

ANTECEDENT AND OUTCOMES OF
SUSTAINABLE SOCIAL SUPPLY CHAIN
PRACTICES

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DOCTOR OF PHILOSOPHY

UNIVERSITI MALAYSIA PAHANG

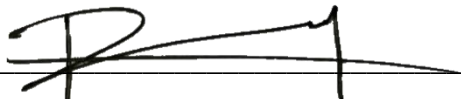
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We hereby declare that we have checked this thesis and in our opinion, this thesis is adequate in terms of scope and quality for the award of the degree of Doctor of Philosophy.



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I hereby declare that the work in this thesis is based on my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for any other degree at Universiti Malaysia Pahang or any other institutions.

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CHAIN PRACTICES

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Thesis submitted in fulfillment of the requirements
for the award of the
Doctor of Philosophy

Faculty of Industrial Management
UNIVERSITI MALAYSIA PAHANG

SEPTEMBER 2022

ACKNOWLEDGEMENTS

In the name of Allah, the Beneficent and the Merciful. All praise to Allah for allowing me to finish this dissertation.

First and foremost, I would like to express my sincere gratitude to my supervisor, Associate Professor Dr Yudi Fernando for his unwavering support of my Ph.D. studies and research, as well as his patience, encouragement, passion, and vast expertise. I could not have asked for a better supervisor and mentor to help me complete my Ph.D. I'd also like to express my gratitude to my co-supervisor Associate Professor Dr Mohd Ridzuan Bin Darun. I am grateful for the opportunity to work with amazing mentors.

My heartfelt gratitude goes out to my mother, Puan Hajah Mastura Taib and my whole family for being my rock and persistent supporters. I will never be able to reciprocate their kindness, which they never made difficult for me when I had to pick between finishing my studies and focusing on my family. I pray that Allah blesses their sacrifices, InsyaAllah. I owe this success to my late father, Allahyarham Haji Halili Rose, who encouraged me to always believe in myself and never give up, and I held the advice with me throughout this journey.

I would also like to express my gratitude to my friends for their assistance in completing my dissertation. Numerous discussions and suggestions have guided me in overcoming the obstacles. I could not have done it without all of you, the challenges and delight of finishing this journey together is incomparable.

Last but not least, I would like to express my gratitude to my manager, who is very understanding and supportive of my desire to seek further education while balancing work and study.

ABSTRAK

Aspek kelestarian sosial sering diabaikan berbanding aspek kelestarian alam sekitar atau ekonomi yang telah banyak diperbincangkan. Rantainya bekalan sosial yang lestari telah muncul sebagai pendekatan untuk memastikan bahawa masyarakat tidak diabaikan dan mendapat kesan buruk melalui operasi firma pembuatan. Walaupun pada hakikatnya langkah telah diambil untuk menangani isu sosial, firma pembuatan masih menghadapi isu seperti kemalangan berkaitan operasi pekerjaan membuktikan kepentingan untuk menangani isu berkenaan. Penyelidikan terdahulu tertumpu kepada kelestarian alam sekitar dan ekonomi, tetapi mengabaikan prestasi sosial dalam memastikan firma beroperasi dengan cara yang memberi tumpuan kepada kesihatan dan kebajikan, persekitaran kerja yang selamat, memenuhi piawaian hak asasi manusia, mengamalkan keadilan dan kelakuan beretika, dan menyumbang kepada masyarakat. Tujuan kajian ini dilakukan adalah untuk pembangunan model teori berkaitan prestasi sosial dan menentukan sama ada tekanan pihak berkepentingan mempengaruhi firma untuk mengamalkan rantainya bekalan sosial yang lestari. Ia juga bertujuan untuk mengkaji pengaruh pengantara pembangunan pembekal tempatan terhadap hubungan antara amalan rantainya bekalan sosial yang lestari dan peningkatan prestasi sosial terhadap firma pembuatan. Kaedah kuantitatif telah digunakan sebagai metodologi bagi kajian ini. Sejumlah 700 soalan kaji selidik disalurkan melalui tinjauan dalam talian kepada firma pembuatan yang berdaftar dengan Persekutuan Pengilang Malaysia. Secara keseluruhan, 144 respon telah digunakan bagi tujuan analisis. Perisian IBM SPSS versi 24 dan SmartPLS versi 3.2.8 telah digunapakai bagi tujuan analisis kajian. Berdasarkan hasil kajian, kerajaan dan badan bukan kerajaan menggesa firma pembuatan untuk mengamalkan amalan rantainya bekalan sosial yang lestari. Penemuan ini telah menyumbang dalam penambahbaikan teori Institusi, serta kajian rantainya bekalan dan operasi. Ia juga diperhatikan bahawa kelestarian amalan rantainya bekalan sosial juga memberi kesan yang menggalakkan ke atas pembangunan pembekal tempatan. Tambahan pula, pengenalan pembangunan pembekal tempatan sebagai impak pengantara untuk meningkatkan prestasi sosial telah menyumbang kepada kajian literatur, dan hasil kajian menunjukkan peningkatan prestasi firma pembuatan yang lebih baik dengan menggabungkan keseluruhan rantainya bekalan dalam ekosistem bersepadu. Penemuan ini juga meningkatkan kesedaran tentang amalan rantainya bekalan sosial yang lestari membolehkan syarikat dan pengurus industri mengkaji sejauh mana pengaruh positif terhadap peningkatan prestasi sosial firma boleh diamalkan oleh firma pembuatan.

ABSTRACT

The social pillar of sustainability is frequently overlooked in favor of the more widely discussed environmental and economic aspects. Sustainable social supply chain concept has emerged as a means of ensuring that firm operations do not hurt people or society. Despite the fact that firms have taken steps to address social issues, manufacturing companies nevertheless encounter issues including work - related accidents which pressures an urgent need to be addressed. Previous research concentrated on environmental and economic pillars but neglected to consider the social performance of ensuring that firms operate in a manner that encourages healthy and a safe working environment, protecting human rights, equity as well as ethical conduct, and philanthropy act. As a result, the study intends to create a theoretical framework that assesses social performance and determine whether stakeholder pressure influenced firms to adopt sustainable social supply chain practices. It also intends to examine the role of developing local supplier in bridging gaps of social supply chain sustainability and social performance. Quantitative method has been applied for this study. 700 survey questionnaires were sent out via an online survey to manufacturing firms registered with Federation of Malaysian Manufacturers. In total, 144 questionnaires were completed and analyzed. The questionnaires were analyzed using SmartPLS 3.2.8 software and IBM SPSS version 24. The findings show that the government and non-governmental organizations apply coercive pressure on businesses, urging firms to adopt sustainable social supply chain practices. The knowledge of institutional theory, supply chain, and operations literature has improved from these findings. Local supplier development has also been found to benefit from sustainable social supply chain practices. Furthermore, the inclusion of developing local supplier as a mediating impact in improving performance socially has contributed to the literature, and the findings show that manufacturing firms obtain better results when supply chain partners are included in the integrated ecosystem. The findings also raise awareness of sustainable social supply chain practices allowing decision-makers and industrial managers to examine the extent to which positive influences on increasing firms' social performance can be examined.

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