logistic service sector account for 50% - 60%. By 2025, the growth rate of logistics services will be about 30% - 35%/year, contributing to the GDP of the province from 20% to 25%.

In particular, Dong Nai, Ba Ria – Vung Tau and Ho Chi Minh city will focus on developing logistics infrastructure including regional single logistics center, provincial logistics centers and service centers supporting industries under the industry-trade-service planning. Dong Nai, Ba Ria – Vung Tau and Ho Chi Minh city will improve the transport infrastructure, ensure physical connections to facilitate the flow of goods and services, prevent the lack of connectivity or traffic jams. To effectively organize nodes and important traffic hubs such as seaports, airports, inland waterway ports and multimodal transshipment stations.

At the same time, Dong Nai, Ba Ria – Vung Tau and Ho Chi Minh city will build an information technology system linking services at the logistics center of Vietnam with national and international airports and seaports, railway stations and road transport hubs. etc. The organization is closely connected with inland ports to combine with seaports to form a continuous system, ready to receive the sea commodity supply chains from the Central Highlands, Cuu Long River Delta, Dong Nai, move to Vung Tau seaport.

In 2017, Dong Nai, Ba Ria – Vung Tau and Ho Chi Minh city had mobilized seaport companies, shipping companies and logistics companies to set up business linkages with operators of dry bulk ports, warehouses and service providers. Transportation management creates a chain of services to support shippers in transporting and storing and distributing products. Dong Nai, Ba Ria – Vung Tau and Ho Chi Minh city had carried out promotion activities to call for big traders, exporters and importers to study the solution of goods delivery at ports and the system of the logistics development centers.



Figure 1: The map of Dong Nai, Ba Ria – Vung Tau and Ho Chi Minh city

CONCLUSIONS

Logistics contributes significantly to the process of distributing goods from place of production to consumers and is a bridge to global trade. Today's logistics activities are not only associated with logistics, freight forwarding, but also planning and arranging raw material flows from suppliers to manufacturers. Besides, the production process will be carried out to the end-user, creating a connection in the whole society in the form of optimization, reducing the cost of rotation and storage as well as improving the profits for all of enterprises.

Last years, Vietnam had the release development of foreign trade as well as domestic market. Logistics services known as market outsourced logistics or services market also at play the average annual growth rate is 20-25%, Logistics services have been contributing significantly to the economic development of the country. Besides, logistics services are associated closely to the play developed infrastructure of transportation, seaports, the mode of transport... in planning the development of seaports, shipping Vietnam as well as project development of sustainable transportation Vietnam in 2020 and towards 2030. Logistics services are seen as an essential element to promote the economic sectors play development.

Moreover, Vietnam has a planning a broadcast strategy for logistics services development in 2020 and the following years that is a necessary task, especially for the level of macro management to synchronize logistics as well as service logistics with the priority development growth of other economic sectors and to carry out the set socio-economic objectives.

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