



PressAcademia

RJBM

Research Journal of
Business & Management

PressAcademia publishes journals, books,
case studies, conference proceedings and
organizes international conferences.

rjbm@pressacademia.org

ISSN 2148-6689





ABOUT THE JOURNAL

Research Journal of Business and Management (RJBM) is a scientific, academic, peer-reviewed, quarterly and open-access online journal. The journal publishes four issues a year. The issuing months are March, June, September and December. The publication languages of the Journal are English and Turkish. RJBM aims to provide a research source for all practitioners, policy makers, professionals and researchers working in all related areas of business, management and organizations. The editor in chief of RJBM invites all manuscripts that cover theoretical and/or applied researches on topics related to the interest areas of the Journal.

Editor-in-Chief

Prof. Suat Teker

Editorial Assistant

Inan Tunc

RJBM is currently indexed by

Ulrich's Directroy, ProQuest, Open J-Gate, International Scientific Indexing (ISI), Directory of Research Journals Indexing (DRJI), International Society for Research Activity (ISRA), InfoBaseIndex, Scientific Indexing Services(SIS), Google Scolar, Root Indexing, Journal Factor Indexing, TUBITAK-DergiPark, International Institute of Organized Research (I2OR), SOBIAD, IndexEuroPub.

Ethics Policy

RJBM applies the standards of Committee on Publication Ethics (COPE). RJBM is committed to the academic community ensuring ethics and quality of manuscripts in publications. Plagiarism is strictly forbidden and the manuscripts found to be plagiarised will not be accepted or if published will be removed from the publication.

Author Guidelines

All manuscripts must use the journal format for submissions.
Visit www.pressacademia.org/journals/rjbm/guidelines for details.

CALL FOR PAPERS

The next issue of RJBM will be published in September, 2020.

Submit manuscripts to

rjbm@pressacademia.org or

<http://www.pressacademia.org/submit-manuscript/>

Web: www.pressacademia.org/journals/rjbm



EDITORIAL BOARD

- Orhan Akova, Istanbul University, Turkey*
Adel Bino, University of Jordan, Jordan
Sebnem Burnaz, Istanbul Technical University, Turkey
Isik Cicek, Mediterenean University, Turkey
Cigden Aricigil Cilan, Istanbul University, Turkey
Cuney Dirican, Arel University, Turkey
Raindra Dissanayake, University of Kelaniya, Sri Lanka
Gabriel Dwomoh, Kumasi Polytechnic, Ghana
Ozer Ertuna, Bosphorus University, Turkey
Emel Esen, Yildiz Technical University, Turkey
Nadziri Ab Ghani, Universiti Teknologi Mara, Malaysia
Syed Reza Jalili, Sharif University of Technology, Iran
Pinar Bayhan Karapinar, Hacettepe University, Turkey
Selcuk Kendirli, Gazi University, Turkey
Youngshl Lu, Sun Yat-Sen University, China
Michalle McLain, Hampton University, USA
Ghassan Omet, University of Jordan, Jordam
Rafisah Mat Radzi, Univiersiti Sains Malaysia, Malaysia
Lihong Song, Shantou University, China
Tifanie Turner, Hampton University, USA
Adilya Yamaltdinova, Kyrgyzstan-Turkey Manas University
Ugur Yozgat, Marmara University, Turkey



CONTENT

Title and Author/s	Page
1. The effect of supply chain management on business performance: an application in food sector <i>Tedarik zinciri yönetiminin işletme performansı üzerindeki etkisi: gıda sektöründe bir uygulama</i> Derya Ozturk, Mahmut Tekin	56-66
DOI: 10.17261/Pressacademia.2020.1199 RJBM-V.7-ISS.2-2020(1)-p.56-66	
2. A new approach that proposes TRIZ as a creative problem solving technique in health services <i>Seyma Guner, Ilker Kose</i>	67-79
DOI: 10.17261/Pressacademia.2020.1200 RJBM-V.7-ISS.2-2020(2)-p.67-79	
3. Relationship between the customer expectations from websites' performance and e-wom: a study on sport shoes brands <i>Tugba Uzunkaya</i>	80-94
DOI: 10.17261/Pressacademia.2020.1201 RJBM-V.7-ISS.2-2020(3)-p.80-94	
4. Sustainable human resources management from the language of reports <i>Kubilayhan Goc, Fatma Kusku</i>	95-115
DOI: 10.17261/Pressacademia.2020.1202 RJBM-V.7-ISS.2-2020(4)-p.95-115	
5. An identity equation in organizational life: Turkey case of article <i>Hazal Koray Alay</i>	116-127
DOI: 10.17261/Pressacademia.2020.1203 RJBM-V.7-ISS.2-2020(5)-p.116-127	