

## **ABSTRACT**

*Management Control System (MCS) is a system that oversees all operations of the company from planning, organizing, coordinating, and evaluation of performance has been achieved. The purpose of this research is to find empirical evidence that some aspects of the management control system (employee performance, compensation, communication, conflict resolution, commitments, as well as product and market policies) influence on financial performance. The study was conducted at the head office of the state airline company PT.Garuda Indonesia (Persero) Tbk in Jakarta.*

*Methods of data collection was conducted through questionnaires circulated by the author. The population used in this study is the manager and employees working at the head office of PT. Garuda Indonesia (Persero) Tbk. The sample in this research that managers and employees at the Division of Accounting and Finance PT. Garuda Indonesia (Persero) Tbk, using non-probability sampling method. Data were analyzed using multiple regression analysis. Data processing was performed using SPSS software.*

*Results of this study indicated that some aspects of the management control system (employee performance, compensation, communication, conflict resolution, commitments, as well as product and market policies) is significant and gave positive impact on financial performance, simultaneously. Partially, compensation becomes the biggest variable affecting the financial performance, followed by the variable employee performance and product and market policies. Whereas communication, conflict resolution, and the commitment have no effect on the financial performance.*

**Keywords:** *management control systems, employee performance, compensation, communication, conflict resolution, commitments, product and market policies, financial performance*