

ABSTRACT

Indonesia and other countries have been affected by a Covid-19 pandemic. Covid-19 is a disease that attacks human respiration. The public is encouraged to always carry out health protocols so that medical devices are needed. The fast and wide spread of the corona virus disease has an impact on uncertainty and disruption to the global supply chain, including the health industry, especially pharmacies. Supply Chain Management (SCM) is also needed to maintain the supply chain. This study aims to determine the problems and supply chain management processes when the Covid-19 pandemic phenomenon occurs. In addition, knowing the solutions made by the pharmacy in minimizing these problems.

This study was a qualitative research with a case study. This study used semi-structured interviews at the Unwahas Semarang Pharmacy. The respondents in this study were the people who were involved in supply chain management, they are pharmacy manager and two distributors.

The results of the study found that there were several problems related to supply chain management when the Covid-19 pandemic phenomenon occurred, there was no change in the supply chain management process during the Covid-19 pandemic phenomenon as well as efforts made by the pharmacy in dealing with supply chain problems during the Covid-19 pandemic.

Keywords: Supply Chain Management, Pandemic COVID-19, Pharmacy