

ABSTRACT

This study aims to determine how the relationship between Supplier Integration, Customer Integration, Internal Integration to Sustainable Performance and Environmental Uncertainty. In addition, I also want to know how Environmental Uncertainty mediates Supplier Integration, Customer Integration, Internal Integration with Sustainable Performance.

The data collection technique of this research is a questionnaire distributed to 80 BOB employees of PT Bumi Siak Pusako – Pertamina Hulu and also secondary data collection from relevant data. The analysis technique used is multivariate analysis using SEM-PLS to test the outer model and inner model. Based on the results of the study, it was found that 77.7% of Sustainable Performance was influenced by Supplier Integration, Customer Integration, Internal Integration, and Environmental Uncertainty. The model used in this study explains the information contained in the research data by 49.7%.

The results of this study indicate that supplier integration and customer integration have no effect on sustainable performance at BOB PT BSP Pertamina Hulu. Internal integration and environmental uncertainty affect sustainable performance at BOB PT BSP - Pertamina Hulu. Environmental Uncertainty does not mediate supplier integration, customer integration, internal integration with sustainable performance at BOB PT BSP Pertamina Hulu.

Keywords: *supplier integration, customer integration, internal integration, environmental uncertainty, sustainable performance.*