ABSTRACK

This research is important to understand how supply chain management influence operational performance, especially in AHASS workshop. The purpose of this research was to determine: 1) The effect of supply chain management on AHASS's operational performance. 2) the effect of each supply chain management' variables on AHASS's operational performance. Respondents in this research were 30 people who represents the 10 AHASS in eks karesidenan Surakarta. Data collection method used questionnaires and multiple regression analysis with t and F examination. The results of this research showed: 1) Supply chain management has partially effect and simultaneously on AHASS workshop's operational performance. 2) Information sharing has an significant effect on operational performance AHASS workshop. 3) Longterm relationship has an significant effect on operational performance AHASS workshop. 4) Process integration has an significant effect on operational performance AHASS workshop. 5) Delivery system has an significant effect on operational performance AHASS workshop.

Keyword: Supply Chain Management, Operational Performance

ABSTRAK

Penelitian ini penting untuk memahami bagaimana pengaruh *supply chain management* terhadap kinerja operasional, khususnya di bengkel AHASS. Tujuan dari penelitian ini adalah untuk mengetahui: 1) pengaruh *supply chain management* terhadap kinerja operasional bengkel AHASS. 2) pengaruh masing-masing variabel *supply chain management* terhadap kinerja operasional bengkel AHASS. Responden penelitian ini adalah 30 orang yang mewakili 10 AHASS yang berada di eks karesidenan Surakarta. Metode pengumpulan data menggunakan kuesioner dan dalam menganalisis datanya menggunakan analisis regresi berganda dengan uji F dan uji *t.* Hasil penelitian ini menunjukkan bahwa: 1) *Supply chain management* memiliki pengaruh terhadap *kinerja operasional* bengkel AHASS secara parsial dan berpengaruh secara simultan. 2) *Information sharing* memiliki pengaruh signifikan terhadap *kinerja operasional* bengkel AHASS. 3) *Long-term relationship* memiliki pengaruh signifikan terhadap kinerja operasional bengkel AHASS. 4) *Process integration* memiliki pengaruh signifikan terhadap kinerja operasional bengkel AHASS. 5) *Delivery system* memiliki pengaruh signifikan terhadap kinerja operasional bengkel AHASS.

Keyword: Supply Chain Management, Kinerja Operasional