

ABSTRACT

In supporting the achievement of the Sustainable Development Goals (SDGs) 2030, the Indonesian government integrated them into legislation to serve as a reference for all policy stakeholders in decision-making. One of the legislative regulations is Presidential Regulation No. 131 of 2015 concerning "Underdeveloped Areas" due to their complex issues ranging from economic problems to accessibility. The SDGs agenda that contributes the most in underdeveloped areas is SDG 9 "Industry, Innovation, and Infrastructure." One of its components is the telecommunications sector, which is considered a primary supporter of Gross Domestic Product (GDP).

After network infrastructure is built, the next step is to evaluate the performance of business processes in telecommunications operators. The goal is to improve network performance scores and provide mobile users with better network quality.

The object of this research is a telecommunications operator, Indosat Ooredoo Hutchison, which, after a merger in early 2021, massively built network infrastructure in Indonesia, particularly in the eastern region. The evaluation of business process performance in this research focuses on its supply chain process using the Supply Chain Operations Reference (SCOR) 14 framework, which was validated beforehand by internal expertise and weighted using Analytical Hierarchy Process (AHP).

Keywords: SDG 9, Telecommunications, Supply Chain Management, Supply Chain Operation Reference (SCOR), and Analytical Hierarchy Process (AHP)