LIST OF FIGURES

Figure 1.1 The number of SMEs entrepreneurs per regency 2
Figure 1.2 Batam Population Projection 3
Figure 1.3 Economic Growth Graph 4
Figure 1.4 Table rates of import duty and import tax 6
Figure 2.1 Supply Chain 12
Figure 2.2 Comparison of Demand Chain, Value Chain, and Supply Chain .. 13
Figure 2.3 Function of logistics, production and SCM in value chain 13
Figure 2.4 Input-output view of the operations function 14
Figure 2.5 Demand and supply uncertainty 14
Figure 2.6 A focus of supply chain software 16
Figure 2.7 The supply chain triangle of service, cost, and cash 17
Figure 2.8 Company struggle with balance in the triangle 17
Figure 2.9 Objectives triangle of operations and SC performance 18
Figure 2.10 Logistics management process 19
Figure 2.11 Logistics and competitive advantage 22
Figure 2.12 Research Framework 38
Figure 4.1 Respondent Data by Gender 57
Figure 4.2 Respondent Data by Age 58
Figure 4.3 Respondent Data by Their Last Education 59
Figure 4.4 Respondent Data by Their Type of Business 60
Figure 4.5 Respondent Data by Their Business Establishment 61
Figure 4.6 Respondent Data by Business Age 62
Figure 4.7 Respondent Data by Number of Employee 63
Figure 4.8 Respondent Data by Gross Income per Month 64
Figure 4.9 Respondent Data by Current Job Type 65
Figure 4.10 Normal probability plot graph 85
Figure 4.11 Scatter Plot graph 87