

# On the Relationship between Efficiency and Use of Information and Communication Technologies (ICT) in Logistics

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## **Resumo**

The impact of investment in ICT in the service sector has been the subject of several studies concerning the productivity paradox. The relationship between efficiency and use of ICT is examined here among a set of Brazilian logistics service providers from 2007 to 2010. DEA was applied to homogeneous groups of firms that operate mainly in the arcs, nodes, and networks of supply chains. The resulting weak relationship shows that the controversial productivity paradox has been confirmed for the Brazilian logistics sector.

## **Disponível em:**

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