

THE INVESTIGATION OF PERFORMANCE MEASUREMENT SYSTEM IN THAI LISTED COMPANIES

ABSTRACT

This study explores the use of the performance measurement system (PMS) in Thai listed companies. The study reveals that a successful PMS can be defined as a system that enables employees to both be aware of and attempt to use strategies to improve their organisation. The survey showed that factors that affect the success of a PMS are consistent to those discussed in the literature. One exception is the difference in industry group, which is found to have an insignificant effect on the success of a PMS.

INTRODUCTION

Performance is becoming of increasing concern and numerous organisations have introduced performance measurement systems (PMS) to obtain an understanding of their performance. Performance measurement has been a management tool in both the private and public sectors for many years. It is used to determine the effectiveness and efficiency of services or products and to highlight programme strengths and areas for improvement. The challenge for organisations today is how to match and align performance measures with business strategy and organisational structures and culture. Other important issues include a balance between the benefits and costs of applying these measures, the number and type of measures, and the application of the measures so as to best build on the results. To address this challenge, organisations are advised to apply a framework that provides a methodology for selecting and implementing the most appropriate performance measures.

Performance measurement is high on agendas these days, with many conferences, seminars, and trainings dedicated to this topic. Many companies spend a considerable amount of their resources on investigating and implementing a PMS and some succeed while others fail (Braam and Nijssen, 2004).

* The author received research grant from Faculty of Commerce and Accountancy, Thammasat University.



Authors:

^a Dr Nopadol ROMPHO

Affiliations:

^a Assistant Professor
Department of Operations
Management, Faculty of
Commerce and Accountancy,
Thammasat University,
Thailand

Correspondence to:

Dr Nopadol ROMPHO

E-mail:

nrompho@tu.ac.th

Key words:

Performance Measure,
Performance Measurement
System, Performance
Measurement Framework,
Strategy Awareness, Thai
Listed Companies

How to cite this article:

ROMPHO, N., THE INVESTIGATION
OF PERFORMANCE
MEASUREMENT SYSTEM IN THAI
LISTED COMPANIES, Global
Journal of Strategies &
Governance, pages 56 - 67



<http://review-gjsg.com/>