



TABLE OF CONTENT

DECLARATION	i
PREFACE	ii
TABLE OF CONTENT	iv
LIST OF FIGURE.....	vii
LIST OF TABLE	viii
LIST OF APPENDIX	ix
ABSTRACT	x
CHAPTER I INTRODUCTION	1
1.1 Background	1
1.2 Problem Formulation.....	2
1.3 Research Question	3
1.4 Research Benefits	3
1.5 Research Scope.....	3
1.6 Writing Systematics	4
1.7 Research Objectives	5
CHAPTER II LITERATURE REVIEW	6
2.1 Performance.....	6



2.2	Performance Measurement.....	6
2.2.1	Activity-Based Costing	7
2.2.2	Balanced Scorecard	8
2.2.3	Total Quality Management	8
2.3	EFQM Model	9
CHAPTER III RESEARCH METHOD		17
3.1	Research Design	17
3.2	Data Collection Methods	17
3.3	Research Instruments	19
3.4	Data Analysis Methods	22
CHAPTER IV RESEARCH ANALYSIS.....		23
4.1	Respondents Description	23
4.2	Analysis Results	24
4.2.1	Purpose, Vision, & Strategy.....	26
4.2.2	Organisational Culture & Leadership	27
4.2.3	Engaging Stakeholders.....	27
4.2.4	Creating Sustainable Value	28
4.2.5	Driving Performance & Transformation.....	29
4.2.6	Stakeholder Perceptions	29



4.2.7	Strategic & Operational Performance	29
CHAPTER V CONCLUSION.....		31
5.1	Conclusions	31
5.2	Implications	31
5.3	Limitations.....	32
5.4	Suggestion	32
BIBLIOGRAPHY		33
APPENDIX A. LIST OF QUESTIONS		35
APPENDIX B. PHOTO OF SURVEY.....		41