

CONTENTS

COVER.....	i
THESIS APPROVAL.....	ii
THESIS SUBMISSION.....	iii
DECLARATION OF ORIGINALITY.....	iv
MOTTO AND DEDICATION.....	v
ABSTRACT.....	vi
ABSTRAK.....	vii
ACKNOWLEDGEMENT.....	viii
CONTENTS.....	xi
CHAPTER I.....	1
1.1 Background.....	1
1.2 Problem statements	8
1.3. Research Objectives.....	9
1.4 Research Contributions.....	11
1.5 Research Outline.....	11
CHAPTER II.....	13
LITERATURE REVIEW.....	13
2.1 Foundation of Theory.....	13
2.1.1 Institutional Theory.....	13
2.1.2 Management commitment.....	16
2.1.3 Metric Difficulties (Difficulties in determining Performance measurement).....	17
2.1.4 Legislative Mandates.....	18
2.1.5 Training	19

2.1.6 Development Performance Measurement System.....	21
2.1.7 Use of Performance Information.....	22
2.1.8 Performance Accountability.....	23
2.2 Previous research.....	26
2.3 Framework for Thinking.....	31
2.4 Hypothesis Development.....	32
2.4.1 Effect of Management commitment	32
2.4.2 Effects of Metric Difficulties (Difficulties in determining performance measurement system).....	33
2.4.3 Effects of the Legislative Mandate.....	34
2.4.4 Effects of Training	35
2.4.5 Effect of Development PMS	36
2.4.6 Effect of Use of Performance Information.....	36
CHAPTER III.....	38
RESEARCH METHODOLOGY.....	38
3.1 Operational Definitions and Measurement of Variables.....	38
3.1.1 Dependent Variables (Y)	38
3.1.2 Independent Variable (X)	39
3.2 Population and Sample.....	44
3.3 Type and source of Data.....	45
3.4 Data Collection Method.....	45
3.5 Analysis Method.....	46
3.5.1 Descriptive Statistic.....	46
3.5.2 Data quality test.....	47
3.5.2.1 Validity test.....	47
3.5.2.2 Reliability test.....	47
3.5.3 Hypothesis Testing.....	48

CHAPTER IV.....	50
DATA RESULTS AND ANALYSIS.....	50
4.1 The Description of Research Objects.....	50
4.1 The Description of Research Sample.....	50
4.1.2 Demographics of Research Respondents.....	50
4.2 Data analysis.....	51
4.2.2 Data Quality Test.....	54
4.2.2.1 Convergen Validity Test.....	54
4.2.2.2 Discriminant Validity.....	58
4.2.2.3 Composite Reliability Test.....	60
4.3 Hypothesis Testing.....	60
4.4 Result interpretation.....	65
4.4.1 Effect of Management commitment to the Development of PMS and Use of performance Information.....	65
4.4.2 Effect of Metric difficulties to the Development of PMS and Use of performance Information.....	66
4.4.3 Effect of Legislative mandates to the Development of PMS and Use.. of performance Information	67
4.4.4 Effect of Training to the Development of PMS, and Use of Performance Information.....	69
4.4.5 Effect of development PMS on the Use of performance information and Development PMS to Performance accountability.....	70
4.4.6 Effect of Use of performance information to performance accountability.....	71
CHAPTER V.....	72
5.1. Conclusion.....	72
5.2 Research limitations.....	73
5.3 Suggestion.....	74
REFERENCES.....	75
APPENDIX.....	77