

ABSTRACT

COCOA BEAN SUPPLY CHAIN PERFORMANCE AT PT XYZ OPERATIONAL AREA PALOLO DISTRICT SIGI CENTRAL SULAWESI

By:
Harkat Dinarsyah
215009007

Under Guidance:
Dwi Apriyani
Enok Sumarsih

PT XYZ is the first cocoa bean trading company in the Palolo Sub-district. PT XYZ has problems with fluctuations in the supply and the high rejection of cocoa bean products that do not meet quality standards. Other issues arise along with changes in market structure, namely delays in supply due to the fragmentation of partner farmers. This study aims to identify the condition of the cocoa bean supply chain and analyze the current supply chain performance at PT XYZ in the operational area of Palolo District. The research was conducted from August 2023 to January 2025. The research method used is a case study. The analysis method used is Food Supply Chain Networking (FSCN) to identify supply chain conditions and Supply Chain Operation Reference (SCOR) to analyze supply chain performance. Data collection techniques were carried out through observation activities and in-depth interviews. Based on the FSCN framework, the supply chain condition involves three main actors: farmers as cocoa bean producers, buying stations as collectors, and PT XYZ as a company that requires raw materials in the form of cocoa beans. SCOR analysis shows that the average supply chain performance at the farmer level has reached a superior level regarding asset performance indicators, costs, compliance with standards, order fulfillment cycles, and flexibility. There is only one indicator that is still at the advantage level, namely delivery performance. Meanwhile, the average performance at the buying station level shows a superior level in the asset indicator, order fulfillment, compliance with standards, order fulfillment cycle, and flexibility. There is one performance indicator that is still at the advantage level, namely delivery performance, and one other indicator is included in the parity level, namely costs.

Keywords : Cocoa beans, SCOR, supply chain