

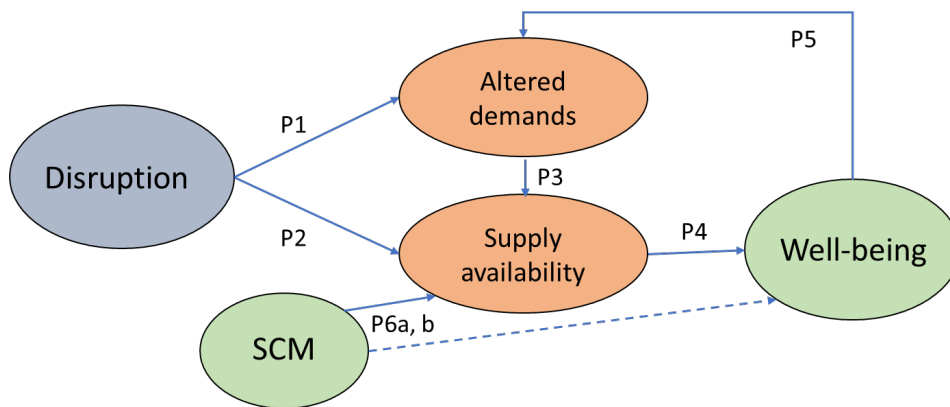
THE ROLE OF THE SUPPLY CHAIN IN IMPROVING INDIVIDUAL WELL-BEING IN THE WAKE OF LIFE DISRUPTION

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ABSTRACT

Disruptions are as much a part of maneuvering through life as they are in managing a supply chain. All individuals and supply chains globally have been experiencing a big disruption in 2020/21 due to the COVID-19 pandemic where individuals could not access products they needed or wanted due to the failure of supply chains to get them to market. Individuals struggled to maintain some sense of well-being while recognizing (many for the first time) the role of supply chains in getting (or not getting) the products they demanded. Using grounded theory, we explored how supply chain management impacts individual well-being in the wake of a collective life disruption. We conducted over 40 depth interviews with individuals representing diverse genders, ages, ethnicities, and geographies via zoom or telephone between June and October 2020 asking about participant's personal lived experiences during the COVID-19 pandemic. Results from the analysis were used to construct a framework and propositions on the role of supply chain management in individual well-being (see Figure). This study is expected to expand the relatively new area of transformative supply chain research. The results will also advance theory and practice on how the supply chain can help individuals meet their needs and inform organizational policies to assist employees and community members during times of life disruption.



Keywords: life disruption, supply chain, personal resilience, demand/supply integration, individual well-being

References available upon request