

ABSTRACT

This study aims to examine the effect of management control system component (quality goal, quality feedback, and quality incentive) to quality performance. The population of this study were travel agent listed on yellow pages book. Samples determined by using purposive sampling method. The samples obtained were as much 45 companies. Testing the hypothesis using multiple regression analysis method with the help of SPSS Ver.17.00. The test results showed that the first hypothesis (H1) which states that positive effect on the quality goal to quality performance, acceptable. The second hypothesis (H2) which states that positive effect on the quality feedback to quality performance, acceptable. The third hypothesis (H3) which states that positive effect on the quality incentive to quality performance, acceptable.

Keywords: Management Control Systems (quality goal, quality feedback, quality incentive) and Quality Performance.