

## ABSTRAK

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### **PENGARUH PRAKTIK *SUPPLY CHAIN MANAGEMENT*, *TOP MANAGEMENT KNOWLEDGE VALUE* DAN *KNOWLEDGE SHARING PRACTICE* TERHADAP *ORGANIZATIONAL PERFORMANCE* DENGAN *INBOUND* DAN *OUTBOUND OPEN INNOVATION* SEBAGAI MEDIASI**

(xvi, 143 halaman; 29 tabel; 5 gambar; 6 lampiran)

Penelitian ini bertujuan untuk mengevaluasi dampak dari praktik *Supply Chain Management* (*Customer Relationship, Quality of Information Sharing, Strategic Supplier Partnership, Postponement*), *Top Management Knowledge Value* dan *Knowledge Sharing Practice* terhadap *Organizational Performance* dengan *Inbound* dan *Outbound Open Innovation* sebagai variabel mediasi. Data dikumpulkan dari 164 profesional di Jakarta melalui kuesioner online menggunakan *Google Forms*. *Purposive sampling* digunakan atas posisi jabatan responden (*Supervisor, Manager, General Manager, Director* dan *owner* perusahaan). Analisis data dilakukan menggunakan metode *Partial Least Squares - Structural Equation Modeling* (PLS-SEM). Hasil penelitian menunjukkan bahwa semua variabel independen berpengaruh positif terhadap kinerja organisasi, meskipun tidak semua pengaruh tersebut signifikan. Ini mengindikasikan bahwa integrasi yang efektif antara strategi *Supply Chain Management* dan *Open Innovation* dapat meningkatkan kinerja organisasi. *TMKV* berpengaruh positif signifikan terhadap *KSP*, *KSP* juga berpengaruh positif signifikan terhadap *IOI*, *IOI* berpengaruh positif signifikan terhadap *OP* dan *KSP* yang dimediasi oleh *IOI* terbukti memiliki pengaruh positif yang signifikan dalam menunjang *OP* sedangkan mediasi *OOI* tidak terbukti. Penelitian ini tidak ditujukan untuk dijadikan generalisasi suatu teori karena keterbatasan jumlah sampel, industri dan area geografis.

**Kata kunci:** *Customer Relationship, Quality of Information Sharing, Strategic Supplier Partnership, Postponement, Top Management Knowledge Value, Knowledge Sharing Practice, Open Innovation, Organizational Performance*

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## ABSTRACT

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### ***THE IMPACT OF THE SUPPLY CHAIN MANAGEMENT PRACTICES, TOP MANAGEMENT KNOWLEDGE VALUE AND KNOWLEDGE SHARING PRACTICE ON ORGANIZATIONAL PERFORMANCE WITH INBOUND AND OUTBOUND OPEN INNOVATION AS MODERATOR***

(xvi, 143 pages; 29 tables; 5 figures; 6 appendices)

*This study aims to evaluate the impact of the Supply Chain Management practices (Customer Relationship, Quality of Information Sharing, Strategic Supplier Partnership, Postponement), Top Management Knowledge Value and Knowledge Sharing Practice on Organizational Performance, with Inbound and Outbound Open Innovation as mediating variables. Data were collected from 164 professionals in Jakarta using an online questionnaire distributed via Google Forms. Purposive sampling was employed based on the respondents' job positions (Supervisor, Manager, General Manager, Director, and company owner). Data analysis was conducted using Partial Least Squares - Structural Equation Modeling (PLS-SEM). The results indicate that all independent variables positively influence organizational performance, although not all effects are significant. This suggests that effective integration of Supply Chain Management (SCM) strategies and Open Innovation can enhance organizational performance. TMKV influence positive significant on KSP, KSP influence positive significant on IOI, IOI influence positive significant on OP and KSP mediated by IOI, were found to have a significant positive impact on OP while OOI were not. Due to limitations in sample size, industry focus, and geographical area, the findings of this study should not be generalized.*

**Keywords:** *Customer Relationship, Quality of Information Sharing, Strategic Supplier Partnership, Postponement, Top Management Knowledge Value, Knowledge Sharing Practice, Open Innovation, Organizational Performance*

Reference: 146 (2009 – 2024)