

ABSTRACT

This study aimed to examine and obtain empirical evidence about the influence of a comprehensive performance measurement system on managerial performance through quality feedback, trust in the superior and organization concern for workplace fairness. This research was conducted in Central Java by using functional manager respondents were selected using purposive sampling technique. The data collection is done by using a questionnaire survey addressed directly to the functional manager. Data obtained from 38 banking companies and analyzed by using Partial Least Squares Structural Equation Modeling (PLS-SEM) approach. The results showed that the comprehensive performance measurement system significant positive effect on managerial performance through quality feedback, trust in the superior and organization concern for workplace fairness. These findings show the importance of a comprehensive performance measurement system in improving managerial performance.

Keywords: Comprehensive performance measurement system, Quality feedback, Trust in the superior, Organization concern for workplace fairness and Managerial performance.