PEMODELAN *SUPPLY CHAIN PERFORMANCE MEASUREMENT* OBAT RUMAH SAKIT XYZ DENGAN SEM-PLS

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ABSTRAK

Penelitian ini bertujuan untuk mengukur kinerja supply chain (SCPM) obat di Rumah Sakit XYZ menggunakan pendekatan *Supply Chain Operational Reference* (SCOR) dan metode *Structural Equation Modeling–Partial Least Squares* (SEM-PLS). Penelitian dilatarbelakangi oleh berbagai permasalahan dalam SCM obat, seperti jumlah obat *non-moving* yang tinggi, ketidaksesuaian permintaan dan pemenuhan obat antar unit, serta ketidaklengkapan resep pasien yang berdampak pada kepuasan layanan. Data diperoleh dari 50 responden yang berasal dari unit apotek, farmasi, dan logistik, melalui kuesioner berbasis 24 indikator dengan skala Likert 1–4 dan dianalisis menggunakan metode SEM-PLS. Hasil penelitian menunjukkan dari *outer model* seluruh indikator memiliki penilaian baik terhadap variabel, kecuali RL5 di *outer loading.* Lalu pada *inner model* menyatakan bahwa tiga variabel, yaitu *reliability*, *responsiveness*, dan *agility*, memiliki pengaruh signifikan terhadap kinerja SCM obat. Di antara ketiganya, *reliability* merupakan variabel yang paling dominan dalam memengaruhi kinerja SCM, sehingga indikator-indikator dari *reliability* dapat dijadikan dasar dalam penyusunan rekomendasi perbaikan. Temuan ini diharapkan menjadi acuan strategis bagi rumah sakit dalam meningkatkan efektivitas pengelolaan rantai pasok obat secara menyeluruh dan berkelanjutan.

Kata kunci: manajemen rantai pasok, pengukuran kinerja rantai pasok, rumah sakit, referensi operasional rantai pasokan, model persamaan struktural-pemodelan persamaan parsial.

MODELING OF SUPPLY CHAIN PERFORMANCE MEASUREMENT OF MEDICINES AT XYZ HOSPITAL USING SEM-PLS

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ABSTRACT

This study aims to measure the supply chain performance management (SCPM) of pharmaceutical distribution at XYZ Hospital using the Supply Chain Operations Reference (SCOR) approach and the Structural Equation Modeling–Partial Least Squares (SEM-PLS) method. The research is motivated by several issues in the hospital's pharmaceutical supply chain, such as a high number of non-moving drugs, mismatches between medication requests and fulfillment across units, and incomplete prescriptions that impact patient service satisfaction. Data were collected from 50 *respondents across pharmacy, pharmaceutical, and logistics units using a questionnaire consisting of* 24 *indicators measured on a* 4*-point Likert scale. The data were analyzed using SEM-PLS. The outer model results indicate that all indicators show good loading values for their respective variables, except* RL5. *In the inner model, three variables which reliability, responsiveness, and agility were found to have a significant effect on pharmaceutical SCM performance. Among them, reliability emerged as the most dominant variable influencing SCM performance. Therefore, the indicators within reliability can be used as a basis for managerial improvement recommendations. These findings are expected to serve as a strategic reference for the hospital to improve the effectiveness of its pharmaceutical supply chain management in a comprehensive and sustainable manner.*

Keyword*: supply chain management, supply chain performance measurement, hospital, supply chain operational reference, structural equation modeling-partial equation modeling.*