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OPERATIONS, INFORMATION & TECHNOLOGY | RESEARCH ARTICLE

The impact of the traceability of the information systems on humanitarian logistics performance: Case study of Indonesian relief logistics services

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Abstract: This article investigates the impact of traceability of the quality of the information system on humanitarian logistics performance. There are four variables studied, namely electronic data interchange (EDI) adoption, blockchain (BC) adoption, radio frequency identification (RFID) adoption, traceability of humanitarian logistics, and humanitarian logistics performance. This research was conducted to assess disaster logistics services in the implementation of service principles in humanitarian logistics. The conceptual model is modeled by introducing three information technologies as independent variables and the humanitarian traceability and logistics performance as dependent variables. The questionnaire was distributed to 96 respondents, and the data was processed using PLS-SEM 2.0. The results show that EDI adoption has no significant effect on the traceability of

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PUBLIC INTEREST STATEMENT

In humanitarian logistics, the providers are rare to notice the fundamental thing in delivering logistics, namely traceability. Unlike commercial logistics services that pay more attention to the traceability factor in their information systems for customers, it does not receive much attention in the logistics relief system. This is because the majority of customers who donate goods to humanitarian logistical services do not care about the tracking process. Therefore, this study intends to figure out what are the factors that affected the traceability in implementing humanitarian logistics. The purpose of this study is to determine whether traceability in humanitarian logistics affects humanitarian performance that can be measured through customer satisfaction.