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Determinants of Accounting Information System Performance (Micro, Small, and Medium Enterprises in Bogor Regency, West Java)

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Abstract: The global competition becomes the greatest challenge being faced by the organizations. The decision making process determines the survival of the organizations. One of the important resources that play a role in decision making is information. Most of the information needed is the organization's accounting information. Micro, Small, and Medium Enterprises (SMEs) have started implementing accounting or bookkeeping for the specific purpose of taxation, credit, capital, developing a business, and so on. However, the application of accounting information systems (bookkeeping or recording) is not necessarily effective and efficient. Accounting information system performance is influenced by certain factors. This study aims to obtain empirical evidence of the influence of organizational culture, organizational commitment, staff competence, and change management to the accounting information system performance. To test the empirical facts, logic necessary arrangement with the Background theory: Karl Marx (1818-1883), Max Weber (1864-1920), Grand Theory: Georg Simmel (1838-1918), Ralf Dahrendorf (1929-2009), Lewis A Coser (1913-2003), Middle Range Theory: Jensen & Meckling (1976), Application Theory: Schein (1992), Hofstede (1991), Iceberg Theory, Wood et al (2001), Luthans (1992), Spencer (1993), Potts & LaMarsh (2004), Huczynski & Buchanan (1991). The research unit is 101 respondents in SMEs in West Jakarta. Methods of analysis tools using path analysis or a combination of correlation and regression to determine the effect of partial and simultaneous. The results of the study after the test of validity, reliability, and the transformation of ordinal data to interval shows the results: organizational culture, organizational commitment, staff competence, change management have significant and positive effect on the performance of accounting information systems partially or simultaneously adjusted R square value of 0.672 or 67.2 % and the rest are other factors outside of the model of 0.328 or 32.8 %. Results of this study have consistency with the entire framework, literature review, and previous research. The suggestion for the study: a) necessary for the development of advanced research outside the model, (b) for SME policies need to consider the development of organizational culture, organizational commitment, staff competence, and change management to improve the performance of accounting information systems

Keywords: Organizational Culture, Organizational Commitment, Staff Competence, Change Management, Performance of Accounting Information Systems

INTRODUCTION

The research on the performance of accounting information systems in Micro, Small, and Medium Enterprises (MSMEs) is motivated by suspicions about the weak management of bookkeeping and recording carried out by MSMEs. For example, underpaid taxes that must still be paid by MSME business actors because bookkeeping or recording is not as it should be. Or incomplete financial information in MSME bookkeeping makes it difficult to get capital loans from banks that provide people's business credit. This is due to several factors that affect the performance of accounting information systems in Micro, Small, and Medium Enterprises (MSMEs). Accounting information systems are important for presenting financial information. The implementation of accounting information systems has not been effective so that financial reports do not meet the needs of users. There are several factors that affect the performance of accounting information systems, such as user involvement, management support, formalization of system development, user training and education, system user capabilities, and so on. Most previous studies have been conducted in manufacturing companies, banks, and government. This motivates researchers to examine the performance of accounting information systems by conducting research on Micro, Small, and Medium Enterprises (MSMEs). Micro, Small, and Medium Enterprises (MSMEs) play a role in national economic development. MSMEs are able to create jobs. Based on Statistics data, the role of MSMEs is very large for the growth of the Indonesian economy, with the number reaching 99% of all business units. In 2023, MSME business actors will reach around 66 million. The contribution of MSMEs reaches 61% of Indonesia's Gross Domestic Product (GDP), equivalent to IDR 9,580 trillion. MSMEs absorb around 117 million workers (97%) of the total workforce.

By looking at the situational and conditional conditions in previous studies and data phenomena, the central theme of this study can be compiled as follows: "Although it is not yet clear, there are initial indications that the variables of organizational culture, organizational commitment, staff competence, change management are suspected of having a positive influence on the performance of accounting information systems. Therefore, this study will empirically test the influence of these variables on Micro, Small, and Medium Enterprises in Bogor Regency, West Java in order to obtain clarity on this phenomenon"

Problem Identification. How does organizational culture, organizational commitment, staff competence, change management affect the performance of accounting information systems (either partially or simultaneously).

Accounting Information System, Romney, Steinbart (2012:30), "Accounting is an information systems, since an AIS collects, records, stores, and processes accounting and other data to produce information for decision makers. Bodnar and Hopwood (2010:1), "an accounting information system (AIS) is a collection of resources, such as people and equipment, designed to transform financial and other data into information. Romney dan Steinbart (2012:30): "There are six components of an AIS: (1) The people who use the system, (2) The procedures and instructions used to collect, process, and store data, (3) The data about the organization and its business activities, (4) The software used to process the data, (5) The information technology infrastructure, including the computers, peripheral devices, and network communication devices used in the AIS, (6) The internal controls and security measures that safeguard AIS data".

Accounting information system (AIS) Romney dan Steinbart (2012: 31), "A well-designed AIS can add value to an organization by: (1) Improving the quality and reducing the costs of products or services. For example, an AIS can monitor machinery so operators are notified immediately when performance falls outside acceptable quality limits. This helps maintain product quality, reduces waste, and lowers costs; (2) Improving efficiency. For example, timely information makes a just-in-time manufacturing approach possible, as it

requires constant, accurate, up-to-date information about raw materials inventories and their locations; (3) Sharing knowledge. Sharing knowledge and expertise can improve operations and provide a competitive advantage. For example, CPA firms use their information systems to share best practices and to support communication between offices. Employees can search the corporate database to identify experts to provide assistance for a particular client; thus, a CPA firm's international expertise can be made available to any local client; (4) Improving the efficiency and effectiveness of its supply chain. For example, allowing customers to directly access inventory and sales order entry systems can reduce sales and marketing costs, thereby increasing customer retention rates; (5) Improving the internal control structure. And AIs with the proper internal control structure can protect systems from fraud, errors, system failures, and disasters; (6) Improving decision making. Improved decision making is vitally important and is discussed below in more detail.

Organizational culture. Robbins dan Judge (2007:511), "Organizational culture refers to a system of shared meaning held by members that distinguishes the organization from other organizations". Wood et al (2001:391), "Organizational culture is the system of shared beliefs and values that develops within an organization and that guides the behavior of its members. Edgar Schein & Luthans (1992:562), Organizational culture: A pattern of basic assumptions-invented, discovered, or developed by a given group as it learns to cope with its problems of external adaptation and internal integration-that has worked well enough to be considered valuable and, therefore, to be taught to new members as the correct way to perceive, think, and feel in relation to those problems." Organizational culture Hofstede (1991:5) "The collective programming of the mind distinguishing the members of one group or category of people from another." "Symbols are words, gestures, pictures or objects that carry a particular meaning which is only recognized by those who share the culture. New symbols are easily developed and old ones disappear: symbols from one cultural group are regularly copied by others. This is why symbols have been put into the outer. Heroes are persons, alive or dead, real or imaginary, who possess characteristics which are highly prized in a culture, and who thus serve as models for behavior."

Organizational Commitment. Robbins dan Judge (2007: 75) "the degree to which an employee identifies with a particular organization and its goals and wishes to maintain membership in the organization." Newstrom dan Davis (2002:211), "organizational commitment or employee loyalty is the degree to which an employee identifies with the organization and wants to continue actively participating in it." (Wood et al (2001:113) "organizational commitment is the degree to which a person strongly identifies with, and feels a part of, the organization."

Staff Competence. JGN Consulting Denver, USA, "a competency refers to an individuals demonstrated knowledge, skill, or abilities (KSA's) performed to a specific standard. Competencies are observable, behavioral acts that require a combination of KSA's to execute. They are demonstrated in a job context and as such, are influenced by an organization's culture and work environment. In other words, competencies consist of a combination of knowledge, skill and abilities that area necessary in order to perform a major task or function in the work setting." Competency Standards Body Canberra (2009:302), "Competency comprises knowledge and skills and the consistent application of that knowledge and skill to the standard of performance required in employment."

Change management. Huczynski dan Buchanan (1991:527), First, There is the need to introduce internal changes to cope with developments occurring outside the organization such as changes in (a) Technology, (b) Customer's tastes, (c) Competitors' activities, (d) Materials, (e) Legislation, (f) Social or cultural values, (g) Changing economic circumstances. Because these triggers for change arise outside the organization, they are called external triggers of change. Second, there is the desire to modify the attitudes, motives, behaviour, knowledge,

skills and relationships of an organization's members to improve performance. This may be achieved by changing: (a) Job design and skills requirements, (b) Product design, (c) Office and factory layouts, (d) Allocation of responsibilities, (e) Technology. Because these triggers for change arise within the organization, they are called internal triggers of change. Third, there is the desire to anticipate developments and to find in advance ways of coping with them, The organization may know that overseas competitors are introducing technical refinements that will eventually make their products absolute. This is proactive change.”

Hypothesis. Organizational culture, organizational commitment, staff competence, and change management positive impact on accounting information systems.

METHOD

This research uses a quantitative approach to hypothesis testing and field study to test specific theories by examining the relationship between variables (Sekaran, 2014). This research involves four variables independent, which are Organizational culture, organizational commitment, staff competence, and change management. Measurements for each of these variables are explained below.

Table 1 Number of indicators and reference sources for construct measurements

Variable	Dimension	Indicator
Organizational culture (X ₁). Robbins dan Judge (2007:511), Schein (2004 : 26), Wood et al (2001:392-393),Hofstede (1991:9)	4	11
Organizational Commitment (X ₂) Robbins dan Judge (2007:75), Newstrom dan Davis (2002:211), Sweeney dan McFarlin (2002:60), Wood et al (2001:113),Luthans (1992:124)	4	13
Staff Competence (X ₃). Barney (2008:110-111),Spencer (1993:9)	2	11
Change management (X ₄). Perkov et al (2008:3), Potts LaMarsh (2004:16), Wood et al (2001: 579-584), Huczynski dan Buchanan (1991: 531), Kurt Lewin (1990: 183-184)	3	12
Accounting Information System (Y). Montazemi, Choe(2005:836-837), DeLone dan McLean (2003:10-12),Doll Torkzadeh (2002:1150)	5	12

RESULT AND DISCUSSION

The distribution of questionnaires was carried out from April 2, 2024 to May 6, 2024, in Bogor Regency, West Java. The questionnaires returned were 104 questionnaires, while the number of questionnaires that met the completeness criteria and were taken as samples was only 101 questionnaires or 97.12%. The influence of organizational culture, organizational commitment, staff competence, change management on the performance of accounting information. Based on the SPSS output, a hypothesis testing model can be prepared through the following equation:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \epsilon_0$$

$$Y = 31.926 + 0.231 X_1 + 0.221 X_2 + 0.293 X_3 + 0.227 X_4$$

Partial (t) = (0.015*) (0.032*) (0.021*) (0.044*)

Partial = (0.673*) (0,441*) (0.432*) (0.539*)

Simultaneous F = (0.000*)

Adjustment R Square = 0,672 or 67.2%

Alpha = (0,05)

(*) = (Significant)

ϵ_0 = 0,328 or 32.8%

Y = performance of accounting information

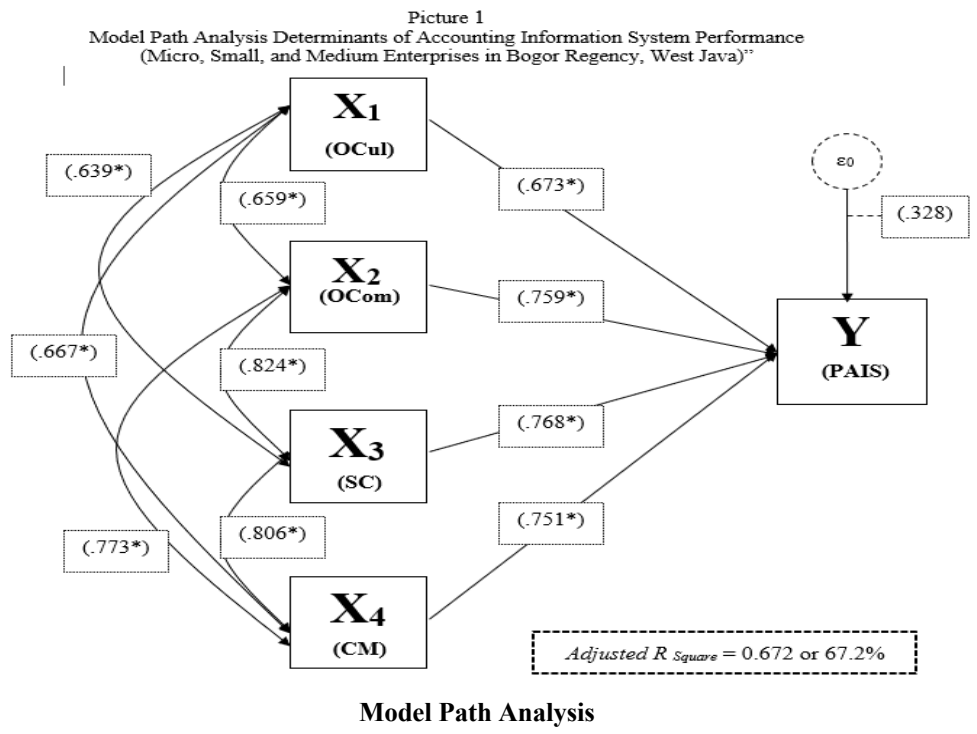
X₁ = organizational culture

X₂ = organizational commitment

X₃ = staff competence

X₄ = change management

β_0 = Constanta
 $\beta_1, \beta_2, \beta_3, \beta_4$ = Slope Coefficient
 ϵ_0 = error terms
 n = 101



Organizational Culture (X₁), Organizational Commitment (X₂), Staff Competence (X₃), and Change Management (X₄) have a significant influence on Accounting Information System Performance (Y) simultaneously. Organizational Culture with dimensions (a) characteristics, while the indicators are innovation, risk taking, team orientation, and aggressiveness (b) artifacts, while the indicators are symbols, rituals, and stories (c) values and beliefs, while the indicators are strategy, goals, and philosophy (d) basic assumptions, while the indicators are complete trust, Organizational Commitment with dimensions (a) attitudes, while the indicators are identification, involvement, and loyalty (b) influencing factors, while the indicators are personal, job characteristics, structural characteristics, and work experience (c) aspects, while the indicators are affective, normative, and sustainable (d) characteristics, while the indicators are active participation, desire to become a member, exerting effort, Staff Competence with dimensions (a) sources of competitive advantage, while the indicators are valuable, rare, not easily imitated, and not easily replaced (b) characteristics, while the indicators are knowledge, skills, abilities, traits, attitudes, expertise, and self-concept, Change Management dimensions (a) implementation, while the indicators are knowledge, means, and resources (b) targets, while the indicators are goals, strategies, structures, human resources, tasks, technology (c) stages, while the indicators unfreezing, changing, refreezing have a significant influence on the Performance of Accounting Information Systems with dimensions (a) user satisfaction, while the indicators are content, accurate, format, easy to use, and timely (b) system usage, while the indicators are frequency and user willingness (c) information quality, while the indicators are complete, relevant, and consistent (d) individual impact, while the indicators are individual decision making (e) organizational impact, while the indicators are organizational performance of 0.672 or 67.2% and are stated to be significant at the alpha level of 0.000. While the rest is influenced by other factors outside the research model of 32.8%.

Influence Outside the Model. There is an influence of other variables outside the model of 0.328 or 32.8%. Other variables are associated with George Simmel's Grand Theory, in *The Philosophy of Money*, stating that money can change the pattern of social interaction. According to his view, the culture of modern society and all its diverse and increasingly complex components (including the money economy) have developed. This causes the importance or role of individuals to begin to decline. An unavoidable fact, sometimes money is considered more important than the role of humans. The existence of money can cause conflict between humans. Other influences outside the model are associated with the next Grand Theory, namely Dahrendorf, who states that conflict occurs because of differences in authority in the structure of society. The dominant group has higher authority than the non-dominant group. This is what distinguishes society from being divided into two classes, just like the theories of Karl Marx and Max Weber. Conflict is the difference in production class or groups in society.

In this study, there are two figures as Background Theory, namely Karl Marx (1818-1883) and Max Weber (1864-1920). This study supports Karl Marx's explanation regarding the division of certain classes (groups) in society, namely the bourgeois class and the proletariat class. The bourgeois class shows people who have funds (principal) and the proletariat class shows people who have certain energy or skills, are workers for the bourgeois class (agent). In today's era, the bourgeoisie can be likened to company owners or stakeholders and the proletariat are like people who work for company owners (managers or employees). Company owners always demand employees to produce good performance so that company goals are achieved. This can be done by company owners because they have money to give to employees as wages for work. Employees cannot refuse orders from the company owner because they need wages for their survival. Weber divides society into two groups, namely the super-ordinate group (power holders) and the sub-ordinate (groups that do not have power). The core of Max Weber's thinking is almost the same as Karl Marx, namely that subordinate groups cannot fight against groups that have power, namely superordinates. Managers or employees who work for the interests of the power holders can be likened to subordinate groups, and company owners can be likened to superordinate groups. Employees cannot refuse orders from company owners because of the power held by the company owners.

In this study, the Grand Theory is George Simmel (1858-1918), Ralf Dahrendorf (1929-2009), and Lewis A. Coser (1913-2003). By adopting the thoughts of Karl Marx and Weber. Dahrendorf stated that conflict occurs because of differences in authority in the structure of society. The dominant group has higher authority than the non-dominant group. Dahrendorf stated that there are two interests that cause conflict, namely: (1) the interests of the dominant group to maintain their status or position, and (2) the interests of the non-dominant group to make changes in the structure of society. It is the same as a company owner who has power and dominates employees to maintain their existence, while employees work hard so that conditions change so that they are no longer dominated by the company owner. Coser argues that conflict is a positive thing that can be used as a tool to bind relationships in society. Conflict can occur between one group and another in a society. The conflict that occurs causes each group to show solidarity to maintain their group. Conflict can improve communication functions and develop individual roles in groups. Conflict can strengthen relationships and drive struggles within community groups. This study is associated with the Middle Range Theory of Jensen-Meckling (1976) regarding Agency Theory. This theory explains the conflict that occurs between agents (capital managers or management) and capital owners or shareholders (principals). Owners want to obtain maximum profit, while managers want to obtain welfare from the company through wages, salaries, bonuses, compensation, or high positions. This conflict results in each party wanting to maximize their power. Principals hope that agents can act in their interests and delegate authority to agents. In order to carry out their

functions properly, agents must be given adequate intensive supervision. Supervision is carried out by auditors as neutral parties and supervision activities incur costs for the principal.

CONCLUSIONS

The first hypothesis test shows the influence of organizational culture, organizational commitment, staff competence, management changes to the performance of accounting information systems partially, it can be concluded that: (a) the influence of organizational culture on the performance of accounting information systems is significant, (b) the influence of organizational commitment on the performance of accounting information systems is significant, (c) the influence of staff competence on the performance of accounting information systems is significant, (d) the influence of management changes. Statistical testing of the second hypothesis shows the influence of organizational culture, organizational commitment, staff competence, management changes on the performance of accounting information systems simultaneously, it can be concluded that they have a positive and significant influence. Suggestions for Managerial Policy. For further research on managerial policy, it is recommended for owners or employees of Micro, Small, and Medium Enterprises (MSMEs) on the side: (a) considering the organizational culture that is taking place in Micro, Small, and Medium Enterprises (MSMEs), (b) considering organizational commitment, (c) considering staff competence, namely skills, abilities, expertise, and knowledge in implementing accounting information systems, (d) considering change management in an effort to improve the performance of accounting information systems.

Suggestions for the Development of Science. For further research on the development of science, it is suggested: (a) to conduct research with the same variables in companies, banks, cooperatives with different analysis tools or using moderating and intervening variables, (b) to add other variables to obtain broader results and to better understand the performance of accounting information systems.

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