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THE ROLE OF ORGANIZATIONAL SUPPORT, ROLE CLARITY, PROCEDURAL FAIRNESS AND NONFINANCIAL MEASURES ON MANAGERIAL PERFORMANCE

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ABSTRACT

The purpose of this study is to analyze the direct effects of nonfinancial performance measures and organizational support on managerial performance. The study also examined the direct effect of organizational support on nonfinancial performance measures. Indirect effect of nonfinancial performance measures through role clarity and procedural fairness on managerial performance were also tested. This study used a survey through questionnaires. The research data were obtained from 97 managers working in Microfinance Institutions in Central Java, Indonesia. We used descriptive statistics and structural equation model to analyze the data. The results revealed that nonfinancial performance measures and organizational support have a direct positive impact on managerial performance. Organizational support has a positive impact on nonfinancial performance measures. The results also show that clarity roles mediate the relationship between non-financial performance measures and managerial performance, but procedural fairness is not significant as a mediating variable. Another finding is that nonfinancial measures mediate organizational support and managerial performance relationships. The results of the study provide information to management about the important role of nonfinancial performance measures and organizational support to improve managerial performance.

Keyword: Financial performance measures, Organizational support, Role clarity, Procedural fairness, Managerial Performance

