





Analyzing and Ranking of Critical Success Factors in the Integration of Artificial Intelligence and Circular Economy for Achieving a Smart and Sustainable Supply Chain with the DEMATEL Approach

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Abstract

The purpose of this paper is to identify and analyze the Critical Success Factors (CSFs) in the integration of Artificial Intelligence (AI) and Circular Economy (CE) within the context of Smart and Sustainable Supply Chains (SSC). This research is applied in nature, with a descriptive-survey approach for data collection. The data were gathered through bibliographic studies and surveys from industry experts and academic professionals, and analyzed using the DEMATEL technique. The Critical Success Factors in the integration of AI and Circular Economy in Smart and Sustainable Supply Chains were identified across five dimensions: managerial, technological, network collaboration, process, and sustainability. The DEMATEL analysis revealed that managerial and technological dimensions are recognized as the primary causal and impactful factors, while process and sustainability dimensions are most affected by other areas. Furthermore, the network collaboration dimension plays a key mediating role between managerial and sustainability dimensions, with the highest overall correlation. The results led to the development of an integrated conceptual framework, demonstrating that the integration of AI and Circular Economy, through enhancing the managerial, technological, and network collaboration dimensions, can optimize processes, promote sustainability, and lead to the creation of a smart and resilient supply chain. This framework elucidates the causal and structural relationships between the critical success factors and provides a pathway for achieving sustainable development and competitive advantage for organizations.

Keywords: Artificial Intelligence, Circular Economy, Key Success Factors, Smart and Sustainable Supply Chain, Industry 4.0.

JEL Classification: O33; O32; M11; Q55; Q56; C44.

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INTRODUCTION

In the contemporary business environment, supply chains serve as critical systems in production, distribution, and consumption processes, playing a significant role in organizational success and competitiveness (Qiao et al., 2025). With rapid technological changes and increasing environmental and economic pressures, organizations seek solutions to improve efficiency, reduce costs, and enhance sustainability in their supply chains (Vudugula, 2025). In this context, the concept of smart supply chains has emerged, leveraging advanced technologies such as Artificial Intelligence (AI), the Internet of Things (IoT), and blockchain, providing unprecedented capabilities for optimal management of complex supply chain processes (Xu et al., 2024).

AI, with its capacity for big data analytics, accurate predictions, and real-time decision optimization, represents a key tool for supply chain transformation (Zejjari & Benhayoun, 2024). Simultaneously, the Circular Economy (CE) has emerged as a sustainable approach aimed at waste reduction, resource recovery, and product lifecycle improvement, seeking to create green and environmentally responsible supply chains (Liu et al., 2022). The integration of AI with CE within a smart supply chain framework creates unique opportunities for performance enhancement, productivity improvement, and sustainable development achievement (Raut et al., 2025).

Despite this potential, numerous challenges exist in this integration pathway requiring precise identification of Critical Success Factors (CSFs). These factors include investments in technological infrastructure, organizational leadership support, innovation culture development, stakeholder collaboration, and organizational change management (Huang et al., 2022; Yontar, 2023). Neglecting these factors can hinder the full economic and environmental realization of AI and CE projects. Previous literature has examined AI applications in supply chains (Pournader et al., 2021; Culot et al., 2024), AI in CE (Raut et al., 2025; Acerbi et al., 2021), and smart sustainable supply chains (Demir et al., 2023; Ghanbari, 2023; Karimi Takalo et al., 2024). However, few studies have systematically and multidimensionally examined the causal relationships among CSFs in AI-CE integration. This study addresses this gap by answering: (1) What are the CSFs in AI and CE integration for smart sustainable supply chains? (2) What are the causal relationships among managerial, technological, network collaboration, process, and sustainability dimensions? (3) How can DEMATEL analysis determine the causal structure among these factors?

METHODOLOGY

This research is applied in purpose and employs a descriptive-survey method for data collection. The study was conducted in two phases. First, through systematic literature review, CSFs in AI and CE integration for smart sustainable supply chains were identified across five dimensions: managerial, technological, network collaboration, process, and sustainability. These factors were validated through expert consultation. The expert panel consisted of 12 specialists with at least three years of experience in AI and information technology, supply chain and logistics, sustainability, and circular economy. Purposive and snowball sampling methods were employed, and data collection continued until theoretical saturation was achieved.

Second, the DEMATEL (Decision-Making Trial and Evaluation Laboratory) method was applied to analyze causal relationships among the identified dimensions. DEMATEL is a comprehensive tool for constructing and analyzing structural models that capture causal relationships among complex factors (Wu & Lee, 2007). Developed by Gabus and Fontela (1973), this methodology identifies interdependencies among variables and distinguishes causal from effect factors through matrix calculations, including initial average matrix, normalized direct relation matrix, total relation matrix, and calculation of R (sum of rows) and J (sum of columns) values. The R+J value indicates factor importance, while R-J determines whether a factor is causal (positive) or effect (negative). Experts rated pairwise comparisons using a 0-4 scale (0 = no influence, 4 = very high influence). Data were analyzed using Excel and MATLAB software following standard DEMATEL procedures.

RESULTS

Literature review and expert validation identified 31 CSFs across five dimensions: managerial (7 factors), technological (7 factors), network collaboration (5 factors), process (5 factors), and sustainability (7 factors). The managerial dimension encompasses top management commitment, sustainability and digital transformation strategies, innovation-oriented organizational culture, participative leadership, incentive policies, change management, and human resource empowerment. The technological dimension includes robust technological infrastructure, quality data and predictive analytics capabilities, AI algorithm development, cybersecurity, systems integration capability, open standards and modular architecture, and technology adaptability. Network collaboration comprises data sharing among stakeholders, trust and transparency, process coordination, long-term strategic partnerships, and robust legal mechanisms. The process dimension covers product lifecycle optimization, real-time data utilization, reverse logistics management, traceability capabilities, and process flexibility. The sustainability dimension includes positive environmental impacts, long-term sustainable development orientation, regulatory compliance, circular economy awareness, resource efficiency, and data-driven governance for sustainability.

DEMATEL analysis yielded the total relation matrix and calculated R, J, R+J, and R-J values for each dimension. The technological dimension (B) showed the highest R value (4.3602), indicating its strong influence on other dimensions. The managerial dimension (A) followed with R = 4.1888. The sustainability dimension (E) had the lowest R value (2.3211), indicating its high dependence on other factors. For J values (representing influence received), the process dimension (D) received the highest influence (4.2287), followed by sustainability (3.4419). The R+J values, indicating overall interaction intensity, ranked as: technological (7.7119), managerial (7.0515), process (7.4168), network collaboration (7.2306), and sustainability (5.763). The R-J values revealed: managerial (1.3261) and technological (1.0086) as positive causal factors, while network collaboration (-0.1732), process (-1.0407), and sustainability (-1.1207) emerged as negative effect factors. These results demonstrate that managerial and technological dimensions are the primary drivers in AI-CE integration, actively influencing other dimensions. Network collaboration plays a mediating role, while process and sustainability dimensions are predominantly influenced by others. The network collaboration dimension showed the highest internal connectivity, serving as a crucial bridge between managerial/technological drivers and sustainability outcomes.

CONCLUSION

This study provides a comprehensive analysis of CSFs in AI and CE integration for smart sustainable supply chains, employing DEMATEL methodology to reveal causal structures among five key dimensions. The findings demonstrate that successful integration fundamentally depends on factors rooted in managerial and technological domains, which function as system drivers shaping the transformation pathway and maturity of other dimensions. This reveals a critical gap between technological capabilities and organizational competencies—a gap that without transformational leadership, innovation culture, and structural change management, prevents AI technologies from effectively achieving circular and sustainability objectives. The findings align with prior research emphasizing management's role in technology adoption (Gaur et al., 2025) while extending understanding by conceptualizing management as an integrated system of leadership, culture, change management, and skill development. The technological dimension's causal position confirms that AI functions not as an independent technology but as a holistic enabling platform whose effectiveness depends on digital architecture coherence, consistent with Raut et al. (2025). Notably, network collaboration emerged as a mediating element with the highest internal connectivity, transferring managerial and technological effects to operational processes and sustainability outcomes—a structural reinterpretation beyond descriptive treatments in previous literature (Rehman et al., 2025). The process and sustainability dimensions, despite their fundamental importance, are predominantly influenced rather than causal, indicating that sustainability achievement depends on strategic decisions and technological investments. This contrasts with approaches viewing sustainability as a starting point driven solely by regulatory pressure.

Practically, organizations should prioritize developing future-oriented management systems with clear integration vision, supported by top management commitment and innovation culture. Technological infrastructure investment, data quality assurance, cybersecurity, and open standards adoption are essential prerequisites. Network collaboration requires trust-based mechanisms, transparent contracts, and shared digital platforms. Process reengineering toward agile, data-driven operations with smart traceability enables waste reduction and regulatory compliance. Sustainability must be embedded in strategic planning through responsible consumption culture and data-driven environmental performance monitoring. Future research should employ complex systems modeling (agent-based modeling, system dynamics), hybrid MCDM methods integrated with machine learning, digital twin development for circular process simulation, and policy simulation approaches to examine incentive effects and governance mechanisms. This study contributes to AI-CE integration literature by providing a causally validated framework revealing systemic interdependencies, offering theoretical and practical guidance for digital transformation strategies and sustainability policies at organizational and macro levels.

Contribution of Authors

All authors participated equally in all stages of the research.

Ethical Approval

This research was conducted in compliance with the principles of research ethics and informed consent of the respondents.

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Conflict of Interest

The authors declare that there is no conflict of interest.

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