

# Analysis Of Factors Affecting The Performance Of Accounting Information Systems In Health Clinics In Patrang, Summersari And Kaliwates District

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**Abstract:** Development for humans to improve their welfare in the modern era without the use of technology and science. Therefore, humans must understand the development of science and technology because humans and science are related to each other. Technology and science facilitate daily activities and work. The creation of an information system is one of the signs of the country's progress. To achieve its goals, the organization must constantly strive to improve its performance due to the rapid advancement in information and communication technology. Quantitative Methods. According to tests conducted with the support of top management (X1) more than 0.05. Where the significant value of the study is 0.853. However, because the significant value of accounting information system user involvement (X2) is smaller than 0.05 where the significant value obtained from the research results is 0.00, the involvement of accounting information system users (X2) has a significant effect on the performance of accounting information systems (Y). In this case, it is known that H3, especially top management support (X1), has no impact on the functionality of the accounting information system (Y), while the involvement of information system users (X2) has a significant effect on the functionality of the accounting information system (Y) in health clinics in Patrang, Summersari and Kaliwates sub-districts. Shows how the variables of top management support (X1) and user engagement of accounting information systems (X2) impact the effectiveness of accounting information system performance (Y).

**Keywords:** Accounting Information System Performance, Top Management Support, Accounting Information System User Engagement, Patrang, Summersari and Kaliwates Districts

## INTRODUCTION

It is impossible for humans to improve their welfare in the modern era without the use of technology and science. Therefore, humans must understand the development of science and technology because humans and science are related to one another. Technology and science facilitate daily activities and work. Economic spread, social mobility, and cultural expansion are signs of modernity brought about by technological advances. The creation of an information system is one of the signs of a country's progress. In order to achieve its goals, the organization must continuously strive to improve its performance due to rapid advancements in information and communication technology. (Santoso & Alawiyah, 2021)

According to (Deananda et al., 2020), the accounting information system consists of a set of tools intended to convert financial data into information to meet the needs of internal and external users. Decisions are made based on financial reports. The financial reports of health clinics in the districts of Patrang, Summersari and Kaliwates in the accounting information system, information must be provided accurately. Recording, summarizing, and financial reporting are common activities that can be done manually or using computer software. Providing information for the administration of financial activities and improving the information produced by the previous system in terms of quality, delivery timeliness, and structure are the two objectives of accounting information system development (Qomariah et al., 2021). The accounting information system also serves to strengthen the accuracy of accounting data and offers a comprehensive record of the responsibilities and safeguards of an institution's financial assets.

According to (Putra & Rochimah, 2022) science and technology are currently developing very rapidly. Companies usually try to achieve certain benefits at the lowest cost. To achieve company goals and achieve them, companies must be able to manage various factors of production effectively and efficiently, such as capital, labor, natural resources, and expertise. The system update planning process is referred to as system update planning. This process aims to use existing resources and make changes to improve the corporate community. This must be done thoroughly and thoroughly while maintaining priority.

I chose to conduct research at health clinics in Patrang, Summersari, and Kaliwates sub-districts because many of the clinics in the Patrang, Summersari, and Kaliwates sub-districts already use an accounting information system. Because information systems are very important for survival in the clinic. The primary financial reporting method in accounting and management is accounting information systems. Large-scale organizations undoubtedly need processes that interact with individuals at different levels, but doing so can lead to a number of problems, including incorrect record keeping, non-compliant reporting, or even non-follow-up record keeping.

It is still found, among other things, that the performance efficiency of the accounting information system in every health clinic in Jember Regency is still below standard (Qomariah et al., 2022). Wirasakti Clinic, Nusa Medika Bondoyudo Clinic, Kita Clinic, Suhermin Clinic, UNEJ MEDICAL CENTER (UMC) Clinic, DR. M. Suherman, Outpatient Clinic, DR. M. Suherman, Medika Mulia Clinic, Pratama Polres Jember Clinic, Sakinah Clinic, Arjuna Clinic, Camar Mandiri Clinic, My Doctor's Clinic, My Doctor's Clinic Taman Gading, IAIN Jember Clinic, Kimia Farma's Clinic, Pt's Medical Clinic. Kai Jember, Muna Parahita Clinic, Nusa Medika Bondoyundo Clinic, Panti Siwi Clinic, Pratama Al-Furqon Clinic, Sima Clinic, Rolas Medika Clinic is caused by a number of factors, including top management support and involvement of users of accounting information systems. The phenomenon of how well the accounting information system performs in clinics in Patrang, Summersari, and Kaliwates districts. The technology used, among other things, is still under development, so data processing is slow and substandard. The purpose of this study was to analyze the factors that influence the performance of accounting information systems at health clinics in the Districts of Patrang, Summersari, and Kaliwates, although uncertain finances have a significant role in supporting reporting. accounting information system in this clinic.

As an organization that believes in planning and using accounting information systems for financial reporting so that financial reports are delivered properly and accurately (Sanosra et al., 2022). This study aims to determine the factors that affect the performance of accounting information systems in all health clinics in the districts of Patrang, Summersari and Kaliwates. Because the performance effectiveness of accounting information systems can have an impact on top management support and the involvement of users of accounting information systems.

From the explanation above, it will be discussed "Analysis of Factors Influencing the Performance of Accounting Information Systems at Health Clinics in Patrang, Summersari and Kaliwates Districts".

## LITERATURE REVIEW

The theory that provides a basis for understanding user behavior in obtaining and using accounting information systems (Kolman et al., n.d.) is the Technology Acceptance Model (TAM) by Davis (1989), which was adapted from Theory of Reasoned Action (TRA) developed by Gustian (2013). This model demonstrates how users of a new technology will deal with circumstances that will influence their decision to adopt a device. The degree to which a person thinks using a particular technology will improve his performance, known as perceived quality, is one of the two aspects described by TAM theory. This idea outlines the benefits of the system for users, with the aim of influencing ownership of the use of accounting information systems and increasing the effectiveness of the system through user interaction and information system development (Prastyowati et al., 2021). Support from top management and involvement of accounting information system users are two elements that will help accounting information systems work better.

According to (Deananda et al., 2020) an information system is a system within an organization that meets the demands of daily transaction processing, supports daily organizational operations, is managerial and organizational activities, and offers certain parties with the necessary reports.

Systems development refers to the process of creating new systems to complement existing ones or completely replace obsolete ones.

According to (Zulaeha et al., 2020) A group of assets, including personnel and equipment, which are used to convert financial and other data into information is known as an accounting information system. Decision makers are informed of the information. The configuration of the accounting information system from various documents, staff communication channels, and various reports aims to transform financial data into financial information.

Every company or organization aims for smooth execution of its commercial or operational activities when creating a system. Every business or organization must be successful against its competitors

in order to continue to operate. To achieve the main business goals, there is an increasing need for accounting information systems that can achieve these goals.

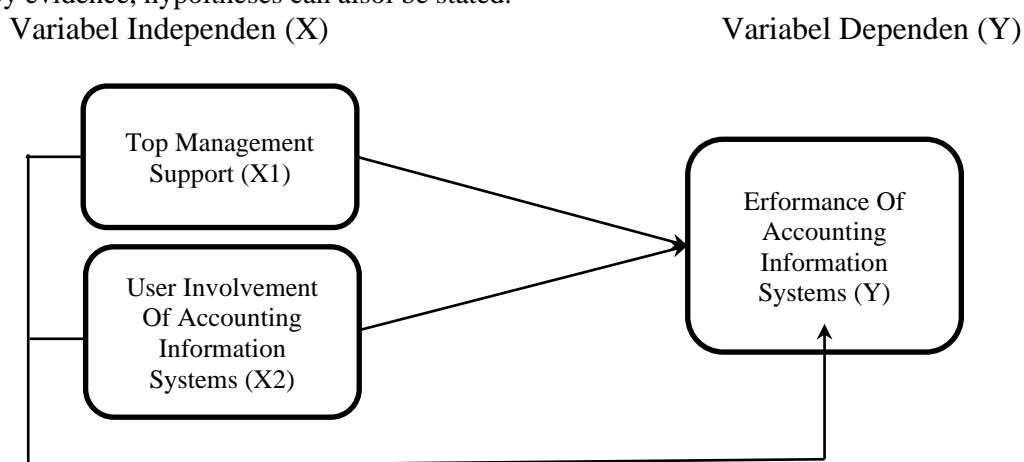
As far as we know, the main purpose of an accounting information system is to generate information based on data derived from financial transactions. According to (Elvan Kaukab et al., 2020) Both internal and external parties will base their decisions on this information. The material itself is delivered honestly and in a timely manner so that tasks can be completed successfully and effectively.

According to (Kantol Sudibyo & Hedy Kuswanto, n.d.) The effectiveness/success of the performance of the accounting information system is indicated by the variables of user satisfaction of the accounting information system indicated by the performance of the accounting information system. It is expected that an increase in organizational performance will follow an increase in individual performance. The magnitude of the performance effectiveness of an accounting information system must be known in order to determine whether the performance is satisfactory or not. Employees in the finance division can measure how well the accounting information system is performing by how satisfied the users of the information are with their assistance in converting financial data into accounting information.

Information system users are those who will utilize the developed information system, including operators, managers and other related information system users. Employees who are not familiar with the organization's or company's accounting information systems are more common because the end users of information systems usually only concentrate on what they are doing on the system. The majority of users who use certain applications at work are also not aware that the program is a component of a company's or organization's accounting information system. According to (Yasa et al., n.d.). Measuring the effectiveness of information systems at clinics in Summersari and Kaliwates sub-districts aims to improve internal decision making, accountability, transparency, organizational management, service improvement, and resource allocation.

An accounting information system is needed to create financial reports that are transparent, accountable and auditable for both internal and external reporting at Puskesmas in Patrang, Summersari and Kaliwates Districts. Accounting information systems are used to assist and streamline the preparation of financial reports and to provide precise and accurate data to assist decision making.

The research problem formulation that has been given in the form of a question has a temporary solution in the form of a hypothesis. This statement is made only temporarily because the solutions offered are only based on the theory in question and not yet on empirical evidence collected through data collection. As a theoretical response to the study problem formulation rather than one empirically supported by evidence, hypotheses can also be stated.



## METHOD

Quantitative techniques were used to carry out this investigation. The quantitative approach is a research strategy that utilizes surveys and numerical calculations which are then carried out by statistical analysis. (Zulaeha et al., 2020) In this quantitative method, theory serves as a roadmap for future research planning. This study used a quantitative descriptive data collection technique. The elements that influence the effectiveness of the accounting information system at health clinics in the districts of Patrang, Summersari and Kaliwates which will be tested using primary data are explained with a quantitative descriptive

approach (Aryol, 2020). This research was conducted at health clinics in the Districts of Patrang, Summersari, and Kaliwates, Jember Regency. In this study using primary data obtained directly from the results of questionnaires distributed to health clinics in the districts of Patrang, Summersari, and Kaliwates.

The population in this study were health clinics in the districts of Patrang, Summersari and Kaliwates. The selection of this population is based on the area where the clinic uses an accounting information system, so that it can be used as a respondent to find out the use of accounting information systems at health clinics in Patrang, Summersari and Kaliwates sub-districts. For the population there are 12 health clinics in the districts of Patrang, Summersari, and Kaliwates. The sampling technique used in this study was random sampling. The random sampling technique involves selecting a random sample from a sample frame. Samples were available for 36 respondents from 12 health clinics in the Districts of Patrang, Summersari and Kaliwates who wished to collect data.

#### Independent Variable (X)

Independent variables are those that affect, result in modifications, or cause other independent variables, namely:

##### a. Top Management Support (X1)

The department head's awareness of computer systems, as well as their level of interest in, support for, and familiarity with information or computerized systems, all contributed to the department head's participation in the study. According to (Yasa et al., n.d.) a key element in determining the effectiveness of any information system related operations can be the degree of department head support for the institution's information systems. Due to the relationship between the support of the department head during the development and operation of the accounting information system and the performance of the accounting information system, the performance of the accounting information system will increase the more support is provided by the department head.

The following are indicators of support variables for the following:

1. Leadership computer skills.
2. Interests and leadership support in the effectiveness of information systems.
3. The level of system utilization and understanding of leadership in each field.

##### b. Information System User Involvement (X2)

The term "user participation" refers to the involvement of the target user organization or group in the systems development process. According to (Yasa et al., n.d.) The idea of involvement in this study refers to the level of user influence and participation in the design and implementation of the system which will have an impact on user satisfaction with the accounting information system.

The following are indicators of system user participation variables:

1. Relations, strengthening the bond between system developers and consumers of information systems.
2. Insights, increase user computer knowledge, while enhancing the application of business insights to information systems professionals.
3. Accountability: Reduce user accountability and conflict-related burdens.

Dependent variables are those that are influenced by or generated by independent factors. The effectiveness of the accounting information system is the dependent variable in this study according to (Yasa et al., t.t.) are:

##### a. Accounting Information System Performance (Y)

Accounting information system performance is a measuring tool to measure the effectiveness of information system performance using user satisfaction. User satisfaction measures how content users are with an information system and how much they believe that it will meet their needs.

Performance for accounting information systems includes the following:

1. Content is evaluated based on its suitability to user needs.
2. Accuracy, determined by how accurately an application processes data.
3. Easy to use, as determined by the efficiency of application and simplicity of use.

The methodology adopted by each researcher determines the data collection techniques used. Data collection is the process of collecting factual information from respondents using certain techniques. According to (Zulaeha et al., 2020) The instruments used to collect data for research are called data

collection instruments. The primary data used in this study were provided by the researchers for their own use.

Questionnaire is a data collection method in which respondents are given a list of questions or written questions to complete. When the researcher is confident about the variables to be measured and aware of what the respondent might be anticipating, questionnaires are an effective method of collecting data. According to (Aryol, 2020) a closed questionnaire, or one that only allows respondents to choose from the alternative answers available, is the type of questionnaire used in this study. In-depth information from respondents is sought through interviews when there are few or no respondents and the researcher wants to conduct an initial analysis to identify problems that require further investigation (Aryol, 2020).

Data analysis is a step in the research process. Data analysis is the process of assessing the data that has been processed to produce certain information from the field data that has been obtained. In this study, data were analyzed using statistical techniques that explain or describe the data as it has been collected without trying to make generalizations. Descriptive statistics can be used when a researcher only wants to discuss sample data and (Elvan Kaukab et al., 2020) refrains from making generalizations about the population from which the sample was collected. The validity of an instrument is needed to see how accurate or reliable the instrument is to be used as a measuring tool for research variables. If the instrument is real or accurate, the measurement is likely to be accurate.

To find out how accurate or reliable an instrument is to be used as a measuring tool for research variables, it is necessary to test its validity. If the instrument is real or accurate, the measurement is likely to be accurate. Items are considered valid when they can be used to describe the subject being measured by the survey, so that the data collected can be relevant or consistent with the objectives. The validity test includes calculating the relationship between the scores of each item and each concept. The Pearson Correlation method will be used by researchers to try to find a relationship between two variables. If a question has a correlation score for each item with each concept it will be said to be valid if the significant value is 0.05 according to (Haerudin et al., 2018).

Other synonyms for reliability include trustworthiness, dependability, and stability. Reliability testing was carried out to find out how reliable and reliable the research tool is. If a person's responses to questions are constant or stable over time, the questionnaire is said to be reliable. Using Cronbach's alpha coefficient, the test is run. Cronbach's Alpha, a reliable method of measuring reliability, with a threshold of over 0.70 Hypothesis testing.

Parametric statistics will be used to test the proposed hypothesis. To apply parametric statistics, the data for each variable to be examined must be normally distributed. To find out whether the regression model found a correlation between the independent or independent variables, a multicollinearity test was made. The purpose of the heteroscedasticity test is to determine whether the variance of the residuals (also known as error values) varies unequally across observations in a regression model. The Glejser test was used in this study to determine whether there is heteroscedasticity.

The hypothesis proposed in this study was tested to see whether there are independent variables that influence the dependent variable. (Satria & Dewi, 2019) The t test and the coefficient of determination (R<sup>2</sup>) are used to partially test the procedure for testing the proposed hypothesis. Regression analysis seeks to predict the change in the value of the dependent variable as a result of the influence of the independent variable values and multiple regression is used when there are several independent variables and only one dependent variable.

To find out the percentage of variance of the dependent variable that can be associated with one independent variable, do a partial T test. Comparison of the estimated T value and the critical value is used to make decisions based on the significance level used, namely 0.05. To ascertain whether each independent variable in the regression model can affect the dependent variable separately or simultaneously, an F test is performed

## RESULTS AND DISCUSSION

Health clinics in the Districts of Patrang, Sumbersari, and Kaliwates, Jember Regency, were used as research locations. There are 22 health clinics in the Districts of Patrang, Sumbersari and Kaliwates, but after the research was completed. Samples will be processed for data analysis and hypothesis testing for 12 health clinics in Patrang, Sumbersari, and Kaliwates sub-districts and for 10 health clinics in Patrang, Sumbersari and Kaliwates sub-districts, some are still uncertain, some are still manual and don't want to be

recorded. The accounting information system is used to send questionnaires to the heads of clinics, administration, finance, and pharmacy. The information used in this study is primary data, or raw data that has undergone statistical processing. At the health clinic in the districts of Patrang, Sumbersari and Kaliwates.

Before being used as a tool to collect data, the questionnaire used in this study has been tested for validity and reliability. By comparing  $R_{table}$  (Pearson Correlation) with  $R_{count}$ , with a significant level of  $\alpha = 0.05$ , the validity of the questionnaire was tested.

1. Tool Management Support Variable (X1)

Therefore, testing of the instrument was carried out using 36 respondents, the Pearson Correlation technique, and a 95% confidence level ( $\alpha = 0.05$ ). This test involves comparing the results of each item's score with the total score using the formula  $r = n - k$ ,  $r = 36 - 2 = 34$  (up to 0.3291).

2. Variable Involvement of Accounting Information System Users (X2)

Therefore, testing of the instrument was carried out on 36 respondents using Pearson Correlation with a 95% confidence level ( $\alpha = 0.05$ ), by comparing the results of each item's score with the overall score. The results are as follows:  $r = n - k$ ,  $r = 36 - 2 = 34$  (with a sum of 0.3291).

3. Accounting Information System Performance Variable (Y)

Because each item has a total score and level of confidence, the instrument was tested on 36 respondents using the Pearson Correlation approach, with  $r = n - k$ ,  $r = 36 - 2 = 34$  (0.3291).

1. Tool Management Support Reliability Test (X1)

The Cronbach Alpha value is 0.941. This value is compared with  $R_{table}$  with a significance value of 0.05 (5%). Therefore,  $R_{table}$  is 0.329. because  $R_{table} = 0.329$  and Cronbach Alpha = 0.941. Therefore, it can be said that tool management support (X1) is reliable.

2. Reliability Test of User Involvement of Accounting Information Systems (X2)

Cronbach Alpha value is 0.875. This value is compared with  $R_{table}$  where the significance value is 0.05 (5%). Therefore,  $R_{table}$  is 0.329. because  $R_{table} = 0.329$  and Cronbach Alpha = 0.875. Therefore, it can be said that the involvement of accounting information system users (X2) is reliable.

3. Accounting Information System Performance Reliability Test (Y)

By using a significance level of 0.05 (5%), the Cronbach Alpha value is 0.912 then compared to  $R_{table}$ . Therefore,  $R_{table}$  is 0.329. The Cronbach Alpha value is  $0.912 >$  because the  $R_{table}$  is 0.329. Thus it can be concluded that the performance of the accounting information system (Y) can be trusted. The following table shows the system performance.

The results of the normality test in Figure show a probability value of 0.147 greater than 0.05 and the data is normally distributed so it is feasible to use in research.

The variables of tool management support and involvement of accounting information system users both have a VIF value of  $4.256 < 10$ , as can be seen in the table above. For tool management support, the tolerance value is 0.235 and for user involvement in the accounting information system it must be less than 0.1. This shows that the research regression model does not have multicollinearity. Heteroscedasticity occurs because it forms a pattern as seen in the picture above.

The R square value is 0.825 as shown in the table above. This shows that the independent variables, namely tool management support and the involvement of accounting information system users, can explain 81.5% of the dependent variable, namely the performance of accounting information systems, while the remaining 18.5% is explained by unexplained factors, included in the model.

1. The Effect of Tool Management Support on Accounting Information System Performance

The results of the significance of the influence of tool management support (X1) on the performance of accounting information systems (Y) are calculated using the T-test coefficient, and the results show that  $H_0$  is rejected and  $H_a$  is accepted. The  $T_{count}$  value is  $-0.187 >$  the  $T_{table}$  value is 2.034. This indicates that the effectiveness of the accounting information system is not affected by tool management support.

2. The Effect of Involvement of Accounting Information System Users on the Performance of Accounting Information Systems

Because  $H_0$  is rejected and  $H_a$  is accepted based on the findings of the T-test coefficient it turns out that there is a significant influence of the involvement of users of accounting information systems (X2) on the performance of accounting information systems (Y) of  $0.000 < 0.05$  and  $T_{count}$  is  $6.215 >$

Ttable is 2.034. This shows that involvement in the involvement of users of accounting information systems has a positive impact on the effectiveness of the system.

The calculation results are shown in Figure 4.9, where the significant value is 0.000 and the Fcount is 77.964. 5% or 0.05 is the significant level used to make decisions.  $H_0$  is rejected because the significant value is less than 0.05, and  $H_a$  shows that top management support and involvement of users of accounting information systems have an impact on the effectiveness of the system.

#### 1. The Effect of Top Management Support (X1) on Accounting Information System Performance

The performance of the accounting information system (Y) is not affected by top management support (X1), according to the tests performed, because the significance of top management support (X1) is more than 0.05. Where the significance score determined by this study is -0.853. The research further shows that the top management support variable (X1) has no positive impact on the accounting information system function (Y), disproving the hypothesis. The findings of this investigation contradict the hypothesis put forward by (Haerudin et al., 2018) This confirms that an important component in determining the effectiveness of all additions related to accounting information is the level of support offered by the head of the department.

#### 2. The Effect of User Engagement of Accounting Information Systems (X2) on the Performance of Accounting Information Systems

According to the experiment, user involvement in the accounting information system (X2) has a considerable influence on the functionality of the accounting information system (Y), even though the significance is less than 0.05. where 0.00 is the significant value indicated by the results of the study. The research presented here further supports the notion that user involvement in an accounting information system (X2) has a beneficial impact on the functionality of an accounting information system (Y). The findings of this investigation confirm from (Nolvitasari & Chariri, 2018).

#### 3. The Effect of Top Management Support (X1) and Involvement of Accounting Information System Users (X2) on Accounting Information System Performance

According to tests conducted with top management support (X1) more than 0.05. Where the significant value of the research is 0.853. However, because the involvement of accounting information system users (X2) is significantly less than 0.05 where the significant value obtained from the research results is 0.00, the significant value of the involvement of accounting information system users (X2) has a significant effect on the performance of accounting information systems (Y). In this case it is known that  $H_3$ , especially top management support (X1), has no impact on the functionality of accounting information systems (Y), while the involvement of information system users (X2) (Masri et al., 2018) has a significant effect on the functionality of accounting information systems (Y) at health clinics in Patrang, Summersari and Kaliwates districts.

## CONCLUSION

Based on research conducted at health clinics in the Districts of Patrang, Summersari, and Kaliwates, it can be concluded as follows:

1. The performance of the accounting information system is not affected by top management support. The results of the Tcount coefficient indicate that the top management support variable (X1) cannot significantly affect the functionality of the accounting information system performance because the Tcount value is smaller than the Ttable value.

2. The involvement of accounting information system users has an impact on how well they perform. The results of the Tcount coefficient indicate that the variable of involvement of users of accounting information systems (X2) has a value of Tcount that is greater than the value of Ttable, or conversely the variable of involvement of users of accounting information systems (X1) has a significant effect on the function of the performance of accounting information systems.

3. The results of the F test (Simultaneous) show that the significance value is smaller than Ftable makes  $H_0$  rejected and shows how the variables of top management support (X1) and user involvement of accounting information systems (X2) have an impact on the effectiveness of accounting information system performance (Y).

The following recommendations are made based on research completed at health clinics in the Districts of Patrang, Summersari, and Kaliwates:

1. Tol facilitate data input, health clinics in the Districts of Patrang, Summersari and Kaliwates need to improve the performance function of the accounting information system.

2. By continuing to analyze and build a system that is in accordance with the internal environment and processes set by the agency, health clinics in the Districts of Patrang, Summersari and Kaliwates can improve the performance of the accounting information system. Based on the research findings, the following suggestions were made at the health clinics in Patrang, Summersari, and Kaliwates Districts:

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