

Supply Chain Resilience and Information Technology Alignment on Firm Performance.

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Abstract: *The objective of this study is to investigate the impact of supply chain resilience and information technology alignment on firm performance. Jordan is involved in enterprises related to engineering, electrical systems, and information technology. Given its significance as a fundamental component of the Jordanian economy, this present study has incorporated the technology acceptance model (TAM3) theory and the dynamic capabilities view (DCV). The study sample comprised 310 managers from the aforementioned companies. The study's key findings reveal a statistically significant correlation between Information technology alignment and firm performance, underscoring the crucial role of Information technology alignment in enhancing performance and improving its quality within the examined sectors. Furthermore, the study suggests the need for further research in the areas of technology integration and the significance of trust as a reinforcing factor.*

Keywords: Information technology alignment, Supply Chain Resilience, Firm Performance, Trust, Jordan.

Introduction:

According to Craighead et al. (2007), technology disruptions play a crucial role in enhancing company performance across various sectors, including the supply chain. Efficiency and reactivity are two fundamental components of a contemporary supply chain. According to Gunasekhran et al. (2008), contemporary supply chains employ advanced technologies in order to gain a competitive advantage over their competitors. Contemporary supply chains have become increasingly intricate compared to their predecessors, primarily due to burgeoning consumer demand, a compressed product life cycle, and the advent of globalization. Furthermore, retailers embrace lean practices and strive to minimize their inventory levels. Consequently, the contemporary business landscape has presented significant challenges in the domains of demand forecasting, production planning, and scheduling (Pereira, 2009). The implementation of digital technology in supply networks has the potential to offer a solution to these challenges. According to Bi (2011) and Long et al. (2017), the conventional manufacturing practices have been substituted by intelligent and sustainable production methods. Traditional manufacturing enterprises are actively seeking novel information technology solutions in order to improve overall corporate performance and facilitate effective collaboration and coordination within their supply chains.

On a global scale, the utilization of information technology (IT) is of paramount importance in the operations of various organizations. According to Sun, Bocchini, and Davison (2020), IT professionals and corporate executives identified the alignment of IT and business as a primary concern in the year 2011. The motivation behind this interest stems from the possibility of achieving alignment between IT and business functions, which has the potential to enhance technological capabilities, organizational performance, and contribute to a company's competitive edge and strategic positioning. Moreover, information technology (IT) is revolutionizing the manner in which enterprises conduct their operations. IT has a significant impact on various aspects of business operations, including the manner in which businesses are conducted, the provision of services to customers, and communication with customers, suppliers, and internal stakeholders (Wong et al., 2020). However, it has been widely acknowledged by numerous businesses and consultants that the benefits derived from IT cannot be solely attributed to IT alone. According to Dubey et al. (2020), the creation of corporate value can be facilitated through the utilization and effective management of information technology in alignment with organizational objectives. In order to achieve enduring and viable success, it is imperative for an organization to ensure that all functional units, including the Information Technology (IT) department, possess a comprehensive comprehension of the business objectives. Furthermore, it is crucial for these units to collaborate harmoniously under effective management and coordination, thereby ensuring the attainment of said objectives (Ali et al., 2023). The concept of IT alignment entails the collaborative integration of IT and business functions. An instance of this can be observed in the routine purchasing practices within traditional supply chains, which are regulated by conventional contracts. According to Kamble et al. (2018), one of the most significant difficulties connected with this method is the temporal disparity that exists between the shipment of products and the compilation of invoices, which ultimately results in payment delays. This problem arises in both modern and traditional forms of shopping for goods and services. Blockchain technology has the ability to lessen and eventually eliminate the current wage gap between men and women by building digital trust among the parties to contractual agreements. Intelligent contracts running on the blockchain have the potential to include components of delivery and payment into a digital agreement, engaging both specified financial institutions and logistical companies (Abualrejal et al. 2022).

According to Mayer et al. (1995), trust refers to the capacity to disclose one's emotions to another individual. The double-entry method has been employed in the field of accounting since the 15th century. The implementation of double-entry bookkeeping has resulted in a persistent challenge for supply chain partners in establishing mutual trust (Ammous, 2016). According to Davidson et al. (2016b), the utilization of blockchain technology holds promise in streamlining financial transactions through its ability to tackle trust-related concerns. According to Korpela et al. (2017b), the implementation of blockchain technology has the capacity to streamline and consolidate various supply chain operations, thereby enabling all stakeholders to access consistent and trustworthy data. Blockchain technology has been found to mitigate the prevalence of opportunity-driven, dishonest, and false trading practices (Ali, Udin and Abualrejal, 2023). The implementation of blockchain technology enhances the level of trust among business partners by facilitating transparent transactions. Numerous studies have demonstrated a correlation between the acceptance of vulnerability and performance (Dirks and Ferrin, 2002).

The aforementioned gaps in knowledge give rise to the following research inquiries:

RQ 1: Does the performance of a firm exhibit any correlation with Information technology Alignment and supply chain resilience?

RQ 2: To what extent does trust influence the relationship between Information technology alignment and supply chain resilience in relation to organizational performance?

Both the technological acceptance model (TAM3) theory and the dynamic capabilities view (DCV) methodology were able to answer the issues that were asked in the recent study. The population of the research is made up of 453 different engineering, electrical, and information technology businesses that are registered with the Jordanian Chamber of Industry. The sample size for the study is 310. They are aware that this sector of the economy is now going through a period of fast development and is among the most important contributors to the Jordanian economy. In the present research, we look at the essential ways in which this industry might flourish in Jordan specifically, as well as an effort to apply these methods globally in general. As a result, it is very important to learn about the effects of "Supply chain resilience and Information technology alignment on firm performance."

LITERATURE REVIEW

Information technology alignment

Effective IT alignment has a profound impact on firm performance. It enables organizations to leverage technology as a strategic asset, driving growth, and competitiveness (Abulehia et al. 2023). By aligning IT with business objectives, companies can optimize their operations, improve decision-making, enhance customer experiences, foster innovation, and integrate their supply chains. This alignment results in improved operational efficiency, reduced costs, increased productivity, and better resource allocation. Furthermore, organizations can gain a competitive edge by leveraging IT to innovate products, services, and business processes, and by quickly adapting to market changes. Overall, IT alignment is a critical factor in determining the success and performance of firms in today's technology-driven business environment. In previous research, a substantial amount of focus has been placed on the relationship between IT and business. IT-business alignment is envisioned as a fit between the activities of commercial enterprises and academic institutions along the four described characteristics of the notion; several measurement approaches have been presented in the research that has been conducted on the topic. For example, Venkatraman (1989) provided six different perspectives as a means of defining and analyzing alignment. These perspectives may be explored.

IT alignment is a critical factor in determining firm performance. When IT systems and strategies are closely aligned with business objectives, organizations experience improved operational efficiency, streamlined processes, and reduced costs. This alignment enables effective decision-making through access to accurate and timely information, leading to better resource allocation and strategic planning. Furthermore, IT alignment enhances customer satisfaction and experience by enabling personalized interactions, targeted marketing, and efficient customer service. It also promotes innovation and agility, allowing organizations to adapt to market changes, explore new business models, and drive growth. Additionally, IT alignment facilitates seamless supply chain integration, leading to improved supply chain performance, reduced lead times, and enhanced customer fulfillment. In summary, IT alignment positively impacts firm performance by enhancing efficiency, driving innovation, improving customer satisfaction, and optimizing supply chain operations. One of the aspects of IT alignment that is still up for discussion is the question of categorization, and one of those aspects is business alignment dimensions. According to Schlosser et al. (2012), the existing body of research is characterized by a number of different conceptualizations, the vast majority of which are inaccurate and often overlap one another. However, the intellectual, social, and human elements stand out as three crucial categories in the body of research that has been conducted on IT alignment.

Supply Chain Resilience

Following the COVID-19 pandemic, supply chain resilience, also referred to as SCRes, has become a top priority for executive leadership. Supply chain resilience refers to the ability of a supply chain to recover from and potentially improve upon the impacts of sudden disruptions (Jain et al., 2017; Hendry et al., 2019). It entails the performance and capabilities of a supply chain to effectively navigate and overcome the consequences of disruptive events. It highlights SCRes as the ability of a supply chain to

recover from and even improve upon the consequences of abrupt disruptions. The concept of SCRes is typically measured across three phases: prevention, response, and recovery Ali et al. (2023).

Traditionally, the focus has been on restoring an equilibrium state after disruptions. However, the COVID-19 pandemic has led to the emergence of a new hypothesis called the theory of adaptive resilience. This theory suggests that complex and interrelated supply networks cannot remain in a state of equilibrium simultaneously. It emphasizes the importance of learning resilience through experience and adaptation to stressful events.

Robust supply networks are better equipped to withstand disruptions and shocks. SCRes is seen as an effective tool in maintaining a continuous flow of goods and services to end users. However, despite the increased attention to SCRes, the research on how supply networks establish resilience is still in its early stages. It calls for research to adapt to technological advancements and changes in the supply chain.

The lack of research on supply chain resilience (SCRes) directly affects supply chain performance, a primary objective of supply chain management. Strengthening SCRes is essential for organizations to mitigate the negative impacts of disruptions and maintain efficient operations. Recent attention has been given to SCRes due to the COVID-19 pandemic, highlighting the need for further research to enhance resilience in the face of evolving challenges.

Robust supply networks are better equipped to withstand disruptions and shocks. SCRes is considered an effective tool for ensuring a consistent flow of goods and services to end users. Despite increased research on SCRes since notable studies by Christopher and Peck, there is still a significant gap in understanding the processes by which supply networks establish resilience. Future research should account for technological advancements and changes in the supply chain.

The shortage of research on SCRes directly impacts supply chain performance, a key objective of supply chain management. It emphasizes the need for further research to understand and enhance supply chain resilience, especially considering the evolving challenges faced by organizations today. It's possible that the selection of this word is due to the fact that previous research has emphasized the concept of an equilibrium state that has to be restored after an abrupt disturbance (Alrifai et al., 2023). However, the recent worldwide disruption caused by the COVID-19 epidemic gives birth to an original hypothesis called the theory of adaptive resilience. This theory posits that complex and interrelated supply networks cannot remain in a condition of equilibrium at the same time. Accordingly, it is crucial to acknowledge that resilience is a trait that may be learned via the experience of a variety of stressful events, followed by adaptation to those conditions (Belhadi et al., 2022). Supply networks that are robust are better able to withstand disruptions in the supply chain and are more resistant to shocks. According to Namdar et al. (2018), SCRes is an effective tool for assisting businesses in maintaining a constant flow of their goods and services to end users (Ali et al., 2023). Despite this, there has been a lot more published research on SCRes ever since Christopher and Peck's landmark study. According to Sahu and Datta (2017) and Dubey et al. (2020), research on the processes via which supply networks establish resilience is still in its infancy and should be altered to account for technology improvements and changes in the supply chain. This shortage has a direct influence on supply chain performance, which is one of the key goals of supply chain management, as we will see in the next section.

Firm performance

Information Technology (IT) has become an integral part of firm performance and supply chain management in today's business landscape. The effective use of IT systems and technologies can enhance firm performance by streamlining operations, improving communication, enabling data-driven decision-making, and enhancing customer experiences.

In terms of supply chain management, IT plays a critical role in optimizing the flow of goods and services from suppliers to customers. IT systems such as Enterprise Resource Planning (ERP), Supply Chain Management (SCM) software, and Advanced Analytics provide real-time visibility into inventory levels, demand forecasting, order tracking, and logistics management. These systems enable companies to achieve greater operational efficiency, reduce costs, minimize stockouts, and improve overall supply chain performance.

Furthermore, IT facilitates collaboration and coordination among supply chain partners. Through technologies like Electronic Data Interchange (EDI) and cloud-based platforms, companies can seamlessly share information, exchange documents, and collaborate with suppliers, distributors, and logistics providers. This integration improves supply chain responsiveness, reduces lead times, and enhances the overall reliability of the supply chain network. According to Alrifai et al.'s study (2023), researchers need to define the characteristics of the performance assessment systems they investigate with a higher level of specificity and clarity. When evaluating the efficiency of a company's supply chain, it is necessary to include both financial and non-financial data (Aboramadan, Dahleez, Farao, & Alshurafa, 2021). Non-financial measurements include things like process quality and flexibility, while financial measurements include things like cost, profitability, revenue, and return on investment. firm Because of its widespread significance, performance was chosen to be the independent variable in this study. To begin, there has been a significant amount of study carried out on operational performance and the function that it plays as a facilitator of supply chain performance (Ramadan & Borgonovi, 2015). The second quantitative component is a firm's performance, which may be affected by how resilient the supply chain is and how well IT is aligned. In conclusion, firm Performance is an obviously significant part of many modern performance assessment systems (Obaid, 2018), despite the fact that its results are inconsistent. This is despite the fact that its outcomes are inconsistent. According to Neely (2005) and Venkatesh and Bala (2008), in the end, the dependability, flexibility, and dependability of Firm Performance may have an influence on its prices, productivity, and quality. All of these elements, including (Maani & Sluti, 1990)

and (Fierros et al., 2016), contributed to the process of calculating the quality, productivity, and cost performance parameters. Additionally, IT enables firms to gather and analyze large volumes of data, which can be leveraged for business intelligence and strategic decision-making. By utilizing analytics tools, companies can gain insights into customer preferences, market trends, and supply chain performance metrics. This data-driven approach helps in identifying areas for improvement, optimizing processes, and making informed decisions to drive firm performance.

In summary, IT plays a critical role in enhancing firm performance and optimizing supply chain management. By leveraging technology, companies can improve operational efficiency, enhance collaboration, and make data-driven decisions, ultimately leading to improved overall performance and competitiveness in the marketplace.

Conceptual Model

The past research on the Technology Acceptance Model (TAM) has predominantly focused on three key areas. Firstly, a significant number of studies were conducted to examine the psychometric aspects of TAM, investigating factors such as reliability and validity. Researchers, such as Adams et al. (1992) and Segars & Grover (1993), extensively explored these psychometric components of TAM, establishing a foundation for subsequent studies.

Secondly, further research has provided theoretical support for the relative importance of TAM components, particularly perceived ease of use and perceived usefulness. Scholars, including Karahanna, Straub, and Chervany (1999), have contributed to establishing the significance of these constructs in the TAM framework.

Lastly, some studies have expanded the TAM by incorporating additional dimensions that can influence the TAM construct. Researchers such as Karahanna and Straub (1999), Venkatesh (2000), and Koufaris (2002) have explored the inclusion of other factors and drivers within TAM, enhancing its explanatory power and extending its applicability to different contexts.

In summary, prior TAM research has delved into psychometric aspects, reinforced the importance of key TAM components, and expanded the model by incorporating additional dimensions. These contributions have helped to advance the understanding and application of the TAM framework. We constructed a theoretical framework by piecing together TAM studies from the past in order to include all of the knowledge that we have acquired throughout the course of our lives. Personal characteristics, system features, societal influences, and enabling conditions are shown in this image as the four elements that play a role in determining how beneficial and simple something is to use. Individual difference factors are a person's personality qualities and demographic features (such as their attributes or states, gender, and age) that influence how helpful they seem to be to others. Third, the most obvious aspects of a system, known as its features, are what people take into consideration when deciding whether or not it is simple to use. Fourth, social influence refers to a broad variety of social processes and approaches that assist individuals in determining what they believe on various aspects of information technology. In conclusion, enabling circumstances are organizational supports that simplify the process of using an information technology system.

The Technology Acceptance Models (TAM2) by Venkatesh and Davis (2000), TAM3 by Venkatesh and Bala (2008), and UTAUT by Venkatesh, Morris, Davis, and Davis (2003) were not chosen because they were built for commercial commodities and factored in the subjective criteria of society. Additionally, these models were not chosen because they were not picked. This was unnecessary considering that the emphasis of this study was on a unique kind of electronic payment known as a single platform E-payment. One example of this is the single platform E-payment System. TAM2 is further improved by TAM3 to account for the social influence in the same way that UTAUT expands TAM2. Because of ethical considerations, neither will be used in this research project.

According to recent findings in organizational theory, a dynamic capability of an organization refers to its ability to adapt its resources in alignment with its objectives. Teece, Pisano, and Shuen (1997) provided a widely accepted definition, stating that dynamic capabilities involve the firm's capacity to integrate, create, and reconfigure internal and external competencies to navigate dynamic environments. The term "dynamic capabilities" can also be used in the plural form, indicating that responding effectively and timely to changing circumstances requires a diverse range of skills.

Research by Rindova and Kotha (2001) focused on companies like Yahoo and Excite and found that only decentralized organizations are capable of developing and leveraging dynamic capabilities. They suggest that the organizational form is linked to dynamic capabilities and can be utilized as a strategic tool for enabling swift strategy changes necessary for competing in dynamic contexts. Rindova and Kotha's study emphasized that an organic and responsive organizational structure is best suited for developing dynamic capabilities and enhancing organizational performance.

The key characteristics of an effective organizational structure for fostering dynamic capabilities include non-bureaucratic decision-making, decentralization, and autonomy. Teece (2000) asserts that prompt decision-making and a seamless flow of market data to decision-makers are crucial for dynamic capabilities. Andersen and Nielsen (2009) further support this notion, stating that organic structures with decentralized decision-making have the potential to be more dynamic, innovative, and responsive to changing situations. In such organic structures, employees tend to be more engaged, loyal, interested, innovative, and market-sensitive, as these structures encourage and foster these behaviors. The inherent characteristics of organic systems make it easier to recognize and seize opportunities, as well as adapt the organization's functioning.

In summary, recent research highlights the importance of dynamic capabilities in organizations, emphasizing the need for decentralized and organic structures to develop and leverage these capabilities effectively. Such structures promote prompt decision-making, information flow, employee engagement, innovation, and market responsiveness, ultimately enhancing organizational

performance. Therefore, this is the foundation around which the present research model is built. The research model is constructed using the two different viewpoints that were discussed before.

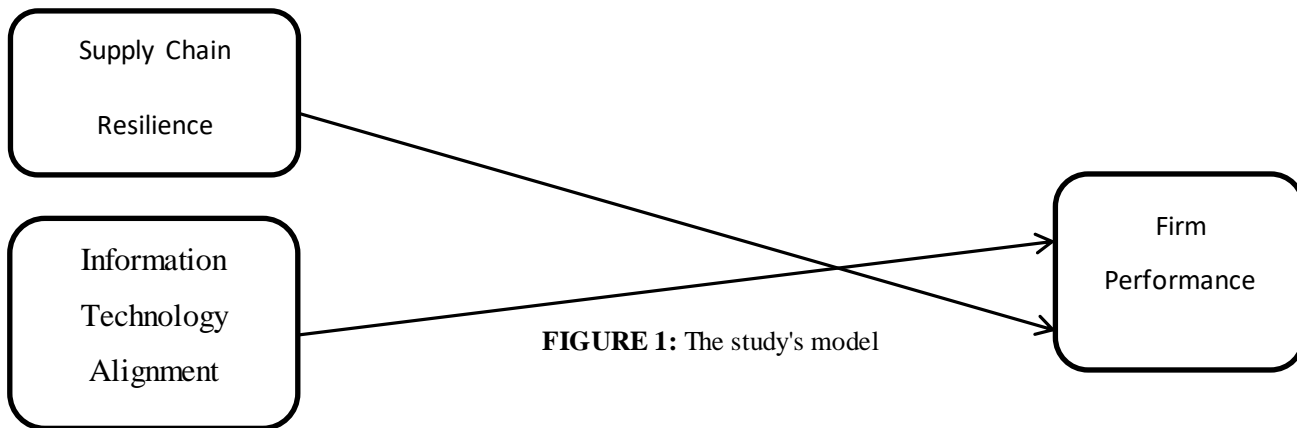


FIGURE 1: The study's model

Research Model

The data for this study was obtained using a questionnaire, suggesting that the research methodology employed is quantitative. The selection of study variables, namely IT alignment and Supply Chain Resilience, was based on previous research. Specifically, the IT alignment variable was adopted from the study conducted by Naghshineh and Lotfi (2019), while the Supply Chain Resilience variable was adopted from the study by Ali et al. (2023). As for the dependent variable, the firm performance measure was adopted from the study conducted by Saryatmo and Sukhotu (2021). Study As per the report published by the Jordan Chamber of Industry in 2022, the sample population under consideration comprises 455 establishments specializing in the fields of engineering, electricity, and computer science. Hence, the sample of the study consisted of 310 businesses. Furthermore, the study focused on the subjects of top-level managers and CEOs within companies.

Data analysis

Version 3.3.2 of SmartPLS was employed for the purpose of conducting partial least squares (PLS) modeling. The investigators employed a two-step methodology to analyze the central concept of the study. The initial step involves employing a measuring model that has demonstrated consistent ability to effectively distinguish between different groups. Once the validity of its claims has been established, the entity will proceed to test its hypotheses and construct a comprehensive model elucidating the underlying mechanisms. Firstly, the concept of convergent validity pertains to the extent to which a measurement instrument effectively captures the underlying latent construct it intends to assess (Fornell and Larcker, 1981). In order to assess the measuring model, it is necessary to analyze the interrelationships between each concept and its corresponding items. The process of investigating the reflective measurement model encompasses the determination of the relative importance of each indicator, the assessment of the reliability of each indicator, the evaluation of the internal consistency of the model, the examination of the model's validity, and the analysis of its ability to differentiate individuals. It is generally recommended that the indicator loading should be no less than 0.708%. According to Hair et al. (2014), it is a prevalent practice in social science research to identify and eliminate items that exhibit low loading. Moreover, if the reduction of the quantity of items exhibiting external loadings within the range of "0.4 and 0.7" leads to an enhancement in composite reliability and extracted average variance (AVE), it is advisable to pursue this course of action. Table 1 presents a summary of the factor loadings.

Table 1. Cross Loading Analysis

Constructs	Items	Factor loadings	Cronbach's Alpha	CR	(AVE)
Firm Performance	FPERF-1	0.854	0.879	0.917	0.732
	FPERF-2	0.834			
	FPERF-3	0.865			
	FPERF-4	0.875			
IT Alignment	ITALIG-1	0.641	0.816	0.863	0.513
	ITALIG-2	0.802			
	ITALIG-3	0.712			
	ITALIG-4	0.743			
	ITALIG-5	0.687			

	ITALIG-6	0.703			
Supply Chain Resilience	SCHRE-1	0.841	0.899	0.925	0.712
	SCHRE-2	0.829			
	SCHRE-3	0.867			
	SCHRE-4	0.830			
	SCHRE-5	0.843			

Structural Model

After establishing a level of trust in the precision of the measurement equipment, the structural design is analyzed and evaluated. In order to analyze structural models, it is necessary to determine the degree to which the theory or ideas are empirically supported by the data and, as a result, whether the hypothesis is empirically supported or not.

Table 2. Discriminant Validity (Fornell-Larcker's test)

	IT Alignment	Firm Performance	Supply Chain Resilience
IT Alignment	0.717		
Firm Performance	0.582	0.857	
Supply Chain Resilience	0.639	0.663	0.843

Table 3. Discriminant Validity HTMT

	IT Alignment	Firm Performance	Supply Chain Resilience
IT Alignment			
Firm Performance	0.633		
Supply Chain Resilience	0.676	0.736	

Demographic Variables

The present research used a sample size of 310 top executives working for organizations based in Jordan to compile its demographic data. It was found that males made up 76.30% of the total number of people who responded to the questionnaire. The proportion of males while females reached the response rate of 24.70%. Additionally, it is important to note that the number of people who hold a bachelor's degree has reached 184. This is due to the fact that the nature of the work requires managers to have a bachelor's degree. As a consequence of this, the employees of these businesses have access to a certain degree of education in order to grow in their work.

Table4. Demographic Information of Respondents.

Characteristic	Frequency	Percentage
Gender		
Male	235	76.30%
Female	73	24.70%
Age		
less than 27	30	10%
27-less than 35	52	15 %
35-less than 45	138	45%
45 and above	94	30%

Education		
Diploma	33	11%
Undergraduate degree	184	60%
Postgraduate degree (Master/PhD)	89	29%
Experience		
less than 10	33	11%
10-less than 15	58	19%
15-less than 20	102	33%
20-less than 25	73	24%
25 and above	42	14%
Specialization		
Business Administration	170	56%
Accounting	68	22%
Social sciences	53	17%
Other	18	6%

Hypotheses Testing

Please conduct an examination of the path coefficient in the structural model. The path coefficient in SmartPLS 3.0 is analogous to the beta weight in regression analysis. The estimated coefficients for the routes under consideration exhibit a range from -1 to 1, where a value of -1 signifies no association and a value of 1 indicates a substantial positive or negative correlation. The significance level, T-Value, P-Value, path coefficient, and standard error are presented in Table 4.

Table 5. Structural model estimates (Path coefficients)

Hypo	Relationships	Std. Beta	Std. Error	T-Value	P-Values	Decision
H1	IT Alignment -> firm Performance	0.195	0.042	4.515	0.000	Supported
H2	Supply Chain Resilience -> firm Performance	0.413	0.052	7.809	0.000	Supported

Table 6. R² and R2 Adjusted

Variable	R ²	R ² Adjusted
firm Performance	0.559	0.553

The accuracy of the forecasts was assessed by examining the findings presented in Table 6, which displays the results of R2. The R2 score for Firm Performance is 0.559. The results of this study indicate that explanatory factors are responsible for a significant proportion, specifically over 56 percent, of the observed variations.

Table 7. Structural model estimates (Path coefficients)

Hypo	Relationships	Std. Beta	Std. Error	T-Value	P-Values	Decision
H1	IT Alignment -> firm Performance	0.194	0.043	4.514	0.000	Supported
H2	Supply Chain Resilience -> firm Performance	0.412	0.053	7.808	0.000	Supported

Discussion and Conclusion

Based on the information provided, it seems that the present research aims to address the relationship between IT alignment, supply chain resilience, and firm performance. The research suggests that businesses that have faith in their IT systems and supply chain resilience are more likely to perform well, resulting in satisfied clients. In times of uncertainty and disruptions, having a resilient culture within the organization enables businesses to recover and return to normal operations more easily (Ali et al., 2023).

The research also highlights the importance of IT alignment in boosting supply chain resilience. IT alignment refers to the strategic integration of IT systems and initiatives with the overall business goals and objectives. When IT systems are aligned with the organization's needs, they can support and enhance supply chain resilience, leading to improved firm performance (Ali et al., 2023). The statement concludes by stating that the findings of the investigation are consistent with each other, implying that the research results align with the research questions and hypotheses posed. It also suggests that further research is needed to explore the relationship between information technology, supply chains, and firm performance in different domains and contexts. Additionally, the use of trust as a mediating variable in future research is suggested.

It's important to note that without access to the actual research or more specific details, it is challenging to provide a comprehensive explanation or analysis of the findings and their implications. The results of the study showed that there is a statistically significant relationship between the IT alignment variable and confidence, and these results agreed with the research conducted by Naghshineh and Lotfi. (2019) and the study conducted by Schlosser et al. (2012). However, it is important to keep in mind that the participants of the current study were executives working in Jordanian engineering, power, and information technology businesses. that Jordan's technology industry is now undergoing a transformation of this magnitude. According to the findings of the recent research, more investigation into information technology and supply chains is called for. In addition, the findings of this study suggest using trust as a mediating variable in future research. It is possible that research very similar to the present one might be carried out in other domains, such as with humanitarian groups, in order to enhance the current study's capacity to be generalized outside the boundaries of the sample size.

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