



Logistics Problems Encountered By Export Companies and The Effect Of Covid 19 *

ABSTRACT

The smooth execution of logistics processes is becoming increasingly important in the context of globalization. For companies to be successful in both local and international markets, ideas about dealing with logistics problems and improving sustainable logistics performance are coming to the fore. In this study, the logistics problems faced by exporting companies are discussed and evaluated within the framework of the service quality provided by logistics companies. The study first presents a literature review and previous studies related to topic. Then, field research was conducted to collect research data, and a questionnaire survey was administered to the relevant companies. As a result of the analysis, significant relationships were found between logistics problems encountered in the internal/external (national) environments and offered logistics service quality. At the same time, it was determined that there was no significant relationship between the problems encountered in the external (international) environment and the effects of Covid-19 on the service quality of the subjected logistics companies.

Keywords: Logistics, Logistics Problems, Service Quality, Exporting companies

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INTRODUCTION

With globalization affecting the world, there has been an increase in international trade activities in liberalized markets. The desire of companies to benefit from cheap inputs in different parts of the world and the production of similar products by many companies with the same quality due to the acceleration of technological developments have created an intense competitive environment between both producers and suppliers.

Today, companies must prioritize logistics operations to distinguish themselves in a competitive field. At this point, companies aim to meet customer expectations at the highest level of satisfaction and get ahead in the competitive environment by effectively managing the flow of information in the logistics process from the exit of raw materials to the consumer, thus increasing their profits by reducing costs. In countries where logistics operations are efficient, active and effective logistics operations have contributed to the economy and strengthened their position in global markets. To carry out logistics activities smoothly, countries should find remedial solutions for identified problems and continuously improve their logistics performance for the sake of competition.

For this purpose, the KOF (Swiss Institute for Economic Research) index, which is published every two years, shows the logistics status of countries at a global level. Countries aim to rank high in this index and make development plans to improve their performance. Turkey is advantageous in terms of logistics due to its location. However, to leverage these advantages, it needs to address its weaknesses. The Covid-19 outbreak in China in December 2019, which eventually affected the entire world, had a significant impact on various sectors, particularly logistics. In response to this crisis, many businesses sought new supply centers.

The logistics sector has become a risky field affected by the pandemic, making it difficult to deliver goods to customers. In particular, while China was an important supply country, the search for new producers due to the pandemic led to disruptions in the logistics sector. In the first part of the study, logistics and related basic concepts in international trade, transportation in international logistics, logistics cost types, and packaging, and storage in logistics are discussed. In the second part, the globalization of the logistics sector, the main problems of the logistics sector in Turkey, and the studies on these problems are addressed. In the third

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section, research was conducted on the logistics problems faced by export companies in the Konya food sector and the impact of the Covid-19 outbreak on the logistics sector, and the findings are presented.

THEORETICAL BACKGROUND

Definition of Logistics Concept When consumption and production are examined in today's economic conditions, the issue of delivering the products to the consumer has come to the agenda after deciding how to produce the products. The concepts of logistics and distribution come to the fore during the transportation of goods to the consumer. If we explain the word logistics, it came from the Greek word -logistikos-, which means skilled in calculation, arithmetic association. It entered European languages as -logisticus-, and in 1840, the French Academy defined the word -logistique-, which means combining transportation activities (Güngörürler, 2004: 38). In World War 2, logistics operations were first started to be used in 1905 in order to meet all the needs of military personnel in the army. In military terms, logistics is the entire process of supplying materials, tools and equipment, transportation, storage, distribution, supply, training, repair and maintenance materials in peace, war and crisis environments in order to provide personnel and service opportunities at the desired time and place (Orhan, 2003: 11). Another definition of the word logistics was made by the Society of Logistics Engineers (SOLEInternational Society of Logistics). According to this definition, logistics is the support department that ensures the effective use of resources, secures resource inputs and ensures the effective use of the product and system in all areas (Baki, 2004: 14). While logistics was only transportation in the past, today it has become the unit that connects all stages of the supply chain. Logistics, which includes the relationships of transportation providers between suppliers and customers, is defined as the unit of strategic relationships between firms and logistics providers to gain competitive advantage (Mentzer et al., 2001: 82). According to the definition of logistics by CSCMP (Council of Supply Chain Management Professionals), it is the effective use, storage, control and planning of the information flow and service of the material in the supply chain from the production of raw materials to consumption in order to meet the demands of the customer (CSCMP, 2019). In general, logistics is the management of the workflow between the production area and the point of consumption in order to meet the needs of organizations or customers (Demir, 2007 :24). At the same time, logistics is the transportation of raw materials from the source to the production stage, storage of products in the factory and delivery of these goods to end users when necessary (Schoell & Guittianan, 1995: 379). Logistics is the power that simultaneously completes the coordination of the relationship between producers, customers, distributors and suppliers (Sezen et al., 2002: 134).

Main Problems of the Logistics Sector in Turkey Since Turkey is developing, it has not shown a complete development in the field of logistics. However, the importance of logistics operations for the country's economy has been understood. Necessary plans are made for this and the targets set are tried to be achieved. Turkey's main problems in the logistics sector can be categorized under seven headings. These are legal problems, political problems, administrative problems, infrastructure problems, human-related problems, problems arising from high operating costs, problems arising from the company's use of outsourcing, and problems arising from customs clearance.

Studies On The Problems Encountered In Logistics Activities

The globalization of trade and rapid technological advancements are continually altering the needs of countries, underscoring the importance and necessity of foreign trade for their growth and development objectives. A key factor in this evolving landscape is logistics network services, which play a crucial role. The efficiency of a country's logistics and administrative processes significantly impacts its foreign trade performance and its competitiveness on the global stage (Cura & Demir, 2022). This in turn depends on the trade and production efficiency of companies since being product orientation positively affects the export competencies (Cura, 2021). Production and trade systems should be supported by an effective logistics system for the continuation of economic activities. In this context, the aim is to support the private sector to increase the efficiency of logistics operations, reduce costs, increase competitiveness and improve trade. Also, in a micro level, companies that grasp the importance of external factors' impact on the success of export activities gain a competitive advantage in distribution policies (Cura & Gunduz, 2021). Considering the sub-costs of storage, transportation, customs clearance and inventory management, necessary measures will be taken to increase undamaged delivery, shorten transit times, increase customer service satisfaction in terms of reliability and speed. Transportation infrastructures will be planned to reduce negative impacts on the environment for economic growth. Therefore, in addition to new connections, optimization methods, technological innovations, investments and incentives involving the public and private sectors, and innovative business models will be developed. Digitalization, innovation and technological developments in the logistics sector should be supported, and it is aimed to reach a sustainable and efficient system at low costs and quickly.

Strategies will be developed to strengthen trade corridors by identifying priority countries in trade. Investment plans will be made for these trade corridors and action will be taken (Ministry of Development, 2018: 44).

In the Logistics Performance Index ranking shared by the World Bank, infrastructure, tracking, customs, monitoring, international shipments, logistics competence and on-time delivery criteria are utilized. According to the 2018 index, Turkey ranks 47th. In 2016, it ranked 34th and in 2014 it ranked 30th. The decline in this ranking shows that many innovations must be made in the logistics sector in Turkey. Comprehensive and permanent solutions are required in transportation modes such as establishing a foreign trade logistics policy, reducing costs, ensuring coordination, ensuring efficiency, planning, reducing transportation times, improving infrastructure facilities, increasing competitiveness, and transition to economies of scale in industry. Reforms in the logistics sector will boost Turkey's economic growth. Because the logistics sector is indispensable for Turkey's sustainable growth (Can, 2019: 81).

Logistics means the effective use of communication and technology networks and the effective and smooth progress of the operation. In today's information technologies used in logistics, programs such as satellite vehicle tracking, warehouse management systems and enterprise resource planning, customer relationship management system (CRM), transportation management systems, database management, order tracking systems, radio frequency identification (RFID), etc. are used. From managing the inventory flow in their warehouses with these programs to tracking transportation with fleets, logistics companies can follow many active processes, from the determination of routes for the product being shipped (Kanalci, 2006: 29).

In Mesin's study, it was determined that there is a parallel between the level of development of countries and their logistics performance, and it was emphasized that improvements in logistics performance are factors that increase a country's foreign trade volume (Mesin & Cura, 2022). The main policies and objectives that Turkey will follow to improve its logistics performance are as follows: (Ministry of Development, 2018: 47)

- ✓ Turkey's logistics sector aims to strengthen its existing image in the world market and increase its share
- ✓ Making necessary investments in trade and transportation systems
- ✓ Establishing logistics centers at international standards
- ✓ Effective business management
- ✓ Implementation and completion of the Logistics Master Plan study
- ✓ Increasing the share of investment in the private sector
- ✓ Accelerating investments in infrastructure that internationally supports combined transport in the corridors,
- ✓ Strengthen rail and road connections with ports,
- ✓ Speeding up customs control phases
- ✓ To make port and container tracking system securely
- ✓ Supporting the logistics sector with a competent workforce
- ✓ Improving technological infrastructure in production and logistics systems is among the main objectives.

The main steps to be taken towards accelerating and facilitating transactions in internal customs and border activities are as follows: (TOBB, 2014:80)

- ✓ Processes should be analyzed at border gates
- ✓ Transformation of mandatory documents into electronic environment and reduction of their number
- ✓ Arrangements to allow vehicles with cargo to cross the border without going through customs if there is no red line,
- ✓ Creation of alternative border crossings,
- ✓ The "Common Gate Model" should be implemented at different border gates,
- ✓ Implementation of the "One Stop" application in the customs administrations at the border,
- ✓ 24 hours veterinary and phytosanitary controls should be carried out at all border gates.

Logistics companies in Turkey are trying to increase their competitiveness in market share by implementing strategies. There are measures that companies use to increase their competitiveness. These are: (Erkan, 2014:54)

- ✓ Minimizing costs; reducing labor costs, reducing transportation costs, shortening transportation times, reducing inventory costs by keeping minimum stock, reducing costs by carrying different brands at the same time, reducing capital expenditures, outsourcing-insourcing,
- ✓ Measurements; performance measurements, customer satisfaction measurements,
- ✓ New fixed investments; warehouse, hangar and warehouse investments, renewal of vehicle fleet, shelving system, activation of system software, renewal of IT departments,
- ✓ Product diversity; not concentrating on the export and production of single products
- ✓ Contract sales; making long-term contracts with customers.

One of the problems that businesses encounter in their export activities is transportation difficulties and costs (Cura & Zerenler, 2017). The increase in foreign trade will be realized by strengthening the transportation network in Turkey. The third Bosphorus Bridge 'Yavuz Sultan Selim' in Istanbul and the Istanbul Airport project will make Turkey a base for logistics. Logistics continues to be an important sector with high-speed train operations, which continue to develop rapidly. Logistics is an important service sector for Turkey. Turkey aims to take its place in global competition and to be among the top 15 countries according to LPI criteria. In order to achieve these goals, Strategic Logistics Management should be adopted by companies and be included in Turkey's development projects (Wolff and Yıldız, 2018: 197).

"Strengthening the logistics infrastructure against increasing international competitiveness" in the 2023 export strategy announced by the Ministry of Economy Under the "Logistics and Transportation Project", the following targets are envisaged for the logistics and transportation sector and the project is planned to be realized by 2023: (TOBB, 2014:96)

- ✓ Increasing port capacity
- ✓ Increasing the number of connections between railway and ports to 11
- ✓ Development of container infrastructure in Mersin
- ✓ Development of infrastructure for ports in Marmara
- ✓ Construction of container transshipment terminals on land by providing rail connection to ports
- ✓ Improving the infrastructure of Çandarlı Port,
- ✓ Establishing connection lines to large companies in Organized Industrial Zones with private sector support.

In the literature, there are various studies emphasize the logistics performance and the encountered problems. Gultekin et al. (2022) highlight the uncertainties and risks faced by logistics service providers during the COVID-19 pandemic, emphasizing the most significant challenges. Another study has also shown that logistics performance positively affects both firm performance and export performance (Balta & Cura, 2022).

RESEARCH FRAMEWORK, METHODOLOGY, AND RESULTS

Purpose of the Study

The purpose of the research is to determine the logistics problems faced by exporter enterprises operating in the food sector in Konya province within the framework of service quality, the effects of Covid 19 and to develop solutions for the problems identified.

Methodology

In this study, firstly, national and international literature was reviewed and the concepts, processes and similar studies on the subject were put forward. Then, field research was conducted to collect research data and a questionnaire survey was conducted through face-to-face interviews. Finally, the acceptance and rejection status of the hypotheses developed with the analysis made with the help of SPSS program was interpreted and the conclusion section of the study was formed.

Research Model

The study was conducted to reveal the logistics problems faced by the exporter enterprises operating in the food sector in Konya province and to offer solutions. The method followed in this research is the determination of the research model, hypotheses, determination of the research population and sample, preparation of questionnaire forms, application of the prepared questionnaire forms and statistical analysis. The results of these analyzes are the evaluation and interpretation of the findings. With the field research and

survey application conducted in the study, it was tried to find answers to the problem and sub-problems of the research. In this context, the model used in the research is shown in Figure 3.1.

Hypotheses of the Study

In line with the problem and sub-problems of the study, the validity of the following hypotheses were tested.

H1: The logistics problems that enterprises may face in their internal environment differ according to the descriptive characteristics.

H2: The logistics problems that enterprises may face in their national external environment differ according to descriptive characteristics.

H3: Logistics problems that enterprises may face in their international external environment differ according to descriptive characteristics.

H4a: There is a significant relationship between logistics problems arising from the supply function in the internal environment of the enterprises and the service quality of logistics companies.

H4b: There is a significant relationship between logistics problems arising from marketing activities in the internal environment of enterprises and the service quality of logistics companies.

H4c: There is a significant relationship between logistics problems arising from distribution and transportation activities in the internal environment of enterprises and the service quality of logistics companies.

H4d: There is a significant relationship between logistics problems arising from outsourcing in the internal environment of enterprises and the service quality of logistics companies.

H5a: There is a significant relationship between logistics problems related to government regulations in the national external environment of enterprises and the service quality of logistics companies.

H5b: There is a significant relationship between logistics problems related to customs clearance in the national external environment of enterprises and service quality of logistics companies.

H5c: There is a significant relationship between logistics problems related to national infrastructures in the national external environment of enterprises and service quality of logistics companies.

H5d: There is a significant relationship between logistics problems related to logistics villages in the national external environment of enterprises and the service quality of logistics companies.

H6a: There is a significant relationship between logistics problems related to customs gates in the international external environment of enterprises and the service quality of logistics companies.

H6b: There is a significant relationship between logistics problems related to war and terrorism in the international external environment of enterprises and the service quality of logistics companies.

H6c: There is a significant relationship between logistics problems related to overseas freight expenses in the international external environment of enterprises and the service quality of logistics companies.

H7: There is a significant relationship between the effects of the global Covid 19 pandemic and the service quality of logistics companies.

Population and Sample of the Study

The accessible sub-universe of the research consists of the personnel working in managerial positions of the exporting enterprises operating in the food sector in Konya province in Turkey. The sample of the research was determined as 73 food enterprises registered in the Foreign Trade Service of Konya Chamber of Commerce and selected by cluster sampling method among the enterprises whose "Capacity Report" was issued by the Chamber of Commerce that they operate in the food sector.

In this direction, a questionnaire was applied to 73 enterprises that agreed to participate in the research and 73 valid questionnaire form data were obtained.

In this study, a questionnaire was used as a data collection tool. The first part of the questionnaire form is the "Business Information" section, which includes the descriptive characteristics of the participants. In this section, 9 different questions were asked to the participants and it was tried to determine the descriptive characteristics of the enterprises in which the participants work. Sections 2.

3. 4. and 5. sections of the questionnaire consist of the questions in the questionnaire used to collect the research data of the study on a similar topic conducted by Kaymakçı (2018). The researcher benefited from

similar studies in the literature during the preparation process of the scale in question and finalized the scale. The sections of the scale used in the research are as follows; Internal Logistics Problems (9 items), Logistics Problems Encountered in the External National Environment (9 items), Logistics Problems Encountered in the External International Environment (4 items) and Service Quality of the Logistics Company (9 items). In the last and 6th section of the questionnaire, there are 6-item questions to determine the effects of the Covid 19 epidemic on business exports. These 6-item questions were created by reviewing the literature and consulting expert opinions.

In scoring the answers to the survey questions of the research, 5-point Likert (1 - Strongly disagree, 5 - Strongly agree) type scoring was used. The 5th question of the 2nd section of the scale was reverse scored.

Table 1: Normality Analysis results

	Skewness		Kurtosis	
	Statistics	Std. H.	Statistics	Std. H.
Internal Logistics Issues	1,056	0,281	1,846	0,555
Logistics Challenges in the External National Environment	-0,117	0,281	1,343	0,555
Logistics Challenges in the External International Environment	0,127	0,281	-1,708	0,555
Service Quality of the Logistics Company	-0,985	0,281	2,441	0,555
Effects of Covid 19	1,276	0,281	0,580	0,555

As a result of the normality analysis, it was determined that the data belonging to the research scales were normally distributed ($p>0.05$). In this context, it was decided to conduct parametric Independent Samples t Test and One-Way Analysis of Variance (ANOVA) tests in order to examine the statistical relationships between the variables in the study. Post-hoc (LSD) difference analysis was performed to determine which group was in favor of the differences between the groups.

Table 2: Age Distribution of Participants

Descriptive Feature	Group	N	%
Age	20-24 years	6	8,2
	25-39 years	25	34,2
	40-59 years	42	57,5
	Total	73	100,0

The 40-59 age group constitutes the largest group with 57.5% of the participants. This is followed by the 25-39 age group with 34.2% and the 20-24 age group with 8.2%.

Table 3 : Distribution of Participants' Level of Education

Descriptive Feature	Group	N	%
Education Level	Primary education	2	2,7
	High School	3	4,1
	Associate degree	12	16,4
	License	52	71,2
	Graduate/PhD	4	5,5
	Total	73	100,0

It was determined that the participants received mostly bachelor's degree with 71.2% and associate's degree with 16.4%, and the least education at primary school with 2.7% and high school with 4.1%. In this context, it can be said that the education level of the participants is quite high.

Table 4 : Participants' Positions in the Company

Descriptive Feature	Group	N	%
Position in the Company	Business Owner	5	6,8
	Business Manager	27	35,6
	Operating Partner	4	5,5
	Expert / Employee	37	50,7
	Total	73	100,0

Of the participants, 50.7% were experts/employees, 35.6% were business managers, 6.8% were business owners and 5.5% were business partners

Table 5 :Number of Employees in Participants' Companies

Descriptive Feature	Group	N	%
Number of Employees	1-49	8	11,0
	50-99	12	16,4
	100-149	31	42,5
	150 and above	22	30,1
	Total	73	100,0

In 42.5% of the companies where the participants work, 100-149, 30.1% 150 or more, 16.4% 50-99 and 11% 1-49 employees work.

Table 6: Duration of Activity of the Enterprises where the Participants Work

Descriptive Feature	Group	N	%
Activity Duration	1-5 years	2	2,7
	6-10 years	12	16,4
	11 years and above	59	80,8
	Total	73	100,0

Of the enterprises in which the participants work, 80.8% have been operating for 11 years or more, 16.4% for 6-10 years, and 2.7% for 1-5 years.

Table 7:Number of Countries to which the Participants' Enterprises Export

Descriptive Feature	Group	N	%
Number of Export Countries	1-5	5	6,8
	6-10	3	4,1
	11-15	7	9,6
	16 and above	58	79,5
	Total	73	100,0

Of the companies where the participants work, 79.5% export to 16 or more countries, 9.6% to 11-15 countries, 6.8% to 1-5 countries and 4.1% to 6-10 countries.

Table 8: Foreign Trade Department Status of the Enterprises where the Participants Work

Descriptive Feature	Group	N	%
Foreign Trade Department	Yes	71	97,3
	No	2	2,7
	Total	73	100,0

While 97.3% of the enterprises where the participants work have a foreign trade department A small percentage, 2.7%, do not have a foreign trade department.

Table 9: Contract Status of the Participants' Enterprises with the Logistics Company

Descriptive Feature	Group	N	%
Contract with Logistics Company	Yes	5	6,8
	No	68	93,2
	Total	73	100,0

Of the enterprises where the participants work, 6.8% have a contract with a logistics company, while 93.2% do not.

Table 10: Number of Years of Employment with the Logistics Company

Descriptive Feature	Group	N	%
Number of Years of Working with Logistics Company	Less than 1 year	66	90,4
	1-5 years	4	5,5
	11 years and above	3	4,1
	Total	73	100,0

Of the enterprises working with the logistics company, 90.4% have been working with the logistics company for less than 1 year, 5.5% for 1-5 years and 4.1% for 11 years or more.

Findings Regarding the Differentiation of Logistics Problems According to the Descriptive Characteristics of Participants / Enterprises

The results of the Independent Sample t Test and ANOVA test to determine whether the views on logistics problems differ according to some descriptive characteristics of the participants and/or enterprises are shown in the tables below.

Table 11: Differentiation of Participants' Views on Logistics Problems According to Age

Sub-Function	Age Range	N	\bar{x}	Std. s.	F	P
Internal Logistics Issues	20-24 years old	6	3,70	0,485	2,558	0,085
	25-39 years	25	3,38	0,274		
	40-59 years	42	3,46	0,318		
	Total	73	3,45	0,326		
Procurement	20-24 years old	6	4,22	0,344	5,132	0,008*
	25-39 years	25	3,75	0,503		
	40-59 years	42	4,02	0,348		
	Total	73	3,95	0,430		
Marketing	20-24 years old	6	2,83	0,516	0,980	0,381
	25-39 years	25	2,48	0,530		
	40-59 years	42	2,50	0,605		
	Total	73	2,52	0,574		
Distribution and Transportation	20-24 years old	6	4,22	0,584	0,563	0,572
	25-39 years	25	4,03	0,359		
	40-59 years	42	4,05	0,414		
	Total	73	4,05	0,408		
External Source	20-24 years old	6	2,33	1,366	1,119	0,332
	25-39 years	25	2,12	0,881		
	40-59 years	42	1,90	0,617		
	Total	73	2,01	0,790		
External National Logistics Issues	20-24 years old	6	3,50	0,169	0,439	0,647
	25-39 years	25	3,39	0,316		
	40-59 years	42	3,43	0,241		
	Total	73	3,42	0,263		
State Legislation	20-24 years old	6	4,08	0,204	2,184	0,120
	25-39 years	25	3,58	0,572		
	40-59 years	42	3,65	0,535		
	Total	73	3,66	0,540		
Customs	20-24 years old	6	3,33	0,876	0,694	0,503
	25-39 years	25	3,48	0,637		
	40-59 years	42	3,62	0,642		
	Total	73	3,55	0,657		
National Infrastructures	20-24 years old	6	3,54	0,102	0,391	0,678
	25-39 years	25	3,45	0,239		
	40-59 years	42	3,49	0,265		
	Total	73	3,48	0,246		
Logistics Villages	20-24 years old	6	2,50	0,548	0,970	0,384
	25-39 years	25	2,60	0,645		
	40-59 years	42	2,38	0,623		
	Total	73	2,47	0,625		
External International Logistics Issues	20-24 years old	6	4,45	0,408	0,253	0,777
	25-39 years	25	4,53	0,426		
	40-59 years	42	4,50	0,417		
	Total	73	4,42	0,492		
Customs Gates	20-24 years old	6	4,40	0,456	0,294	0,746
	25-39 years	25	4,49	0,475		
	40-59 years	42	4,45	0,465		
	Total	73	4,67	0,516		
Wars and Terror	20-24 years old	6	4,56	0,507	0,486	0,617
	25-39 years	25	4,48	0,505		
	40-59 years	42	4,52	0,503		
	Total	73	4,50	0,548		
Overseas Freight	20-24 years old	6	4,44	0,507	1,580	0,213
	25-39 years	25	4,66	0,480		
	40-59 years	42	4,57	0,499		
	Total	73	3,83	0,624		
Service Quality of the Logistics Company	20-24 years old	6	3,39	0,488	3,604	0,032*
	25-39 years	25	3,57	0,288		
	40-59 years	42	3,53	0,411		
	Total	73	4,08	0,204		
Effects of Covid19	20-24 years old	6	3,56	0,404	0,181	0,835
	25-39 years	25	3,60	0,410		
	40-59 years	42	3,54	0,373		
	Total	73	3,56	0,384		

When the results of the ANOVA test in Table 11 are analyzed, it is determined that there are statistically significant differences ($p < 0.05$) in the opinions of the participants on logistics problems according to age in the supply sub-dimension and the service quality dimension of the logistics company they work for, while there is no difference in other dimensions ($p > 0.05$).

As a result of the post-hoc (LSD) analysis, it was determined that the average scores of the individuals in the 20-24 and 40-59 age groups were significantly higher than those in the 25-39 age group in both the supply sub-dimension and the service quality dimension of the logistics company. According to this result, it can be said that in the years when individuals first encountered supply problems, they thought that this was a big problem and that this situation reflected negatively on the service quality of the logistics company they worked for, and in the following years, they were able to develop solutions on how to cope with supply problems, but after their 40s, they started to have difficulty in coping with supply problems again.

Table 12: Differentiation of Participants' Views on Logistics Problems According to Education Level

Sub-Function	Education Status	N	\bar{x}	Std. s.	F	P
Internal Logistics Issues	Primary education	2	4,06	0,079	1,925	0,116
	High School	3	3,41	0,339		
	Associate degree	12	3,44	0,234		
	License	52	3,44	0,330		
	Graduate/PhD	4	3,36	0,399		
	Total	73	3,45	0,326		
Procurement	Primary education	2	4,33	0,471	1,263	0,293
	High School	3	4,11	0,192		
	Associate degree	12	3,92	0,405		
	License	52	3,96	0,402		
	Graduate/PhD	4	3,58	0,833		
	Total	73	3,95	0,430		
Marketing	Primary education	2	3,50	0,707	2,054	0,096
	High School	3	2,17	0,289		
	Associate degree	12	2,50	0,426		
	License	52	2,49	0,590		
	Graduate/PhD	4	2,75	0,500		
	Total	73	2,52	0,574		
Distribution and Transportation	Primary education	2	4,83	0,236	2,395	0,059
	High School	3	3,78	0,385		
	Associate degree	12	4,08	0,322		
	License	52	4,03	0,419		
	Graduate/PhD	4	4,08	0,167		
	Total	73	4,05	0,408		
External Source	Primary education	2	2,00	0,000	0,656	0,624
	High School	3	2,67	1,155		
	Associate degree	12	1,92	0,515		
	License	52	2,02	0,852		
	Graduate/PhD	4	1,75	0,500		
	Total	73	2,01	0,790		
External National Logistics Issues	Primary education	2	3,50	0,079	1,533	0,202
	High School	3	3,37	0,064		
	Associate degree	12	3,38	0,192		
	License	52	3,41	0,282		
	Graduate/PhD	4	3,72	0,192		
	Total	73	3,42	0,263		
State Legislation	Primary education	2	4,00	0,707	0,544	0,704
	High School	3	3,50	0,500		
	Associate degree	12	3,75	0,500		
	License	52	3,63	0,559		
	Graduate/PhD	4	3,88	0,479		
	Total	73	3,66	0,540		
Customs	Primary education	2	4,25	0,354	1,022	0,402
	High School	3	3,33	0,289		
	Associate degree	12	3,42	0,557		
	License	52	3,54	0,706		
	Graduate/PhD	4	3,88	0,250		
	Total	73	3,55	0,657		
National Infrastructures	Primary education	2	3,38	0,177	1,616	0,180
	High School	3	3,58	0,144		
	Associate degree	12	3,44	0,155		
	License	52	3,47	0,262		

		Graduate/PhD	4	3,75	0,204		
		Total	73	3,48	0,246		
Logistics Villages		Primary education	2	1,50	0,707	2,280	0,070
		High School	3	2,33	0,577		
		Associate degree	52	2,50	0,642		
		License	4	3,00	0,000		
		Graduate/PhD	73	2,47	0,625		
		Total	2	4,63	0,530		
External Logistics Issues	International	Primary education	3	4,75	0,433	1,466	0,222
		High School	12	4,27	0,376		
		Associate degree	52	4,54	0,420		
		License	4	4,38	0,323		
		Graduate/PhD	73	4,50	0,417		
		Total	2	4,75	0,354		
Customs Gates		Primary education	3	4,67	0,577	1,984	0,107
		High School	12	4,17	0,389		
		Associate degree	52	4,51	0,459		
		License	4	4,25	0,500		
		Graduate/PhD	73	4,45	0,465		
		Total	2	4,50	0,707		
Wars and Terror		Primary education	3	4,67	0,577	1,226	0,308
		High School	12	4,25	0,452		
		Associate degree	52	4,56	0,502		
		License	4	4,75	0,500		
		Graduate/PhD	73	4,52	0,503		
		Total	73				
Overseas Freight		Primary education	2	4,50	0,707	1,059	0,384
		High School	3	5,00	0,000		
		Associate degree	12	4,50	0,522		
		License	51	4,59	0,497		
		Graduate/PhD	4	4,25	0,500		
		Total	72	4,57	0,499		
Service Quality of the Logistics Company		Primary education	2	3,50	0,707	1,293	0,281
		High School	3	3,67	0,333		
		Associate degree	12	3,72	0,312		
		License	52	3,50	0,376		
		Graduate/PhD	4	3,25	0,877		
		Total	73	3,53	0,411		
Effects of Covid19		Primary education	2	3,92	0,825	1,538	0,201
		High School	3	3,94	0,536		
		Associate degree	12	3,50	0,293		
		License	52	3,53	0,348		
		Graduate/PhD	4	3,71	0,672		
		Total	73	3,56	0,384		

*p<0.05 (represents 5% significance level)

When the ANOVA test results in Table 12 are analyzed, it is determined that the opinions of the participants on logistics problems differ significantly according to their position groups in the enterprise. Accordingly, it was determined that the opinions of the participants regarding customs, which is one of the external national logistics problems, and customs gates, which is one of the external international logistics problems, differed statistically significantly according to their positions within the enterprise ($p < 0.05$), while there was no difference in other dimensions ($p > 0.05$).

As a result of the post-hoc (LSD) analysis, it was determined that those in the position of business partner gave more average points to the problems related to customs than business owners, business managers and experts/employees, while business owners gave more average points to the problems related to customs gates than business managers and business managers gave more average points than business owners and experts/employees. According to these results, it can be said that business partners are most affected by the problems related to customs, while business owners, business managers and experts/employees are affected by the problems related to customs gates, respectively.

Table 13: Differentiation of Participants' Views on Logistics Problems According to Whether the Enterprises Have a Foreign Trade Department

Sub Function	External Status	Department		Std. s.	T	p
		N	\bar{x}			
Internal Logistics Issues	Yes	71	3,45	0,330	0,061	0,959
	No	2	3,44	0,157		
	Total	71	3,95	0,430		
Procurement	Yes	2	3,67	0,471	0,849	0,547
	No	71	2,52	0,576		
	Total	2	2,50	0,707		
Marketing	Yes	71	4,06	0,411	0,042	0,973
	No	2	3,83	0,236		
	Total	71	1,97	0,717		
Distribution and Transportation	Yes	2	3,50	2,121	1,311	0,389
	No	71	3,42	0,265		
	Total	2	3,61	0,079		
External Source	Yes	71	3,65	0,545	-2,824	0,006*
	No	2	4,00	0,000		
	Total	71	3,55	0,661		
External National Logistics Issues	Yes	2	3,50	0,707	-3,058	0,109
	No	71	3,48	0,249		
	Total	2	3,50	0,000		
State Legislation	Yes	71	2,44	0,603	-0,889	0,377
	No	2	3,50	0,707		
	Total	71	4,49	0,418		
Customs	Yes	2	4,88	0,177	0,097	0,938
	No	71	4,44	0,467		
	Total	2	4,75	0,354		
National Infrastructures	Yes	71	4,51	0,504	-0,715	0,477
	No	2	5,00	0,000		
	Total	70	4,56	0,500		
Logistics Villages	Yes	2	5,00	0,000	-2,105	0,274
	No	71	3,55	0,374		
	Total	2	2,83	1,179		
External International Logistics Issues	Yes	71	3,57	0,389	-1,303	0,197
	No	2	3,42	0,118		
	Total	71	3,45	0,330		
Customs Gates	Yes	2	3,44	0,157	-0,917	0,429
	No	71	3,95	0,430		
	Total	2	3,67	0,471		
Wars and Terror	Yes	71	2,52	0,576	-1,375	0,173
	No	2	2,50	0,707		
	Total	71	4,06	0,411		
Overseas Freight	Yes	2	3,83	0,236	-1,243	0,218
	No	71	1,97	0,717		
	Total	2	3,50	2,121		
Service Quality of the Logistics Company	Yes	71	3,42	0,265	2,515	0,014*
	No	2	3,61	0,079		
	Total	71	3,65	0,545		
Effects of Covid19	Yes	2	4,00	0,000	1,560	0,280
	No	71	3,55	0,661		
	Total	2	3,50	0,707		

* $p < 0.05$ (represents 5% significance level)

When the independent sample t-test results in Table 13 are analyzed, it is determined that the opinions of the participants on logistics problems differ significantly according to the foreign trade department status of the enterprise. Accordingly, while the opinions of the participants on the dimensions of outsourcing sub-dimension and the service quality of the logistics company worked with differ statistically significantly according to the foreign trade department status of the enterprise ($p < 0.05$), there is no difference in other dimensions ($p > 0.05$).

According to the pairwise comparison analysis, the average scores of outsourcing and the service quality of the logistics company are significantly lower in enterprises without a foreign trade department than in enterprises with a foreign trade department. According to these results, it can be said that having a foreign trade department in enterprises is an important factor in terms of logistics and having a foreign trade department directly affects outsourcing and service quality of the logistics company.

Findings on the Relationship between the Logistics Problems Faced by Enterprises and the Service Quality of the Logistics Company

The results of the correlation and regression analyses conducted to determine the relationship between the logistics problems faced by the enterprises where the participants work and the service quality of logistics companies are shown in the tables below.

Table 14: Correlation Analysis for the Comparison of Internal Logistics Problems and Service Quality of the Logistics Company

	n	\bar{x}	Std.s.	1	2	3	4	5	6
1. Service Quality of the Logistics Company	73	3,53	0,411		0,116	0,140	0-,057	0,247*	0-,094
2. Internal logistical issues	73	3,45	0,326			0,744**	0,639**	0,687**	0,463*
3. Procurement	73	3,95	0,430				0,230	0,333**	0,247*
4. Marketing	73	2,52	0,574					0,252*	0,122
5. Distribution and Transportation	73	4,05	0,408						0,069
6. Outsourcing	73	2,01	0,790						

* $p < 0,05$, ** $p < 0,01$

When the correlation analysis results in Table 14 are examined, it is determined that there is a significant relationship between the distribution and transportation sub-function of internal logistics problems and the service quality of the logistics company ($p < 0.05$). According to this result, H4c hypothesis of the research, which states "There is a significant relationship between logistics problems arising from distribution and transportation activities in the internal environment of the enterprises and the service quality of the logistics companies" is accepted and "There is a significant relationship between logistics problems arising from the supply function in the internal environment of the enterprises and the service quality of the logistics companies" (H4a), The hypotheses "There is a significant relationship between logistics problems arising from marketing activities in the internal environment of enterprises and service quality of logistics companies" (H4b) and "There is a significant relationship between logistics problems arising from outsourcing in the internal environment of enterprises and service quality of logistics companies" (H1d) are rejected.

Table 15: Correlation Analysis for the Comparison of External National Logistics Problems and Service Quality of the Logistics Company

	n	\bar{x}	Std.s.	1	2	3	4	5	6
1. Service quality of the Logistics Company	73	3,53	0,411		-,005	0,082	-,070	0,144	-,252*
2. External National Logistics Issues	73	3,42	0,263			0,647*	0,737	0,708*	-,045**
3. State Legislation	73	3,66	0,540				0,242*	0,340*	-,250*
4. Customs	73	3,55	0,657					0,275*	-,140
5. National Infrastructures	73	3,48	0,246						-,050
6. Logistics Villages	73	2,47	0,625						

* $p < 0,05$, ** $p < 0,01$

When the correlation analysis results in Table 15 are examined, it is determined that there is a significant relationship between the distribution and transportation sub-function of the national logistics problems outside the enterprise and the service quality of the logistics company ($p < 0.05$). According to this result, H5d hypothesis of the research, which states that "There is a significant relationship between logistics problems related to logistics villages in the national external environment of enterprises and the service quality of logistics companies" is accepted, and "There is a significant relationship between logistics problems related to state legislation in the national external environment of enterprises and the service quality of logistics companies" (H5a), The hypotheses "There is a significant relationship between logistics problems related to customs clearance in the national external environment of enterprises and service quality of logistics companies" (H5b) and "There is a significant relationship between logistics problems related to national infrastructures in the national external environment of enterprises and service quality of logistics companies" (H5c) are rejected.

Table 16: Correlation Analysis for the Comparison of External International Logistics Problems and Service Quality of the Logistics Company

	n	\bar{x}	Std.s.	1	2	3	4	5
1. Service quality of the Logistics Company	73	3,53	0,411		-,060	-,059	-,143	,045
2. External National Logistics Issues	73	4,50	0,417			0,939*	0,883*	0,707*
3. State Legislation	73	4,45	0,465				0,791*	0,482*
4. Customs	73	4,52	0,503					0,470*
5. Logistics Villages	73	4,57	0,499					

*p<0,05, **p<0,01

When the results of the correlation analysis in Table 16 are analyzed, it is determined that there is no relationship between external international logistics problems and the service quality of the logistics company ($p>0.05$). According to this result, the research hypotheses H6a, "There is a significant relationship between logistics problems related to customs gates in the international foreign environment of the enterprises and the service quality of the logistics companies", H6b, "There is a significant relationship between logistics problems related to war and terrorism in the international foreign environment of the enterprises and the service quality of the logistics companies" and H6c, "There is a significant relationship between logistics problems related to overseas freight expenses in the international foreign environment of the enterprises and the service quality of the logistics companies" are rejected.

Table 17: Correlation Analysis for the Comparison of the Effects of Covid 19 and the Service Quality of the Logistics Company

	n	\bar{x}	Std.s.	1	2
1. Service quality of the logistics company	73	3,53	0,411		0,123
2. Impacts of Covid 19	73	3,56	0,384		

*p<0,05, **p<0,01

When the correlation analysis results in Table 17 are examined, it is determined that the effects of Covid 19 and the service quality of the logistics company worked with are not related ($p>0.05$). According to this result, the H7 hypothesis of the study, "There is a significant relationship between the effects of the global Covid 19 pandemic and logistics service quality" is rejected.

CONCLUSION AND RECOMMENDATIONS

In this section, the results and the suggestions developed in this context are given in line with the data obtained through the surveys conducted for the employees of the exporting enterprises in the food sector. As the main problem in the study, it was tried to determine the logistics problems faced by the exporting enterprises operating in the food sector in Konya. The research was conducted with 73 food enterprises selected by cluster sampling method among the enterprises registered in the "Konya Chamber of Commerce Foreign Trade Service and issued a "Capacity Report" by the Chamber of Commerce that they operate in the food sector. Questionnaires were applied to the participants in order to determine the internal and external logistics problems they face in exports and their opinions on this issue were obtained as a result of the analysis of the data collected from the questionnaires by statistical methods.

The study reveals that company managers' views on logistics problems vary due to factors such as education, experience, commercial courage, and market knowledge. Participants' views on logistics problems also differ based on their age, position within the enterprise, and the perceived impact of supply and service quality issues. Statistically significant differences were found in participants' views on logistics problems according to age, with individuals in the 20-24 and 40-59 age groups scoring higher than those in the 25-39 age group in both the supply sub-dimension and service quality dimension of the logistics company. This suggests that individuals initially perceive supply problems as significant and negatively impact their service quality, but struggle to cope with them after their 40s. No significant differences were found in logistic problems expressed by participants based on their educational level, suggesting that educational status does not determine their views on logistics problems. Participants' opinions on customs and customs gates also varied significantly based on their positions within the enterprise. Business partners, business owners, business managers, and experts/employees were most affected by customs problems, while business owners, business managers, and experts/employees were affected by customs gate problems.

The opinions of participants on logistics problems also varied significantly based on the foreign trade department status of the enterprise. The average scores of outsourcing and service quality of the logistics company were significantly lower in enterprises without a foreign trade department than in those with a foreign trade department. This suggests that having a foreign trade department is crucial for logistics, directly affecting outsourcing and service quality, and reducing logistics problems faced by enterprises with foreign trade departments. The research concludes that logistics problems faced by enterprises in their internal environment, national external environment, and international external environment are different based on their descriptive characteristics.

As a result of the analyses conducted to determine the relationship between the logistics problems encountered by the enterprises in which the participants work and the service quality of the logistics companies, it was determined that the distribution and transportation sub-function of in-house logistics problems and the service quality of the logistics company they work with are related ($p < 0.05$). According to this result, H4c hypothesis of the research, "There is a significant relationship between the logistics problems arising from distribution and transportation activities in the internal environment of the enterprises and the service quality of the logistics companies" is accepted and "There is a significant relationship between the logistics problems arising from the supply function in the internal environment of the enterprises and the service quality of the logistics companies" (H4a), The hypotheses "There is a significant relationship between logistics problems arising from marketing activities in the internal environment of enterprises and service quality of logistics companies" (H4b) and "There is a significant relationship between logistics problems arising from outsourcing in the internal environment of enterprises and service quality of logistics companies" (H1d) were rejected.

From this point of view, the inadequate quality of the services provided by the logistics company may lead to inadequate quality of some in-house services, especially distribution and transportation. In the analyzes, it was determined that the distribution and transportation sub-function of the national logistics problems outside the enterprise is related to the service quality of the logistics company ($p < 0.05$). According to this result, H5d hypothesis of the research, "There is a significant relationship between logistics problems related to logistics villages in the national external environment of the enterprises and the service quality of the logistics companies" is accepted, and "There is a significant relationship between logistics problems related to state legislation in the national external environment of the enterprises and the service quality of the logistics companies" (H5a), The hypotheses "There is a significant relationship between logistics problems related to customs clearance in the national external environment of enterprises and service quality of logistics companies" (H5b) and "There is a significant relationship between logistics problems related to national infrastructures in the national external environment of enterprises and service quality of logistics companies" (H5c) are rejected.

In this direction, it can be stated that logistics villages are at the top of the national logistics problems of enterprises, in other words, they cannot benefit sufficiently from these opportunities provided to them or logistics villages are far from fulfilling their intended goals. Again, it is thought that the lack of logistics villages in every province constitutes the basis of these problems.

In the analyzes, it was determined that there is no relationship between external international logistics problems and the service quality of the logistics company ($p > 0.05$). According to this result; H6a, "There is a significant relationship between logistics problems related to customs gates and service quality of logistics companies in the international foreign environment of the enterprises", H6b, "There is a significant relationship between logistics problems related to war and terrorism in the international foreign environment of the enterprises and service quality of logistics companies" and H6b, "There is a significant relationship between logistics problems related to war and terrorism in the international foreign environment of the enterprises and service quality of logistics companies" and H6b, "There is a significant relationship between international freight expenses and service quality of logistics companies in the international foreign environment of the enterprises". There is a significant relationship between logistics problems and service quality of logistics companies" is rejected. In the study, it can be said that although business employees state that there are some international logistics problems, these problems are not caused by the service quality of the logistics company they work with. In addition, although there was a global Covid 19 pandemic during the period of the study and the export performance of other countries was badly affected by this pandemic, it is thought that Turkey's positive development of its exports within the framework of some measures and risks taken by Turkey ensured that the enterprises did not experience too many international logistics problems.

As a result of the analyzes, it was determined that the effects of Covid 19 are not related to the service quality of the logistics company ($p > 0.05$). According to this result, the H7 hypothesis of the study, "There is a significant relationship between the effects of the global Covid 19 pandemic and logistics service quality" is

rejected. It is considered that the most unexpected or unpredictable finding of the study is that there is no significant relationship between the effects of the global Covid 19 pandemic and logistics service quality. As a result of the statistical analysis of the data obtained in the study, it is considered that this finding is due to the fact that Turkey's export performance is at very good levels in line with the strategic decisions and risks taken by Turkey, despite the fact that businesses experienced some logistics problems during the Covid-19 pandemic. In this context, it can be said that despite the logistics problems experienced by the enterprises engaged in export activities in the food sector, they can ignore these problems due to the high export performance in general. However, it is still important to continue to implement the necessary protective measures in this regard and to protect them from the devastating effects of the disease as much as possible.

The following recommendations have been developed within the framework of the results obtained as a result of the study:

Export companies operating in the food sector should work more in cooperation with logistics companies. They should pay attention to receive services from logistics companies especially within the framework of certain contracts. In this way, they will face less logistics problems. Businesses should take care to receive services from logistics companies rather than their own distribution and transportation facilities. If the service quality provided by the logistics company is low or insufficient, they should not hesitate to change the company. It should not be forgotten that getting professional support in distribution and transportation operations will provide added value to the company in terms of cost and time.

Measures should be taken to increase the effectiveness of logistics villages, which are considered to have an important place in international logistics. In addition, it is thought that the establishment of logistics villages in all cities will reduce the logistics problems faced by enterprises and contribute to their export performance. It should be taken into consideration that keeping the products waiting at the customs is among the most frequently mentioned logistics problems, and measures such as personnel employment etc. should be taken to speed up the procedures in this regard.

The negative effects of the global Covid 19 pandemic on exports should not be forgotten as in all areas. Although it is observed in the study that this issue is not reflected in logistics problems, it should be taken into consideration that it creates a sensitive situation and necessary preventive measures should continue to be taken. The risk level taken within the scope of export activities should be reviewed and actively updated according to the process experienced during the pandemic. The study was conducted with a relatively small sample group due to the Covid 19 outbreak in the food sector. In future studies, it is evaluated that studies covering different sectors and larger sample groups will contribute to the literature.

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