

### The Role of Information Sharing and Trust on Supply Chain Performance among Culinary MSMEs in Palu City

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#### ABSTRACT

Supply chain performance remains a challenge for culinary MSMEs due to limited information sharing and trust among supply chain partners. This study aims to analyze the effect of information sharing and trust on supply chain performance among culinary MSMEs in Palu City using a quantitative approach. Primary data were collected from 60 owners and employees of culinary MSMEs through questionnaires, with respondents selected using non-probability purposive sampling, and analyzed using SPSS version 30.0. The results show that information sharing and trust individually have a positive and significant effect on supply chain performance, and simultaneously both variables also significantly influence the supply chain performance of culinary MSMEs in Palu City. These findings provide important practical implications for regional economic growth and MSME development, as strengthening information sharing and trust can enhance supply chain performance and support the formulation of sustainable economic development strategies. The novelty of this study lies in its specific focus on culinary MSMEs within the accommodation and food service provision sector, which has distinctive operational characteristics, thereby offering more contextual empirical evidence on the role of information sharing and trust in improving supply chain performance compared to prior studies that largely focused on large firms or MSMEs in general.

#### ABSTRAK

Kinerja rantai pasokan masih menjadi tantangan bagi UMKM kuliner akibat terbatasnya berbagi informasi dan rendahnya tingkat kepercayaan antar mitra rantai pasok. Penelitian ini bertujuan untuk menganalisis pengaruh berbagi informasi dan kepercayaan terhadap kinerja rantai pasokan pada UMKM kuliner di Kota Palu dengan menggunakan pendekatan kuantitatif. Data primer dikumpulkan dari 60 pemilik dan karyawan UMKM kuliner melalui penyebaran kuesioner, dengan responden yang dipilih menggunakan teknik *non-probability purposive sampling*, dan dianalisis menggunakan SPSS versi 30.0. Hasil penelitian menunjukkan bahwa berbagi informasi dan kepercayaan secara parsial berpengaruh positif dan signifikan terhadap kinerja rantai pasokan, serta secara simultan kedua variabel tersebut juga berpengaruh signifikan terhadap kinerja rantai pasokan UMKM kuliner di Kota Palu. Temuan ini memberikan implikasi praktis yang penting bagi pertumbuhan ekonomi daerah dan pengembangan UMKM, karena penguatan berbagi informasi dan kepercayaan dapat meningkatkan kinerja rantai pasokan serta mendukung perumusan strategi pembangunan ekonomi yang berkelanjutan. Kebaruan penelitian ini terletak pada fokus spesifik pada UMKM kuliner dalam sektor penyediaan akomodasi dan makanan dan minuman, yang memiliki karakteristik operasional yang khas, sehingga memberikan bukti empiris yang lebih kontekstual mengenai peran berbagi informasi dan kepercayaan dalam meningkatkan kinerja rantai pasokan dibandingkan dengan penelitian sebelumnya yang sebagian besar berfokus pada perusahaan besar atau UMKM secara umum.

## 1. Introduction

### 1.1. Research Background

Micro, Small, and Medium Enterprises (MSMEs) play a fundamental role as the backbone of the national economic structure, as reflected in their significant

contribution to Gross Domestic Product (GDP) growth [1]. In addition, MSMEs play an important role in job creation, encouraging local economic expansion, and stimulating regional economic growth [2]. In 2023, the number of MSME actors in Indonesia was estimated to reach 66 million. MSMEs contributed approximately

61% to Gross Domestic Product (GDP), with a value of around IDR 9,580 trillion, and absorbed approximately 117 million workers, or about 97% of the total workforce.

According to official data from the Central Sulawesi Provincial Office of Cooperatives and MSMEs, Central Sulawesi Province recorded 344,495 Micro, Small, and Medium Enterprises (MSMEs) in 2024. Of this total, micro enterprises dominated with 343,137 units, followed by small enterprises with 1,153 units, and medium enterprises with 205 units. Meanwhile, the number of MSMEs in Palu City registered at the Office of Cooperatives, MSMEs, and Manpower of Palu City during the 2022–2024 period was recorded at 3,450 units, of which 1,615 units operated in the culinary sector. The accommodation and food and beverage sector, particularly culinary MSMEs, represents one of the sectors with substantial potential and broad growth opportunities, especially in Palu City [3]. As the capital of Central Sulawesi Province, Palu City possesses significant potential for the development of the culinary industry, supported by rich cultural heritage, distinctive local culinary traditions, and the availability of local natural resources.

Despite its potential, this sector has faced significant challenges in recent years. Following the natural disasters that struck Palu City in 2018 and were subsequently compounded by the COVID-19 pandemic in 2020, the growth rate of the accommodation and food and beverage sector experienced a decline. According to BPS data, although the accommodation and food and beverage sector recorded positive growth of 3.19% in 2018, the impacts of the earthquake and tsunami that occurred at the end of that year began to be felt in 2019, causing the sector's growth to plunge to -10.56% [4]. The year 2020 marked the most critical period, with growth falling to -13.83%, driven by social restrictions, a decline in tourist visits, and limitations on public consumption activities. In 2021, the accommodation and food and beverage sector showed a relatively strong recovery with growth of 15.88%. However, in subsequent years, a significant slowdown in growth occurred, with growth rates of 10.56% in 2022, 9.18% in 2023, and a further decline to 7.37% in 2024 [5]. These conditions indicate that culinary MSMEs in Palu City continue to face obstacles in their recovery and business development processes.

Supply chain management is one of the key factors in determining the success of a company due to its ability to enhance competitiveness [6]. This also applies to MSMEs, which must manage their supply chains effectively in order to compete in the market [7]. Supply chain management is an approach aimed at integrating and coordinating the flows of raw materials, information, and finances throughout the supply chain. Its objective is to ensure that products can be procured, produced, and distributed in the appropriate quantities,

at the right locations and times, and at efficient and effective costs [8]. An efficient supply chain enables MSMEs to optimize procurement, production, and distribution processes until products reach consumers, with the goal of maximizing profits, efficiency, and customer satisfaction [9]. Effective supply chain management allows MSMEs to improve productivity and competitiveness [10]. Through supply chain management, companies can clearly understand the flow of products, services, and information to respond to customer needs while reducing costs. Smooth information flows, long-term relationships, and solid cooperation can prevent failures caused by raw material shortages or price fluctuations and can encourage improvements in supply chain performance [11].

Information sharing is a key element in efforts to improve supply chain performance, as it enables business actors to gain competitive advantages, particularly in operational aspects [12]. Accurate, transparent, and high-quality information supports appropriate decision-making in responding to fluctuations in consumer demand. Accurate, transparent, and real-time information sharing has been proven to strengthen coordination among supply chain actors, reduce uncertainty, and support more effective decision-making in responding to fluctuations in consumer demand [13]. In an increasingly competitive environment, MSME actors require fast and relevant market information to reduce uncertainty and enhance consumer trust [14]. To obtain such information, MSME actors need to build trust with both consumers and business partners. The level of accuracy of information exchanged among partners within a supply chain reflects the extent to which trust-based relationships have been established among them [15].

Based on interviews with culinary MSME actors in Palu City, conducted both offline and online on 18 July 2025, it was revealed that business owners frequently experience delays in receiving information from suppliers, whether related to stock availability, prices, or delivery schedules. This issue forces them to seek alternative suppliers on short notice to maintain business operations. However, such conditions not only disrupt production rhythms but also affect the trust of MSME actors in the respective suppliers. When critical information is not conveyed in a timely and transparent manner, business actors become hesitant to continue long-term cooperation because they feel unable to fully rely on suppliers to consistently meet business needs. Based on this context, it is important to examine the extent to which information sharing and trust influence the supply chain performance of culinary MSMEs in Palu City in order to provide deeper understanding and strategic contributions to the sustainable development of this sector.

Although several previous studies have examined the influence of information sharing and trust on supply

chain performance, their focus has generally remained limited to large companies or certain types of MSMEs, [12], [14], [16]. These studies have not comprehensively covered the diverse range of culinary business actors within the accommodation and food and beverage sector. In fact, this sector possesses unique characteristics, particularly in terms of service speed, dependence on fresh raw materials, and direct interaction with consumers. Therefore, there is a need for research that comprehensively examines the role of information sharing and trust in improving the supply chain performance of culinary MSMEs in this sector, particularly in Palu City, which is currently undergoing recovery in the post-disaster and post-pandemic period. Based on the above discussion, this study aims to analyze the effect of information sharing and trust on supply chain performance among culinary MSMEs in Palu City. This research is expected to provide empirical and practical contributions to strengthening supply chain management strategies and to encourage increased competitiveness of culinary MSMEs as one of the leading sectors of the regional economy.

### 1.2. Conceptual Framework

In supply chain management, information sharing and trust-building among partners are critical factors in achieving effective coordination, as timely information exchange reduces uncertainty and enhances supply chain responsiveness to changes in the business environment [17]. The level of accuracy of information exchanged among partners within a supply chain reflects the extent to which trust has been established among them [15]. Trust developed through consistent performance, transactional fairness, and a commitment to mutual benefits fosters greater transparency in information exchange, thereby enhancing the overall performance of the supply chain [17]. This is supported by research findings indicating that information sharing and trust have a positive and significant effect, both partially and simultaneously [18]. Based on the above discussion, the research hypotheses are formulated as follows:

H1: Information sharing has a positive effect on supply chain performance

H2: Trust has a positive effect on supply chain performance.

H3: Information sharing and trust simultaneously have a positive effect on supply chain performance.

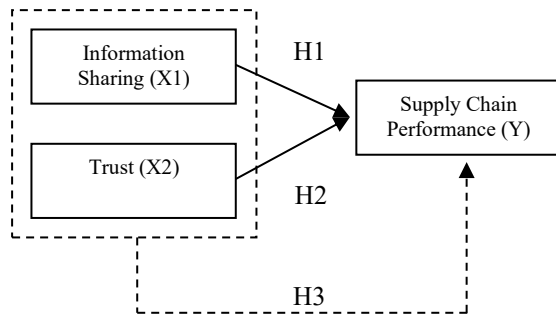


Figure 1. Conceptual Framework

## 2. Research Method

This study employs an associative quantitative approach aimed at examining the relationships and effects of information sharing and trust on supply chain performance. The research was conducted among micro, small, and medium enterprises (MSMEs) in the culinary sector located in Palu City as the research setting. The data source used in this study is primary data obtained directly from respondents. Data were collected through the distribution of questionnaires developed based on the indicators of each research variable, namely information sharing, trust, and supply chain performance, with measurements using a five-point Likert scale. The sampling technique applied in this study was purposive sampling, with criteria focusing on culinary sector business actors categorized as small enterprises, defined as having assets ranging from IDR 50 million to IDR 500 million or annual sales between IDR 300 million and IDR 2.5 billion. Referring to Roscoe's rule of thumb, an acceptable sample size for a research study generally ranges from 30 to 500 respondents [19]. Furthermore, when a study involves multivariate analysis such as correlation or regression, the minimum sample size should be at least ten times the number of variables examined. However, in this study, the sample size was determined to be twenty times the number of variables (three variables), resulting in a total of 60 respondents. This determination was made to enhance the accuracy and reliability of the questionnaire results.

The collected data were analyzed using SPSS software through multiple linear regression analysis to test the influence of independent variables on the dependent variable, both partially and simultaneously. This analysis was preceded by validity testing, reliability testing, and classical assumption tests. Furthermore, hypothesis testing was conducted using t-tests, F-tests, and the coefficient of determination ( $R^2$ ).

Variable measurement was conducted based on indicators derived from previous studies. Information sharing was measured through the dimensions of timeliness, accuracy, and adequacy of information [20]. Trust was measured using indicators of shared confidence with suppliers to do the right thing, mutual fulfillment of promises and commitments, and honest

and open attitudes [21]. Supply chain performance was measured through the ability of business actors to shorten cycle time (lead time), optimize inventory turnover, reduce product defect rates, lower production costs, and increase flexibility in responding to customer demand [22].

### 3. Result and Discussion

#### 3.1. Validity Test

Based on the results of the validity test using the formula ( $df = n - 2$ ), the degree of freedom ( $df$ ) obtained was 58 ( $60 - 2$ ). With a total of 60 respondents and a significance level of  $\alpha = 0.05$ , the r-table value was 0.245. The test results indicate that all statement items for the variables information sharing (X1), trust (X2), and supply chain performance (Y) are declared valid, as the Pearson correlation values of each item are greater than the r-table value (0.245). Therefore, all statement items are considered appropriate and reliable for use as accurate measurement instruments to represent the research variables.

#### 3.2. Reliability Test

Based on the results of the reliability test presented in Table 1, the variables information sharing, trust, and supply chain performance show Cronbach's Alpha (CA) values greater than 0.70. These results indicate that the research instruments have a good level of reliability and meet the minimum reliability threshold. Therefore, the instruments used in this study are appropriate and can be considered trustworthy for measuring the respective research variables.

Table 1. Reliability Test results

Variable	CA	CA Limit	Description
Information Sharing	.818	.700	Reliable
Trust	.821	.700	Reliable
Supply Chain Performance	.896	.700	Reliable

Table 3. Multicollinearity Test Results

Model	Coefficients <sup>a</sup>		Standardized Coefficients Beta	t	sig	Collinearity Statistics	
	Unstandardized Coefficients					Tolerance	VIF
	B	Std. Error					
Constant	6.579	4.885		1.347	.183		
Information Sharing	1.100	.263	.553	4.184	<.001	.334	2.998
Trust	.501	.220	.301	2.276	.027	.334	2.998

a. Dependent Variable: Supply Chain Performance

#### 3.5. Heteroskedasticity Test

Based on the results of the heteroskedasticity test shown in Figure 1, the distribution of points in the scatterplot appears to be randomly dispersed, does not form any specific pattern, and is spread both above and below the

#### 3.3. Normality Test

Based on the results of the normality test presented in Table 2, the Kolmogorov–Smirnov (K–S) test shows a residual significance value of 0.189, which exceeds the significance level of 0.05. Therefore, the data in this study can be stated to be normally distributed and have satisfied the normality assumption. This indicates that the distribution of the residuals does not deviate significantly from a normal distribution. As a result, the data are considered appropriate for further statistical analysis, particularly multiple linear regression analysis.

Table 2. Normality Test Results

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		60.00000000
Normal Parameters <sup>a,b</sup>	Mean	.00000000
	Std. Deviation	3.61577730
	Absolute	.10200000
Most Extreme Differences	Positive	.10000000
	Negative	-.10200000
Test Statistic		.10200000
Asymp. Sig. (2-tailed)		.18900000

a. Test distribution is Normal.

b. Calculated from data

#### 3.4. Multicollinearity Test

Based on the results of the multicollinearity test presented in Table 3, the information sharing variable (X1) shows a tolerance value of 0.334 and a Variance Inflation Factor (VIF) value of 2.998. Meanwhile, the trust variable (X2) also has a tolerance value of 0.334 and a VIF value of 2.998. All variables have tolerance values greater than 0.10 and VIF values less than 10. Therefore, it can be concluded that the regression model in this study does not experience multicollinearity problems.

zero value on the Y-axis. This condition indicates that the regression model in this study does not suffer from heteroskedasticity problems. Therefore, the regression model meets the assumption of homoskedasticity and is suitable for further analysis.

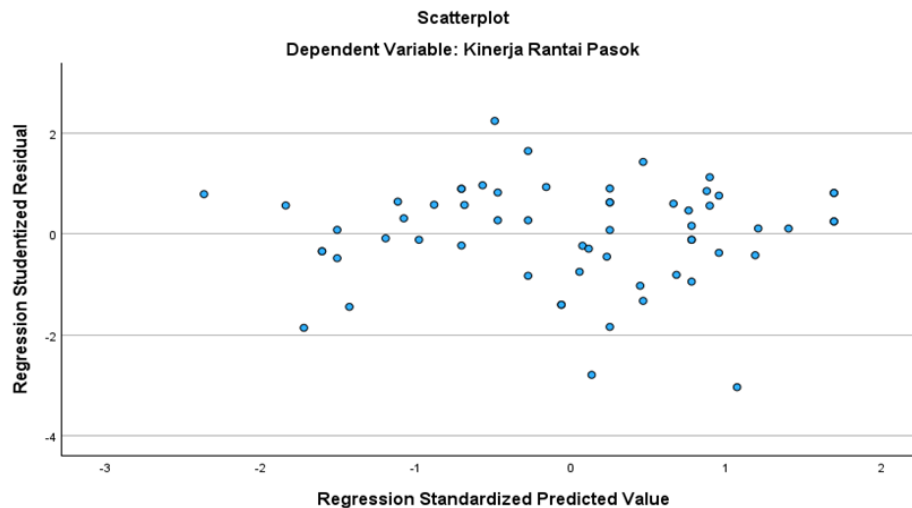


Figure 1. Heteroskedasticity Test Results

### 3.6. Descriptive Statistical Analysis (Mean)

Based on the results of the descriptive statistical analysis in Table 4, the information sharing variable has a mean value of 25.18, indicating that the level of information sharing within the supply chain falls into a relatively high category. This suggests that supply chain actors have been fairly optimal in exchanging relevant, accurate, and timely information. Furthermore, the trust variable records a mean value of 38.22, reflecting a good level of trust among parties within the supply

chain, as demonstrated by the presence of confidence, commitment, and reliability in establishing cooperative relationships. Meanwhile, the supply chain performance variable has a mean value of 53.42, indicating that overall supply chain performance is in the high category. This shows that supply chain activities have been carried out effectively and efficiently, particularly in terms of timeliness, quality, and the ability to meet customer needs.

Table 4. Descriptive Statistical Analysis (Mean) Results

	N	Minimum	Maximum	Mean	Std. Deviation
Information Sharing	60	17.00	30.00	25.1833	3.15418
Trust	60	31.00	45.00	38.2167	3.76915
Supply Chain Performance	60	38.00	65.00	53.4167	6.27422
Valid N (listwise)	60				

### 3.7. Multiple Linear Regression Analysis

Based on the calculation results shown in Table 3, the multiple linear regression equation is formulated to explain the relationship between the independent variables and the dependent variable. This regression model is used to analyze the effect of information sharing (X1) and trust (X2) on supply chain performance (Y). The multiple linear regression equation obtained in this study is expressed on Equation (1).

$$Y = 6.579 + 1.100(X1) + 0.501(X2) + e \quad (1)$$

The constant value of 6.579 indicates that when the information sharing (X1) and trust (X2) variables are assumed to be constant or experience no change, the value of supply chain performance (Y) remains at 6.579 units. This constant reflects the baseline level of supply chain performance in the absence of changes in the independent variables. Therefore, even without improvements in information sharing and trust, a certain level of supply chain performance still exists.

The regression coefficient of the information sharing variable (X1) is 1.100, indicating that information sharing has a positive effect on supply chain performance. This means that for every one-unit increase in information sharing, supply chain performance increases by 1.100 units, assuming other variables remain constant. Furthermore, the significance value of  $< 0.001$  ( $< 0.05$ ) indicates that the effect of information sharing on supply chain performance is statistically significant.

The regression coefficient of the trust variable (X2) is 0.501, indicating that trust also has a positive effect on supply chain performance. This implies that for every one-unit increase in trust, supply chain performance increases by 0.501 units, assuming other variables remain unchanged. The significance value of 0.027 ( $< 0.05$ ) demonstrates that the effect of trust on supply chain performance is statistically significant.

Based on the Standardized Coefficients (Beta) values, the information sharing variable has a beta value of

0.553, which is higher than the beta value of the trust variable at 0.301. This result indicates that information sharing has a stronger influence on supply chain performance compared to trust. Therefore, information sharing can be identified as the most dominant variable affecting supply chain performance in this regression mode

### 3.8. Simultaneous Test (F-Test)

Based on the results of the simultaneous test (F-test) presented in the Table 5, the calculated F-value is

Table 5. Simultaneous Test Results

ANOVA <sup>a</sup>					
Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	1551.226	2	775.613	57.315	<.001 <sup>b</sup>
Residual	771.357	57	13.533		
Total	2332.583	59			

a. Dependent Variable: Supply Chain Performance  
 b. Predictors: (Constant), Trust, Information sharing

### 3.9. Coefficient of Determination Test (R<sup>2</sup>)

Based on the results of the coefficient of determination test presented in the Table 6, the R Square (R<sup>2</sup>) value is 0.668. This indicates that 66.8% of the variation in supply chain performance can be explained by the variables of information sharing and trust. Meanwhile, the remaining 33.2% is influenced by other factors outside the scope of this research model.

Table 6. Coefficient of Determination Test Results

Model Summary <sup>b</sup>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.0817 <sup>a</sup>	.668	.656	3.67867

a. Predictors: (Constant), Trust, Information Sharing  
 b. Dependent Variable: Supply Chain Performance

Furthermore, the Adjusted R Square value of 0.656 indicates that after adjustment for the number of independent variables included in the model, the regression model's ability to explain variations in supply chain performance is 65.6%. This value suggests that the regression model has a strong explanatory power. In addition, the R value of 0.817 signifies a very strong relationship between the independent variables (information sharing and trust) and the dependent variable (supply chain performance).

### 3.10. Information Sharing and Supply Chain Performance

The results of the multiple linear regression analysis indicate that information sharing has a positive and significant effect on supply chain performance among culinary MSMEs in Palu City. This finding indicates that the better the quality of information exchange in terms of timeliness, accuracy, and information adequacy the higher the supply chain performance. The positive effect can be explained by the role of information sharing in reducing operational uncertainty and enhancing coordination among supply chain actors.

57.315 with a significance level of < 0.001, which is lower than the significance threshold of 0.05. These results indicate that the variables information sharing and trust simultaneously have a significant effect on supply chain performance. Therefore, the regression model used in this study is considered appropriate and capable of explaining the relationship between the independent variables, namely information sharing and trust, and the dependent variable, which is supply chain performance.

Information sharing related to production and financial aspects plays a critical role in enhancing inter-organizational coordination, as it enables MSME actors and suppliers to align production planning, inventory management, and cost control more efficiently [23]. Timely and accurate information regarding raw material availability, pricing, and delivery schedules enables MSMEs to engage in more effective production planning and inventory management. In the context of culinary MSMEs, which are highly dependent on fresh raw materials and service speed, smooth information flows are critical for maintaining production continuity and service quality. Furthermore, effective information sharing strengthens integration among MSMEs, suppliers, and customers, facilitating faster and more accurate decision-making, reducing the risk of supply delays, minimizing stockouts, and improving overall resource utilization efficiency.

These findings are supported by prior research, which found that information sharing has a strong direct effect on supply chain performance [24]. Another study also reported that information sharing has a positive relationship with supply chain performance [25]. Emphasizing the smoothness and efficiency of information flows within the supply chain, rather than focusing solely on the movement of products and materials, enables more optimal inventory control and more effective utilization of resources. This finding underscores that the exchange of accurate, timely, and relevant information is crucial in supporting coordination, planning, and decision-making within the supply chain, particularly in the context of businesses operating in the culinary sector.

### 3.11. Trust and Supply Chain Performance

The analysis also shows that trust has a positive and significant effect on supply chain performance. This result indicates that higher levels of trust among supply

chain partners are associated with better supply chain outcomes for culinary MSMEs in Palu City. Trust enables the development of stable and sustainable cooperative relationships, characterized by open communication, the fulfillment of commitments, and consistency in adhering to agreements related to raw material quality, pricing, and delivery reliability. In the context of culinary MSMEs, where dependence on raw material suppliers is relatively high and the use of formal contracts is often limited, trust functions as an informal governance mechanism that supports smooth collaboration among business partners. A high level of trust reduces the need for excessive monitoring and helps mitigate potential conflicts and opportunistic behavior, thereby allowing coordination processes to run more smoothly. Moreover, trust encourages the formation of long-term partnerships that positively contribute to improvements in lead time, operational cost efficiency, and MSMEs' ability to respond to changes in customer demand. Through trust-based relationships, supply chain actors tend to be more proactive in sharing information and jointly resolving operational issues.

This result is consistent with previous research, which indicates that trust positively influences supply chain performance [26]. A high level of trust among supply chain actors encourages accountability and supports sustainable raw material procurement, thereby enhancing performance. Consistent with prior findings, trust was found to have a positive and significant effect on supply chain performance [27]. This regression analysis suggests that business practices carried out in an environment of mutual trust are able to improve the quality of communication among partners, accelerate process lead times, and reduce operational costs for culinary MSMEs.

### 3.12. Information sharing, Trust and Supply Chain Performance

The simultaneous test (F-test) indicates that information sharing and trust jointly have a significant influence on supply chain performance. The results demonstrate that the regression model meets the required level of statistical significance, meaning the independent variables are able to explain changes in the dependent variable simultaneously. Therefore, the regression model used in this study is considered appropriate and reliable for analyzing the effect of information sharing and trust on supply chain performance.

Conceptually, these findings affirm that the supply chain performance of culinary MSMEs in Palu City is not determined by a single factor, but rather is the result of interactions among multiple factors that complement and reinforce one another. Information sharing plays an important role in creating effective coordination among culinary MSME supply chain actors, particularly between business owners and raw material suppliers, as

it enables the delivery of accurate, timely, and relevant information related to stock availability, prices, and delivery schedules. This, in turn, supports production planning, inventory control, and more accurate decision-making. On the other hand, trust serves as a foundation for building sustainable cooperative relationships between culinary MSMEs and their supply chain partners, strengthening commitment, enhancing communication openness, and reducing uncertainty and potential conflicts in operational activities. When effective information-sharing practices are supported by high levels of trust, optimal synergy among culinary MSME supply chain actors in Palu City can be achieved, ultimately driving improvements in operational efficiency, responsiveness to consumer demand, and overall supply chain performance.

## 4. Conclusion

The results show that information sharing and trust have positive and significant effects on supply chain performance, both partially and simultaneously. Information sharing is proven to be the most dominant variable, highlighting the importance of the availability of accurate, timely, and adequate information in supporting supply chain coordination, planning, and decision-making. Meanwhile, trust plays a role as the foundation of cooperative relationships among supply chain partners, enhancing communication quality and reducing operational uncertainty. Simultaneously, these two variables are able to explain a substantial proportion of the variation in the supply chain performance of culinary MSMEs in Palu City. These findings imply that improvements in supply chain performance can be achieved through strengthening effective information-sharing practices and fostering sustainable trust among supply chain actors. Future research is recommended to expand the number and geographical scope of respondents and to incorporate additional variables, such as information technology or supply chain collaboration, in order to obtain a more comprehensive understanding.

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