

**THE INFLUENCE OF OPERATIONAL MANAGEMENT ON THE  
PERFORMANCE OF BATTERY DISTRIBUTION COMPANIES AT PT. ABADI  
SAKTI MITRA MANDIRI**

**Ahmad Fadhilah Wibowo<sup>1</sup>, Hepiana Patmarina<sup>2</sup>**

Universitas Bandar Lampung, Indonesia

Email: fadhelwibowo09@gmail.com<sup>1</sup>, hepiana@ubl.ac.id<sup>2</sup>

**KEYWORDS:**

Company Performance,  
Operational Management,  
Distribution Company, and  
Data Analysis.

**ABSTRACT**

The purpose of this study was to find the effect of operational management on company performance. Operations management is the strategic management of resources to maximize the efficiency and effectiveness of the transformation process, resulting in outputs that produce greater benefits than inputs. Company performance is a level to get results in achieving company goals. The results of this work are concrete, observable, and measurable. The results of this work are concrete, observable, and measurable. This study uses quantitative methods with data processing and analysis to conclude in the form of numeric data (numbers) which will obtain results from the relationship between variables. Multiple linear regression tests, reliability and validity tests, hypothesis testing (partial T-test) and (simultaneous F-test), and the coefficient of determination. In the research conducted, the sample used was 35 people in the company. The results of this study are linear regression analysis states that the Operational Management Variable has a positive and significant effect on Company Performance at PT Abadi Sakti Mitra Mandiri, with a regression coefficient of 0.968. That way the questionnaire as an instrument is declared feasible.

**INTRODUCTION**

In the development of an organization or company system, there is operational management that regulates the way of working, management, and execution. A systematic set of routine activities is required for large-scale businesses (Herjanto, 2007). The sequence of activities must be adjusted to the operational procedures of the organization until completion. This action is referred to as operations (Lavidya et al., 2023). A company must prioritize the management of its operational activities, because this has a direct impact on the efficient use of human resources, including the production and marketing processes. One of the components that can launch a production to marketing is the existence of an operational system. According to (Stevenson, 2018:4) states that in an industry, operational management refers to a system or set of procedures for providing products or services.

Bandar Lampung City is the city with the most vehicle users in Lampung Province with a percentage of 23.82% (979,003) vehicles from the total number of all vehicles in Bandar Lampung, namely 4,108,594 (Lampung Police Data, 2023). The data is a great opportunity for vehicle battery distribution companies to look at the number of vehicle users in Bandar

Lampung. Accumulators, sometimes referred to as batteries or batteries, are a type of battery commonly used in motorized vehicles (Jamroen, 2022). An equipment with chemical processes for storage, reception, and emission of electrical energy. One component of a motorized vehicle is a battery, using a motorized vehicle battery. The function of the battery in a motorized vehicle is to provide electric power for the vehicle. Along with starting the car engine, the battery powers many electronic components, including fans and lights (Handoyo et al., 2023).

High quality products and services have the potential to boost sales. In addition, fostering client happiness is an important achievement for any company, as it is essential in achieving success. As such, it is important for companies to build and nurture strong relationships with their customers. In fostering the effectiveness of customer relationships, companies will generally continue to give their best to meet consumer demands. If businesses can consistently offer customers competitive prices, the highest quality goods, and the best customer service, coupled with increased interest and pleasure, these relationships will last and even get better (Bukhori & Raharja, 2012). The purpose of the study is to find the effect of operations on the performance of distribution companies, by looking at the effectiveness and efficiency of operations on the companies studied (Truong et al., 2017).

The phenomenon that occurs in the company under study is the delay in the distribution of goods to consumers and the company's profitability fluctuates. Therefore, researchers are interested in taking the research title "The Influence of Operational Management on the Performance of Battery Distribution Companies at Pt. Abadi Sakti Mitra Mandiri" (de Leeuw & van den Berg, 2011).

The contributions in this study are: It is hoped that from the results of the research that has been carried out, researchers can provide various information that is constructive, consideration and even as a reference for decision making in companies that are useful in improving company performance even better.

## **RESEARCH METHODS**

The research location was Sukabumi Indah, Bandar Lampung. Quantitative research involves the systematic examination and analysis of the author's specific research type to obtain findings. This means that this research focuses on analyzing numerical data processed by this research methodology, and will result in a considerable correlation between the variables studied.

Population refers to all elements in a study, which includes objects and people who have certain characteristics. The population essentially includes all individuals in a certain location who are included in a group of people, animals, events, or objects that are studied to obtain definite findings (Amin et al., 2023). The sample size of this study consisted of 35 people, especially employees.

A sample is a portion of the population that serves as the main data source in a study. Simply put, the sample is a representative of the population (Amin et al., 2023) according to the Pelita Bangsa Cikarang Campus library. We used saturated sampling to select the sample for this study. Saturated sampling is a sampling method that accurately represents the entire population. This sample is generally used when the population is considered small, which is

less than 100 people (Sugiyono, 2016), as shown by the Pelita Bangsa Cikarang Campus library. The respondents amounted to 35 personnel currently working at PT Abadi Sakti Mitra Mandiri.

The data obtained from the research findings will be analyzed through two specific explanations:

a. Validity Test

The validity test is passed by researchers to evaluate the accuracy of a research instrument to indicate the intended concept. To determine the validity of an item, it is necessary to compare the item's score with the overall item score. Any item that does not meet the conditions will be excluded from further analysis.

b. Quantitative Descriptive Analysis

Researchers use descriptive statistics to test and present quantitative data to understand the attributes of the company being investigated as a research sample. Quantitative descriptive research aims to provide a detailed and precise description, analysis, and explanation of a phenomenon under investigation, based on numerical data that can be observed (Sulistyawati et al., 2022).

c. Hypothesis Test

The purpose of this journal is to determine whether the independent variables, namely production control and quality control, have a significant effect on the dependent variable, namely product quality. This effect will be examined both individually and collectively. In hypothesis testing there are 2 parts in it, namely:

d. F-test

Simultaneous test (f test) is a test that sees whether there is an influence among the independent variables together on the dependent variable. Or to test whether the regression model under study produces a good / significant value or is not good / non-significant.

e. T-test

The t test is one of the statistical tests to measure the average difference (mean) in two groups of data and how they are related.

f. Multiple Linear Regression Test

Multiple regression is utilized when there is one dependent variable and two or more independent variables. The analytical model utilized is multiple linear regression.

## **RESULTS AND DISCUSSION**

PT Abadi Sakti Mitra Mandiri Bandar Lampung is a company that participates in the distribution and procurement of batteries for various purposes, including automotive, motorcycle, and vehicle batteries (Raouf Mohamed et al., 2021). The company is headquartered in Bandar Lampung, Lampung, Indonesia. PT Abadi Sakti Mitra Mandiri Bandar Lampung has accumulated significant expertise in the battery industry since its in the battery industry in Indonesia since its establishment in 1984. The company began its operations by providing batteries specifically designed for automotive applications. PT Abadi Sakti Mitra Mandiri Bandar Lampung always innovates to meet technological developments and market demands, offering technological developments and market demands, offering satisfactory products and services to its clients. for its clients. Currently, the organization offers a wide array of types of

batteries sourced exclusively from well-known brands, including Yuasa Batteries. Multiple regression is utilized when there is one dependent variable and two or more independent variables.

The company is dedicated to providing exceptional service and the best products to clients, with a strong emphasis on meeting customer demands and ensuring their pleasure as a top priority. PT Abadi Sakti Mitra Mandiri Bandar Lampung has obtained several awards and certifications, including ISO 9001:2015 and ISO 14001:2015 certifications. The company is dedicated to environmental preservation through the use of ecologically conscious business practices.

### Validity Test Results

The validity test is a test used to show the extent to which the measuring instrument used in a measurement measures what is measured. The number of degrees of freedom (df) is 33 (35-2). The results of the r-table show the Correlated Item-Total Correlation of 0.307. Assuming a positive value and  $r_{count} > r_{table}$ , it means that an item or indication is considered valid.

**Table 1**  
**Validity Test**

Variabel	Indikator	R <sub>hitung</sub>	Sig	R <sub>tabel</sub>	Keterangan
Manajemen Operasional (X1)	X1.1	.549**	.000	0,307	VALID
	X1.2	.508**	.000	0,307	VALID
	X1.3	.494**	.000	0,307	VALID
	X1.4	.509**	.000	0,307	VALID
	X1.5	.680**	.000	0,307	VALID
	X1.6	.522**	.000	0,307	VALID
	X1.7	.482**	.000	0,307	VALID
	X1.8	.479**	.000	0,307	VALID
	X1.9	.541**	.000	0,307	VALID
	X1.10	.489**	.000	0,307	VALID
Kinerja Perusahaan (Y)	Y1.1	.635**	.000	0,307	VALID
	Y1.2	.710**	.000	0,307	VALID
	Y1.3	.619**	.000	0,307	VALID
	Y1.4	.654**	.000	0,307	VALID
	Y1.5	.677**	.000	0,307	VALID
	Y1.6	.425**	.000	0,307	VALID
	Y1.7	.629**	.000	0,307	VALID
	Y1.8	.491**	.000	0,307	VALID

Source: SPSS 22, 2023

From the table above, it can be concluded that the overall value of Rhitung (Corrected Item Total Correlation) exceeds the r table value of 0.307. In addition, the significance of each variable is less than 0.01. That way, the conclusion is that all questionnaire indicators on variables X and Y are all declared valid and suitable for use as indicators of all variables.

**Table 2**  
**Reliability Test**

Variable	Cronbach's Alpha	Critical Value	Information
Operations Management (X1)	,675	> 0,60	Reliabel
Company Performance (Y)	,747	> 0,60	Reliabel

Source: SPSS Data Processing 22, 2023

Reliability aims to determine whether the related instruments can be used to collect data. Reliability is defined as the extent to which the Cronbach's Alpha ( $\alpha$ ) value exceeds 0.6. The findings of the results are as shown in the table above, From the reliability testing table, the Cronbach's alpha value of each variable exceeds 0.60, this shows that the instrument used in this study is very reliable. After testing the validity and reliability of variables X and Y, it is concluded that the questionnaire is suitable for use as an instrument in this study.

**Table 3**  
**Multiple Linear Regression Test**

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized	t	Sig.
		B	Std. Error	Coefficients		
1	(Constant)	5.722	4.491		1.274	.212
	Manajemen Operasional	.968	.125	.804	7.764	.000

a. Dependent Variable: Kinerja Perusahaan

By using this test, one can estimate how far the independent variable (free) can affect the dependent variable (bound). The independent variable refers to Operational Management (X1), while Company Performance (Y) is the dependent. Here researchers used SPSS version 22.00 to handle the data, and the findings are in the attached summary.

The regression equation that can be formulated is :

$$Y = 5.722 + 0,968X + e$$

The explanation of the equation is :

a. The constant value of 5.722 states that if the Operational Management Variable (X) has a value of 0, then the Company Performance has a value of 5.722.

- b. The Operational Management variable (X) has a positive impact on Company Performance (Y) and has a regression coefficient of 0.968, which means that if one unit of X increases, then Y increases by 0.968 units.

**Table 4**  
**Coefficient of Determination**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.804 <sup>a</sup>	.646	.636	1.531

a. Predictors: (Constant), Operational Management

The calculation of the coefficient of determination states the customized R square value of 0.636 or equivalent to 63.6%. Based on the findings obtained, operational management variables have a significant effect on company performance by 63.6%, while the other 36.4% is caused by other variables not analyzed by researchers.

**Table 5**  
**F test**

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	141.358	1	141.358	60.281	.000 <sup>b</sup>
	Residual	77.385	33	2.345		
	Total	218.743	34			

a. Dependent Variable: Kinerja Perusahaan

b. Predictors: (Constant), Manajemen Operasional

Operational Management is an independent variable that has the potential to influence company performance, which is the dependent variable. The F test, also called the simultaneous significance test, is designed to assess how well the factors can explain each other's behavior. Therefore, the main purpose of the F test is to determine whether the regression on variables is zero. The F value obtained from the table is 60.281, whose significance level is 0.000. The F-count value of 60.281 exceeds the Ftable value of 2.17 indicating a significant difference whose p-value of 0.000 is lower than the 0.1 threshold. Operational management variables have an influence on the performance of PT Abadi Sakti Mitra Mandiri.

**Tabel 6**  
**Uji T**

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.722	4.491		1.274	.212

Manajemen Operasional	.968	.125	.804	7.764	.000
-----------------------	------	------	------	-------	------

a. Dependent Variable: Kinerja Perusahaan

Can measure with the t test as which independent factor is more important in influencing the dependent variable. If you want to see the correlation between variables, have a significant relationship, you can do it separately using the t test. From the available table, it can be seen that the independent variable or Operational Management has a significant effect on the dependent variable Company Performance whose p-value is  $0.000 < 0.1$  and the Thitung value of  $1.274 > T_{table}$  value. of 0.968. That way, the conclusion is that Operational Management has a partially positive significance effect on Company Performance at PT Abadi Sakti Mitra Mandiri.

### Discussion

Linear regression analysis shows the significance level (Sig.) of variable X of 0.000 is less than 0.005. Furthermore, based on the regression equation, the Operational Management Variable (X) has a regression coefficient of 0.804. As a result, a one-unit increase in X will result in an increase of 0.804 units in Y. Linear regression analysis justifies the T test results (Sig. X1 of  $0.000 < 0.005$ ), which states that the Operational Management Hypothesis has a positive significance effect on company performance, thus supporting its acceptance. This is in line with research conducted by Maat Pono with the title Effect of Environmental Dynamics, Competitive Strategy and Operations Strategy on Company Performance. With the results of all Independent variables having an influence on the Dependent variable.

The results of the regression analysis show a significant effect of X on the amount of Y. Based on the F test table, the significance value is 0.000, which means the significance value is less than 0.05. The independent variable shows a positive and significant effect partially on the dependent variable (Y). This is in line with research conducted by Dian Puspita Novrianti with the research title Standard Operating Procedures and Company Facilities on Employee Performance. These results show that partially the standard operational procedure has a positive and significant effect on employee performance, and company facilities have a positive but insignificant effect on employee performance.

### CONCLUSION

The discussion shows that the questionnaire instrument used shows a high level of validity and reliability. The results of linear regression research state that operational management variables have a statistically significant and positive effect on the performance of PT Abadi Sakti Mitra Mandiri. The regression coefficient of this variable is 0.968. Thus, the conclusion is that this questionnaire instrument is suitable for use in this study. Or it can be concluded from the research conducted by researchers that the Operational Management Variable has a positive and significant effect on Company Performance at PT Abadi Sakti Mitra Mandiri. With a coefficient of determination of 0.804. This means that if one unit of X increases, Y increases by 0.804 units. The regression analysis results that X has an effect on Y. In the F Test table, it is stated that the sig value = 0.000, which means the significance value is

<0.05. The independent variable partially has a positive significance effect on the dependent variable (Y).

## BIBLIOGRAPHY

- Amin, N. F., Garancang, S., & Abunawas, K. (2023). Konsep Umum Populasi dan Sampel dalam Penelitian. *PILAR*, 14(1), 15–31.
- Bukhori, I., & Raharja, R. (2012). *Pengaruh good corporate governance dan ukuran perusahaan terhadap kinerja perusahaan (studi empiris pada perusahaan yang terdaftar di BEI 2010)*. Fakultas Ekonomika dan Bisnis.
- de Leeuw, S., & van den Berg, J. P. (2011). Improving operational performance by influencing shopfloor behavior via performance management practices. *Journal of Operations Management*, 29(3), 224–235. <https://doi.org/https://doi.org/10.1016/j.jom.2010.12.009>
- Handoyo, S., Suharman, H., Ghani, E. K., & Soedarsono, S. (2023). A business strategy, operational efficiency, ownership structure, and manufacturing performance: The moderating role of market uncertainty and competition intensity and its implication on open innovation. *Journal of Open Innovation: Technology, Market, and Complexity*, 9(2), 100039. <https://doi.org/https://doi.org/10.1016/j.joitmc.2023.100039>
- Herjanto, E. (2007). *Manajemen Operasi (Edisi 3)*. Grasindo.
- Jamroen, C. (2022). The effect of SoC management on economic performance for battery energy storage system in providing voltage regulation in distribution networks. *Electric Power Systems Research*, 211, 108340.
- Lavidya, V., Apriliana, P. S., & Hanum, K. Z. (2023). Peran Budaya Perusahaan Dalam Pembentukan Citra Perusahaan Dan Kinerja Karyawan Pada Perusahaan Multinasional. *Multidisciplinary Scientific Journal*, 1(1), 34–39.
- Raouf Mohamed, A. A., Morrow, D. J., Best, R. J., Cupples, A., Bailie, I., & Pollock, J. (2021). Distributed battery energy storage systems operation framework for grid power levelling in the distribution networks. *IET Smart Grid*, 4(6), 582–598.
- Stevenson, W. J. (2018). Operations Management. In *Mc Graw Hill* (13th ed.). McGraw-Hill Education.
- Sugiyono, P. D. (2016). *Metode Penelitian Pendidikan, Cetakan Kelima belas*. Alfabeta.
- Sulistiyawati, W., Wahyudi, W., & Trinuryono, S. (2022). Analisis Motivasi Belajar Siswa dengan Menggunakan Model Pembelajaran Blended Learning saat Pandemi Covid-19 (Deskriptif Kuantitatif di SMAN 1 Babadan Ponorogo). *KadikMA*, 13(1), 68–73.
- Truong, H. Q., Sameiro, M., Fernandes, A. C., Sampaio, P., Duong, B. A. T., Duong, H. H., & Vilhenac, E. (2017). Supply chain management practices and firms' operational performance. *International Journal of Quality & Reliability Management*, 34(2), 176–193.





**licensed under a  
Creative Commons Attribution-ShareAlike 4.0 International License**