

## REFERENCES

- Agee, J. (2009). Developing Qualitative Research Questions: A Reflective Process. *International Journal of Qualitative Studies in Education*. Vol. 22, Issue 4, 431-447.
- Adler, R. B. (Ronald B., & Elmhorst, J. M. (2005). *Communicating at work : principles and practices for business and the professions* (8th ed). McGraw-Hill. <https://cir.nii.ac.jp/crid/1130000796299857920.bib?lang=en>
- Ary, D., Jacobs, L., Sorensen, C., & Walker, D. (2018). *Introduction to research in education* (10th ed., pp. 10-18). Boston: Cengage Learning.
- Ashford, S. J., & Black, J. S. (1996). Proactivity During Organizational Entry: The Role of Desire for Control. In *Journal of Applied Psychology* (Vol. 81, Issue 2).
- Avey, J. B., Luthans, & Jensen, S. M. (2009). Psychological capital: a positive resource for combating employee stress and turnover. *Human Resource Management*, 48(5), 677-693. doi:10.1002/hrm.20294
- Bonanno, G. A. (2004). Loss, trauma, and human resilience: Have we underestimated the human capacity to thrive after extremely aversive events? *American Psychologist*, 59(1), 20-28. doi:10.1037/0003-066X.59.1.20
- Bowersox, D. J., Closs, D. J., & Cooper, M. B. (2013). *Supply Chain Logistics Management*. McGraw-Hill Education.
- Brown, K.; Jie, F.; Le, T.; Sharafizad, J.; Sharafizad, F.; Parida, S. Factors Impacting SME Business Resilience Post-COVID-19. *Sustainability* 2022, 14, 14850. <https://doi.org/10.3390/su142214850> Website, [www.teamazing.com/what-is-team-resilience](http://www.teamazing.com/what-is-team-resilience), accessed on 20 Dec 2022.
- Carter, C. R., & Rogers, D. S. (2008). A framework of sustainable supply chain

management: moving toward new theory. *International Journal of Physical Distribution & Logistics Management*, 38(5), 360-387.

Chopra, Sunil & Sodhi, Manmohan. (2004). *Managing Risk to Avoid Supply-Chain Breakdown*. MIT Sloan Management Review.

Chopra V, Flanders SA, Saint S, Woller SC, O'Grady NP, Safdar N, Trerotola SO, Saran R, Moureau N, Wiseman S, Pittiruti M, Akl EA, Lee AY, Courey A, Swaminathan L, Ledonne J, Becker C, Krein SL, Bernstein SJ, Michigan Appropriateness Guide for Intravenous Catheters Panel. The Michigan appropriateness guide for intravenous catheters (MAGIC): results from a multispecialty panel using the RAND/UCLA appropriateness method. *Ann Intern Med*. 2015;163:S1–40.

Chopra, S., & Meindl, P. (2016). *Supply chain management: Strategy, planning, and operation*. Pearson.

CSCMP (2023).

[https://cscmp.org/CSCMP/Develop/Starting\\_Your\\_Career/Importance\\_of\\_Supply\\_Chain\\_Management.aspx](https://cscmp.org/CSCMP/Develop/Starting_Your_Career/Importance_of_Supply_Chain_Management.aspx)

Daymon, C., & Holloway, I. (2010). *Analyzing and interpreting the data'*, in *Qualitative Research Methods in Public Relations and Marketing Communications*. London & New York: Oxfordshire, Routledge.

Donald Waters (2010). *"Global Logistics – New Directions in Supply Chain Management"*, 6<sup>th</sup> Edition. *British Library, London*.

Fletcher, D. & Sarkar, M. (2013). Psychological resilience: A review and critique of definitions, concepts and theory. *European Psychologist*, 18(1), 12-23

Gartner. (2022). *Top Supply Chain Risks and Opportunities in 2022*.

Heijden, Kees. (2005). *Scenarios : The Art of Strategic Conversation / K. van der Heijden..*

- Creswell, J. W. (2014). *Research Design: Qualitative, Quantitative and Mixed Methods Approaches* (4th ed.). Thousand Oaks, CA: Sage. English Language Teaching, 12(5), 40. <https://doi.org/10.5539/elt.v12n5p40>
- Hausman, Warren & Lee, Hau & Subramanian, Uma. (2013). The Impact of Logistics Performance on Trade. *Production and Operations Management*, 22. 10.1111/j.1937-5956.2011.01312.x.
- Indeed (2023). <https://www.indeed.com/career-advice/career-development/building-trust>
- Insurance Group, Z. (2020). Sustainability Report 2020. [www.zurich.foundation/en/](http://www.zurich.foundation/en/)
- Kananen, J. (2011). *Rafting Through the Thesis Process. Step by Step Guide to Thesis Research*. . Jyväskylä: Publications of JAMK University of Applied Sciences.
- Kathy Charmaz & Robert Thornberg (2020): The pursuit of quality in grounded theory, *Qualitative Research in Psychology*, DOI: 10.1080/14780887.2020.1780357
- Katsaliaki, K., Galetsi, P., & Kumar, S. (2022). Supply chain disruptions and resilience: a major review and future research agenda. In *Annals of Operations Research* (Vol. 319, Issue 1). Springer US. <https://doi.org/10.1007/s10479-020-03912-1>
- King, G. A. & Rothstein, M. G. (2010). Resilience and leadership: The self-management of failure (pp. 361-394).
- Kool, M., & van Dierendonck, D. (2012). Servant leadership and commitment to change, the mediating role of justice and optimism. *Journal of Organizational Change Management*, 25(3), 422–433. <https://doi.org/10.1108/09534811211228139>
- Kuntz, J., Näswall, K., Malinen, S. (2016). Resilient Employees in Resilient Organizations: Flourishing Beyond Adversity. *Industrial and Organizational Psychology*, 9, 456-462.

- Lambert, D. M., & Cooper, M. C. (2017). *Supply chain management: Strategy, planning, and operation*. 5th ed. Pearson Education.
- Lau, A., & Bratby, M. (2023). Collecting Qualitative Data Via Video Statements In The Digital Era. *Labour and Industry: A Journal of the Social and Economic Relations of Work*.
- Lee, J. E. C., Sudom, K. A., & McCreary, D. R. (2011). Higher-order model of resilience in the Canadian Forces. *Canadian Journal of Behavioural Science*, 43(3), 222-234. doi: 10.1037/a0024473
- Lengnick-Hall, C. A. & Beck, T.E. (2011). Developing a capacity for organizational resilience through strategic human resource management. *Human Resource Management Review*, 21(3), 243-255. doi: 10.1016/j.hrmr.2010.07.001
- LinkedIn (2016), <https://www.linkedin.com/business/talent/blog/talent-strategy/most-indemand-soft-skills>, Accessed September 2023.
- Luthans, F. (2002). The need for and meaning of positive organizational behavior. *Journal of Organizational Behavior*, 23(6), 695-706. doi: 10.1002/job.165
- Luthans, F. & Avolio, B. J. (2003). Authentic leadership development. In, K.S. Cameron, J.E. Dutton & R.E. Quinn (Eds.), *Positive Organizational Scholarship: Foundations of a New Discipline*. (pp.241-258). San Francisco: CA: Berrett-Koehler.
- McKinsey & Company. (2021). *The next normal for business: How CEOs are planning beyond the pandemic*.
- McLarnon, M. J. W. & Rothstein, M. G. (2013). Development and initial validation of the Workplace Resilience Inventory. *Journal of Personnel Psychology*, 12(2),

63-73. doi: 10.1027/1866-5888/a000084

Mentzer, J. T., Stank, T. P., & Esper, T. L. (2008). SUPPLY CHAIN MANAGEMENT AND ITS RELATIONSHIP TO LOGISTICS, MARKETING, PRODUCTION, AND OPERATIONS MANAGEMENT. *Journal of Business Logistics*, 29(1), 31–46. <https://doi.org/10.1002/j.2158-1592.2008.tb00067.x>

Moenkemeyer, G., Hoegl, M., & Weiss, M. (2012). Innovator resilience potential: A process perspective of individual resilience as influenced by innovation project termination. *Human Relations*, 65(5), 627-655. doi:10.1177/0018726711431350

Moilanen, T., Ojasalo, K., & Ritalahti, J. (2022). *Methods for Development Work: New Kinds of Competencies in Business Operations*. Helsinki, Finland: Books on Demand GmbH.

Monczka, R. M., Handfield, R. B., Giunipero, L. C., & Patterson, J. L. (2015). *Purchasing and Supply Chain Management*. Cengage Learning.

Morse JM. The significance of saturation. *Qual. Health Res.* 1995;5(2):147–149. doi: 10.1177/104973239500500201.

Naswall, K., & Kuntz, J. (2015). Employee Resilience Scale (EmpRes) Measurement Properties Organizational Resilience Project View project Investigating the Impact of High-Performance Work Practices on Project Success View project. <https://www.researchgate.net/publication/281593901>

Nikookar, H., Takala, J., Sahebi, D., & Kantola, J. (2014). A Qualitative Approach for Assessing Resiliency in Supply Chains. *Management and Production Engineering Review*, 5(4), 36–45. <https://doi.org/10.2478/mper-2014-0034>

Nilakant, V., Walker B., Kuntz, J., de Vries, H., Malinen, S., Näswall K., & van Heugten, S. (2016). Dynamics of Organizational Response to a Disaster: a Study of Organizations Impacted by Earthquakes. In C. Michael Hall, Sanna Malinen, Russell Wordsworth and Rob Vosslamber (Eds), *Business and Post-Disaster*

Management: Business, organizational and consumer resilience and the Christchurch Earthquakes. Routledge. (pp. 35-48).

- Nowell, L. S., Norris, J. M., White, D. E., & Moules, N. J. (2017). Thematic Analysis: Striving to Meet the Trustworthiness Criteria. *International Journal of Qualitative Methods*, 16(1).
- Pereira, C. R., & da Silva, A. L. (2015). Key Organizational Factors to Building Supply Chain Resilience: a Multiple Case Study of Buyers and Suppliers. *Journal of Operations and Supply Chain Management*, 8(2), 77. <https://doi.org/10.12660/joscmv8n2p77-95>
- Pettit, T. J., Croxton, K. L., & Fiksel, J. (2013). Ensuring Supply Chain Resilience: Development and Implementation of an Assessment Tool. *Journal of Business Logistics*, 34(1), 46-76. Pettit, T. J., Croxton, K. L., & Fiksel, J. (2010). Ensuring Supply Chain Resilience: Development and Implementation of an Assessment Tool. *Journal of Business Logistics*, 31(1), 1-21.
- Pettit, T. J., & Croxton, K. L. (2019). Fostering resilient supply chains through a better understanding of supply chain disruption. *International Journal of Production Research*, 57(3), 804-818.
- Pipe, T B., Buchda, V.L., Launder,S., Hudak, B., Hulvey, L., Karns, K.E., & Pendergast, D. (2012). Building personal and professional resources of resilience and agility in the healthcare workplace. *Stress & Health*, 28(1), 11-22. doi: 10.1002/smi.1396
- Ponomarov, S.Y. and Holcomb, M.C. (2009), "Understanding the concept of supply chain resilience", *The International Journal of Logistics Management*, Vol. 20 No. 1, pp. 124-143. <https://doi.org/10.1108/09574090910954873>
- Raj, A., Mukherjee, A. A., de Sousa Jabbour, A. B. L., & Srivastava, S. K. (2022). Supply chain management during and post-COVID-19 pandemic: Mitigation strategies and practical lessons learned. *Journal of Business Research*, 142, 1125–1139. <https://doi.org/10.1016/j.jbusres.2022.01.037>
- Reina, D. S., & Reina, M. L. (2011). Rebuilding trust in the workplace. In T and D (Vol. 65, Issue 2, p. 12). [https://doi.org/10.1007/978-981-10-0983-9\\_69](https://doi.org/10.1007/978-981-10-0983-9_69)

- Richard Wilding, Klaus Dohrmann, Malcolm Wheatley. (2020). Post Coronavirus Supply Chain Recovery, <https://www.dhl.com/content/dam/dhl/global/core/documents/pdf/glo-core-post-covid-eme-white-paper.pdf> , accessed on 23 Oct 2022.
- Ritzman, Larry. (2013). Lee J. Krajewski, Larry P. Ritzman, Manoj K Malhotra, Operations Management: Processes and Supply Chains, 10th Edition, Pearson, 2013.
- Saleheen, F., & Habib, Md. M. (2022). Global Supply Chain Disruption Management Post Covid 19. American Journal of Industrial and Business Management, 12, 376-389. <https://doi.org/10.4236/ajibm.2022.123021>
- Sarkar, M., & Fletcher, D. (2014). Ordinary magic, extraordinary performance: Psychological resilience and thriving in high achievers. Sport, Exercise, and Performance Psychology, 3(1), 46–60. <https://doi.org/10.1037/spy0000003>
- Scheier, M. F., & Carver, C. S. (1985). Optimism, coping, and health: Assessment and implications of generalized outcome expectancies. Health Psychology, 4(3), 219–247. <https://doi.org/10.1037/0278-6133.4.3.219>
- Seibert, S. E., Crant, J. M., & Kraimer, M. L. (1999). Proactive personality and career success. Journal of Applied Psychology, 84(3), 416–427. <https://doi.org/10.1037/0021-9010.84.3.416>
- Seligman, M. E. P., & Csikszentmihalyi, M. (2000). Positive psychology: An introduction. American Psychologist, 55(1), 5–14. <https://doi.org/10.1037/0003-066X.55.1.5>
- Sheffi, Y., & Rice, J. B. (2005). A Supply Chain View of the Resilient Enterprise.
- Sheffi, Y. (2007). The Resilient Enterprise: Overcoming Vulnerability for Competitive Advantage. MIT Press.

- Shen, Z. M., & Sun, Y. (2023). Strengthening supply chain resilience during COVID-19: A case study of JD.com. *Journal of Operations Management*, 69(3), 359–383.  
<https://doi.org/10.1002/joom.1161>
- Seifert, L., Kunz, N., & Gold, S. (2018). Humanitarian supply chain management responding to refugees: a literature review. In *Journal of Humanitarian Logistics and Supply Chain Management* (Vol. 8, Issue 3, pp. 398–426). Emerald Group Holdings Ltd. <https://doi.org/10.1108/JHLSCM-07-2017-0029>
- Shin, J., Taylor, M. S., & Seo, M. (2012). Resources for change: the relationships of organizational inducements and psychological resilience to employees' attitudes and behaviors toward organizational change. *Academy of Management Journal*, 55(3), 727-748. doi: 10.5465/amj.2010.0325
- Slack, N., Brandon-Jones, A., & Johnston, R. (2019). *Operations and Process Management: Principles and Practice for Strategic Impact*. Pearson.  
 The McGraw-Hill Irwin Series Operations and Decision Sciences Operations Management Bowersox. (2002).  
[www.teamazing.com/what-is-team-resilience](http://www.teamazing.com/what-is-team-resilience). Accessed Dec 2022  
[www.cin7.com/guide-to-supply-chain-resilience](http://www.cin7.com/guide-to-supply-chain-resilience), Accessed Sep 2023  
[www.harvardbusiness.org/good-leadership-it-all-starts-with-trust](http://www.harvardbusiness.org/good-leadership-it-all-starts-with-trust), Accessed Sep 2023.
- Youssef, C. M. & Luthans, F. (2007). Positive organizational behavior in the workplace: the impact of hope, optimism, and resilience. *Journal of Management*, 33(5), 774-800. doi:10.1177/0149206307305562
- Zeng, J., & Glaister, K. W. (2018). Value creation from big data: Looking inside the black box. *Strategic Organization*, 16(2), 105–140.  
<https://doi.org/10.1177/1476127017697510>