

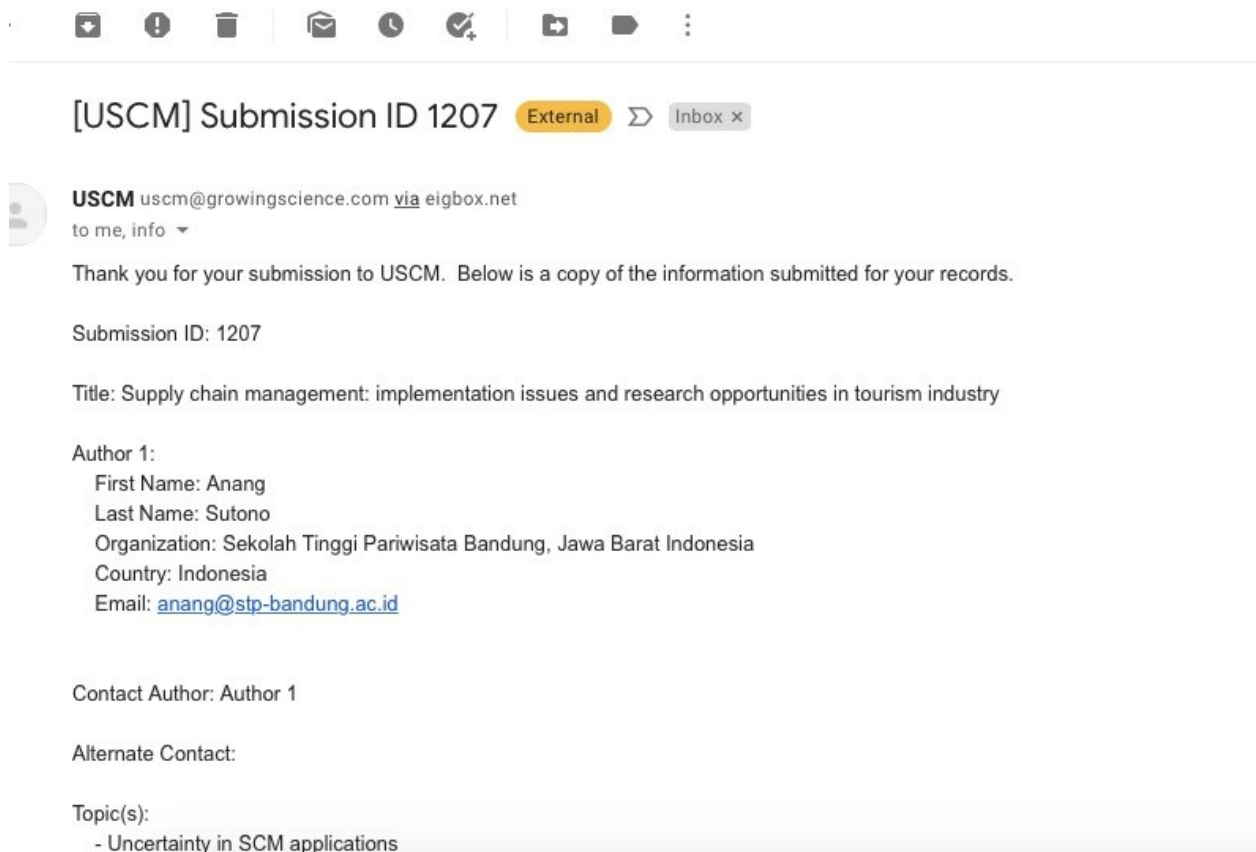
BUKTI KORESPONDENSI
ARTIKEL JURNAL INTERNASIONAL BEREPUTASI

Judul Artikel : Supply Chain Management: Implementation Issues and Research Opportunities in Tourism Industry

Jurnal : Uncertain Supply Chain Management, 2019, Vol. 7 (3), 427-438

Penulis : Anang Sutono

1. Bukti Konfirmasi Submit Artikel



The image shows a screenshot of an email interface. At the top, there is a toolbar with icons for actions like archive, flag, delete, mail, clock, check, share, and print. Below the toolbar, the email subject is "[USCM] Submission ID 1207" with a yellow "External" label and an "Inbox x" button. The sender is "USCM" with the email address "uscsm@growingscience.com" and the note "via eigbox.net". The recipient is "to me, info". The body of the email contains the following text:

Thank you for your submission to USCM. Below is a copy of the information submitted for your records.

Submission ID: 1207

Title: Supply chain management: implementation issues and research opportunities in tourism industry

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Contact Author: Author 1

Alternate Contact:

Topic(s):
- Uncertainty in SCM applications

2. Bukti Konfirmasi Artikel Dipublikasi Online

The screenshot displays the journal's website interface. At the top, the logo for 'Growing Science' is visible, along with the tagline 'PUBLISHERS OF DISTINGUISHED ACADEMIC, SCIENTIFIC AND PROFESSIONAL JOURNALS'. Below the logo, there are navigation links for 'Home' and 'About Us', and a search bar with a dropdown menu set to 'All Fields' and an 'Advanced Search' link. The main content area is titled 'Uncertain Supply Chain Management' and includes the ISSN information: 'ISSN 2291-6830 (Online) - ISSN 2291-6822 (Print)', 'Quarterly Publication', and 'Volume 7 Issue 3 pp. 427-438, 2019'. The article title is 'Supply chain management: implementation issues and research opportunities in tourism industry', with page numbers 'Pages 427-438' and a 'Download PDF' link. The author is listed as 'Anang Sutono'. The DOI is '10.5267/j.uscm.2018.12.004'. The keywords are 'Supply chain, Customer relationship management, Tourism industry performance, Marketing planning capabilities, Marketing implementation capabilities, Customer orientation, Knowledge management'. The abstract discusses the importance of supply chain management in the Indonesian tourism industry. The 'How to cite this paper' section provides the citation: 'Sutono, A. (2019). Supply chain management: implementation issues and research opportunities in tourism industry. *Uncertain Supply Chain Management*, 7 (3), 427-438.'

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Uncertain Supply Chain Management

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Supply chain management: implementation issues and research opportunities in tourism industry

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Authors: *Anang Sutono*

DOI: [10.5267/j.uscm.2018.12.004](https://doi.org/10.5267/j.uscm.2018.12.004)

Keywords: *Supply chain, Customer relationship management, Tourism industry performance, Marketing planning capabilities, Marketing implementation capabilities, Customer orientation, Knowledge management*

Abstract: With worldwide growth in tourism, most of the countries have begun to consider the importance of the tourism industry. However, the Indonesian tourism industry is not working with reasonable performance to contribute to economic development. This industry is lacking a good supply chain in hotel industry and the performance is not promising. Therefore, this study addressed this issue by considering supply chain marketing planning capabilities and supply chain marketing implementation capabilities to facilitate tourism industry with better supply chain management in Indonesian hotels for attracting tourists. Thus, the primary objective of this study is to examine the role of supply chain marketing planning capabilities and supply chain marketing implementation capabilities to boost tourism industry performance. The results indicate that supply chain management was the most crucial issue for attracting tourists. It was also found that supply chain marketing planning capabilities and better supply chain marketing implementation capabilities were the most important factors to enhance the tourism industry performance through customer orientation and knowledge management.

How to cite this paper

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