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A Way Forward for Logistics Industry: Post COVID-19

Chi Kin Au

History Department, Hong Kong Shue Yan University

Yui-yip Lau

Division of Business and Hospitality Management, College of Professional and
Continuing Education, The Hong Kong Polytechnic University

Simon Wong

Division of Science, Engineering and Health Studies, College of Professional and
Continuing Education, The Hong Kong Polytechnic University

Abstract

COVID-19 has spread rapid across different countries within a short period. As of 9 March 2021, there have been 116,874,912 confirmed cases of COVID-19, including 2,597,381 deaths. With the effect of COVID-19 pandemic, logistics industry encounters with unfolded challenges including disrupted supply lines, cyber-attack, demand change, human-cargo interaction, human-human interaction, tight production schedule, and working-from-home practice. Indeed, the rapid growth of e-commerce/online shopping become a new phenomenon during the pandemic. In doing so, supply chains have fundamentally changed into digitization throughout the industry. Accordingly, our study aims to investigate the key challenges and opportunities of logistics operations with new, innovative technologies. In addition, we explore the recruitment challenges and training needs to prepare for the logistics industry facing digitization in the forthcoming years. In this study, we carry out semi-structured and in-depth interview with various industrial practitioners and logistics associations to supplement our findings. We expect the study can provide useful guidelines and valuable insights for the logistics firms to stay competitiveness in the post COVID-19.