

DOES SUPPLY CHAIN RESILIENCE AND SUPPLY CHAIN
INTEGRATION IMPROVE FIRM PERFORMANCE? THE
MODERATING ROLE OF SOCIAL CAPITAL



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A thesis submitted in fulfillment for the
requirements for the award of the degree of
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ABSTRACT

With respect to the frequent improvement in advanced studies and practices in field of supply chain management especially focused on supply chain resilience and supply chain integration has developed as a popular investigative area for research. Numerous studies have inspected the connection between supply chain integration and firm performance, though, a very rare have inspected the combined impact of supply chain integration and supply chain resilience on firm performance. Keeping in view the vital role of social capital that is the human resource of a firm or organization in supply chain management, study of backgrounds of supply chain integration from a human resource viewpoint is required. By using resource based view theory, this study inspects the effect of supply chain integration and supply chain resilience on firm performance while analyzing moderating role of social capital on relationship of supply chain integration and supply chain resilience on firm performance. Data have been collected from 210 top level supply chain professionals working as managers/executives from manufacturing industry of Pakistan on the basis of multistage technique of sampling. A survey was done in form of questionnaire for data collection purpose that was distributed through Google forms, emails and hard copies (where applicable). Data analysis is done using SPSS and AMOS and results are focused on finding relationship of supply chain integration, supply chain resilience and their individual impact on firm performance as well as mediating role of absorptive capacity between supply chain integration and firm performance and moderating effect of social capital. It is evident from results that supply chain integration and supply chain resilience has positive impact on firm performance and social capital moderates the relationship between supply chain integration and firm performance as well as supply chain resilience and firm performance.

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