Volume 16, Number 2, November 2024, pp 236 – 249, Jurnal Akuntansi, Program Studi Akuntansi, Fakultas Hukum dan Bisnis Digital, Universitas Kristen Maranatha. ISSN 2085-8698 | e-ISSN 2598-4977. http://journal.maranatha.edu

Integrating Internal Control and User Competence: Enriching Accounting Information System Quality

Rapina Rapina[1*]
Universitas Kristen Maranatha
(Jl. Surya Sumantri No.65, Sukawarna, Kec. Sukajadi, Kota Bandung, Jawa Barat 40164)
rapinarapinarapina@gmail.com
*Corresponding author

Nurul Intawaty Permata Mustamin[2]
Universitas Kristen Maranatha
(Jl. Surya Sumantri No.65, Sukawarna, Kec. Sukajadi, Kota Bandung, Jawa Barat 40164)
nurulintawaty22@gmail.com

Received 28 July 2024; Revised 6 September 2024; Accepted 6 September 2024

Abstrak

Tujuan *- Penelitian ini bertujuan untuk menyelidiki peran kompetensi pengguna dan pengendalian internal dalam meningkatkan kualitas sistem informasi akuntansi (SIA) dalam organisasi. Penelitian ini bertujuan untuk memahami bagaimana elemen-elemen ini berkontribusi terhadap efektivitas SIA dalam memastikan pelaporan keuangan yang akurat dan mendukung proses pengambilan keputusan.*
Desain/Metodologi/Pendekatan *- Penelitian ini menganalisis data yang dikumpulkan dari 94 responden di berbagai cabang PT Pos Indonesia. Metode eksplorasi digunakan dengan analisis Partial Least Square-Structural Equation Modeling (PLS-SEM) untuk menguji hubungan antara kompetensi pengguna, pengendalian internal, dan kualitas SIA.*
Temuan *- Hasil dari analisis PLS-SEM menunjukkan bahwa baik kompetensi pengguna maupun pengendalian internal secara signifikan meningkatkan kualitas SIA. Pengguna yang terampil dapat menavigasi sistem dengan efisien, memasukkan data dengan akurat, dan menafsirkan keluaran secara efektif, yang mengurangi kesalahan dan meningkatkan keandalan informasi keuangan. Pengendalian internal yang baik, seperti verifikasi ganda, pemisahan tugas, dan audit yang dilakukan secara berkala, sangat penting untuk memastikan integritas data, mencegah penipuan, dan memastikan rekaman transaksi yang dikelola dengan benar.*
Keterbatasan/Implikasi Penelitian *- Penelitian ini berfokus pada responden dari PT Pos Indonesia, yang mungkin membatasi penerapan temuan ini pada organisasi atau sektor lain. Penelitian di masa depan dapat mencakup berbagai organisasi untuk mengkonfirmasi hasil ini. Secara praktis, penelitian ini menyoroti pentingnya investasi dalam pelatihan dan pengembangan pengguna serta penerapan prosedur pengendalian internal yang*

komprehensif untuk mengoptimalkan kinerja SIA dan mendukung pengambilan keputusan organisasi yang tepat.

Kata Kunci: Kompetensi Pengguna, Pengendalian Internal, PLS-SEM

Abstract

Purpose - This study aims to investigate how user competency and internal controls help to improve the quality of accounting information systems (AIS) in enterprises. The study intends to discover how these characteristics influence the usefulness of the Accounting Information System notably with respect to financial data quality overall decisions being made.
Design/methodology/approach - The focus of this study discusses the data that has been taken from 94 respondents registered as civil servants at several departments in PT Pos Indonesia. To analyze this relationship of user competency, internal controls and AIS quality a research methodology for the investigation into Partial Least Square-Structural Equation Modeling (PLS-SEM) is adopted.
Findings - The findings of PLS-SEM analysis reveal that they both seem to play significant roles in enhancing the quality level of AIS. Proficient operators will be able to navigate the system easily, input data accurately and interpret outputs properly thus lowering mistakes in financial reporting. To ensure data integrity, control fraud and keep a clean system of record various internal controls such as dual verification, segregation of roles or regular audits are essential.
Research limitations/implications - The study refers to the responses given by PT Pos Indonesia so it is not generalisable for other organizations or industries. Further study should consider businesses having different scales of operations to increase the validity in results. From a practical standpoint, the study has implications for investing in users training and development as well as on setting up strong internal control mechanisms to reduce AIS performance shortfall that influences judgment making reasoning within organizations. These require integrity, a strong fraud prevention and transaction record keeping.

Keywords: User Competence, Internal Controls, PLS-SEM

Introduction

An Accounting Information System (AIS) serves as a tool that collects, records, stores, and processes data to generate crucial information for decision-making (Romney et al., 2020). The accounting data is aggregated from these business activities, recorded precisely within an elaborate operating network that classes the detailed data followed by its summarization and consolidation to report summarized results in internal & external moments of account (Turner et al., 2020). In the most general sense, an AIS is a set of inputs and outputs that account for accounting data from disparate sources with appropriate processes to compile the information needed by various decision-makers. It enables comprehensive and transparent reporting for classical booked financial information to meet the requirements of both management accounting as well as external stakeholder views, allowing everyone in the company to base their decisions on an accurate data foundation.

Users play a vital role in the management of accounting information

systems (AIS) and have a huge impact on the quality of the outputs that are being produced by these systems. A capability has appeared to require novelty for system functionality, depending on how a person uses and interacts within the AIS (Romney et al., 2020). If user competence is not adequate, it implies that the AIS will not be able to function effectively and efficiently in producing the high-quality financial information necessary to support the decision-making process.

The research conducted by Mertha and Suartana (2020) took place at LPD (Village Credit Institutions) in South Kuta District, Bali, Indonesia. The results of this study indicate that personal ability has a positive and significant effect on the performance of AIS (Accounting Information System). In other words, the higher the user's ability, the better the performance of the AIS. User competence and experience were found to significantly influence the success of AIS, with technical skills and user experience contributing more than human or conceptual skills. The study highlights the importance of user competency in ensuring the effectiveness of AIS, offering valuable insights for decision-makers when implementing new systems (Haleem & Kevin, 2018).

The research by Alawaqleh (2021) explores the impact of internal control on employee performance in small and medium-sized enterprises (SMEs) in Jordan, with a specific focus on the role of accounting information systems (AIS). The study concludes that internal control mechanisms, when effectively integrated into AIS, significantly enhance the performance of employees. This is achieved by improving operational efficiency, ensuring accurate financial reporting, securing company assets, and aiding compliance with legal regulations. The findings suggest that better internal controls, combined with advanced AIS capabilities, lead to improved decision-making and overall organizational effectiveness.

For the organization to achieve its strategic aim, it is compulsory that AIS fulfills effective internal controls. These procedures comprise a variety of activities that collectively serve to prevent financial data from being incorrectly captured, processed and reported (Romney et al., 2020). Strong internal control systems and the safety aspect of AIS are influenced essentially by each other. Those internal controls guarantee that the financial information from an AIS will be protected, precise and on time, dependable and it is helpful in decision making. These controls help Companies to detect as well as avoid the risk of financial reporting dangers, this makes data prepared more reliable & secure in nature. Conversely, weak internal controls can lead to significant problems such as data inconsistent such as and cause loss o f quality the AIS by fraudulent financial reporting or non-compliance with laws and standards (Turner et al., 2020).

There is evidence that organizations reporting high satisfaction with the IT outputs of their AIS also have well-implemented controls (Romney & Steinbart, 2020). This highlights the significant role of these systems in maintaining data integrity across various organizational departments. The literature identified a few empirical studies suggesting that internal controls have beneficial effects on AIS quality. For example, the study evaluated by Riupassa & Mauwa (2023) about the influence of AIS, employee motivation, and internal controls on employee productivity at PT Bank Danamon's Ambon Branch. Using multiple regression analysis, it found that AIS, motivation, and internal controls significantly impacted employee performance, with a combined effect indicated by a high R^2 value of 0.965. Importantly, internal controls were shown to have a central role in influencing performance, highlighting their relationship

with AIS quality in ensuring reliable financial outcomes and operational efficiency.

Conclusion these findings highlight the importance for organizations to invest in strong internal control over their AIS due to its impact on ensuring the quality and trustworthiness of an organization's AIS, enhancing overall business performance as well as aiding regulatory compliance.

The research titled "Accounting information system, internal control system, human resource competency and quality of local government financial statements in Indonesia" was conducted in Indonesia, specifically focusing on local government financial statements. The study examined several factors affecting the quality of these statements, including the application of AIS (Accounting Information Systems), internal control systems, and human resource competency.

The findings indicated that, while human resource competency had a positive effect on the quality of financial statements, the application of AIS and the internal control system did not have a significant effect on improving the quality of the financial statements. This suggests that internal control is not strongly related to AIS quality in this particular context.

In today's information era, a well-organized accounting information system (AIS) is crucial as it aids company management and local investors in making informed decisions based on financial statements. The quality of information provided by AIS plays a vital role in supporting operational planning and control, and without a well-designed system, companies risk encountering low-quality data that can hinder decision-making processes and negatively impact their long-term performance and reputation (Betty, 2022). An AIS is a group of components and subcomponents that integrate together, this to require six elements for trust-able-quality: users, procedures, data, software application software IT infrastructure and last but not least, internal controls (Romney et al., 2020). It is all these parts that work together to help make the AIS run efficiently and properly.

The study conducted by Al-Dmour (2019) examines the implementation of SysTrust principles as an internal control framework to ensure the reliability of AIS in Jordanian companies. The findings reveal a moderate level of SysTrust adoption, with variations across business sectors but no significant differences based on company size or experience. The study emphasizes the importance of aligning SysTrust principles with organizational needs to enhance AIS reliability, providing valuable insights for both researchers and practitioners. For example, improperly trained users can input wrong data or not honor established protocols which could undermine the entire system reliability of execution. Moreover, Internal controls are essential to the integrity of financial reporting (Turner et al., 2020), and human error is a significant threat in this regard. Accordingly, effective training programs and compliance with the security procedures are necessary to defeat these risks effortlessly for AIS.

Researcher interested in researching how much influence internal control and user competence have an effect on accounting information system quality in PT Pos Indonesia. Previous studies already investigated that, however there was still no extending research due to lack of material. Additionally the research contributes to developing persistence of literature toward quality accounting information systems by examining one factor that influences: internal control and user capability. This is the locus of inquiry in this study and its broader aim to extract tarps that can be woven into a higher quality (efficacy-trustworthiness levels) accounting information system.

Literature Review and Hypothesis

Enriching Accounting Information Systems Through User Competence

Earlier research in other fields had also indicated that effectiveness of users in the use of AIS is critical to the quality of the system and, rather complex, such knowledge is hard to explain in any language. The fact is that internal knowledge and skill of employees are vital for successful deployment, management, as well as utilization of AIS (Ali et al, 2018). For any kind of work, it means that if the level down users won't be professional enough to improve their quality in entering as well as processing or reporting all kinds of data which could mislead frequently and on a broader scale resulting in reduced overall quality. These results highlight the need for clever users to guarantee system readability and financial accuracy.

In this model, we assess a user's competence across two dimensions: technical knowledge of the AIS, understanding of accounting principles taught in Financial Accounting, and proficiency in using a popular system. The study conducted by Moradi (2020) found that the main factors influencing students' learning in AIS courses are student assistance, critical thinking skills, professor expertise, and the structure of the AIS course. Other significant factors include the proper timing of course delivery and the presence of prerequisite courses. The findings indicate that teaching style and students' prior knowledge of information system concepts do not have a statistically significant impact on their learning. This research offers valuable insights for universities and professors to enhance the effectiveness of AIS teaching methods.

It has also been proven by the research findings of Lutfi (2022) that organizations are required to take care of full-fledged training initiatives for the users. This investment, of course, enhances the skills of the employees at the individual level and leads toward effective AIS. The more proficient users become at using the full potential of the Payroll Management Software, the better high-quality financial reporting is carried out and effective decision-making within business deliveries. The quality of AIS output produced depends on whether the capabilities of in-built systems align with what the user knows.

Theory and empirical studies suggest that improving user competence leads to better accounting information systems, which in turn produces more accurate as well as trustworthy financial data. Therefore, strategic initiatives aimed at enhancing user training and development are crucial for improving the effectiveness of AIS. Hence, Hypothesis 1 states:

H_1: User competence significantly enhances the quality of accounting information systems.

Enriching Accounting Information Systems Through Internal Control

The study by Monteiro (2021) shows that user competence and the quality of internal control systems directly impact the quality of financial reporting, which subsequently influences the usefulness of financial information. The results highlight that enhancing user knowledge and skills in internal control and accounting systems improves the effectiveness of AIS, ultimately contributing to higher quality financial reporting.

Research from Magdalena et al. (2022) have emphasized the need for data integrity, accuracy and compliance with regulations in financial reporting using effective internal control coupled with existing human capital. Incorporating these components leads to good accounting information systems which in turn generates accurate financial reports and well-informed decisions. The study further implies that training the users and improved internal control over computerized

accounting information systems are needed to maximize their performance.

A business continuity management is part of a broader Business Risk Management approach, in which risks that the current organization could run into are taken up at different levels. Those risks can range from terrorist attacks, tsunamis to your standard risk such as failure of an internet connection. These may be policies and processes around how data will be processed & reported. However, when internal controls are robust they also help in detecting such discrepancies and quickly rectify and thereby ensure that the financial information by these systems fall back on track. This demands that veracity be an absolute in order to keep this financial data true, and ensure the entire process is timely (Romney et al, 2020).

Moreover, good internal controls help in reliability of AIS at the same time that they assist organizations in meeting legal obligations. This enhances the company's reputation and reduces penalties that can be issued against them due to lack of adherence to laws or rights. Specially the segregation of duties, authorization of transactions and audits are some internal controls that contribute to obtaining quality outputs in an AIS. These principles guarantee that only approved people have control access to sacred information and prevent all operations from being handled in a well-recorded manner (Turner et al., 2020).

Here based on the theoretical framework above and empiric evidence from previous studies mentioned, the research is formulated as follows: internal control has a significant positive effect on the quality of the accounting information system. This hypothesis leads to a prediction that strong internal controls within the firm are related positively with high quality AIS. Consequently, for firms to depend on their financial information and take the right decisions towards a better identity of overall business performance; investing in Internal control is paramount. Hence, the hypothesis can be present as

H_2: Effective internal control mechanisms within an organization lead to higher quality accounting information systems.

Research Method

A Quantitative Data Analysis Approach for This Study Quantitative research is a method used for strongly proposed to conduct investigation among specific populations or samples, it collects data through using the measurement research instruments and analyzes that information statistically test predefined hypotheses (Creswell & Creswell, 2018). Primary Data Collection Tool - Structured Questionnaire: The research indicators are rated using a Likert scale. The operational variables and their questionnaire items in this research are shown below:

Table 1
User Competence Variable Description

Dimension	Indicator	Questionnaire Item
Knowledge Creswell & Creswell (2018)	Certification & Training	I have participated in formal training programs relevant to accounting information systems in the past year.
	Work Experience	My previous work experiences have adequately prepared me to handle the AIS tasks I am currently responsible for.
Skills Robbins & Judge (2019)	Technical Skills	I have encountered and resolved technical issues while using the AIS without needing assistance.
	Analytical Skills	I am confident in my ability to use AIS data to make informed decisions and recommendations.

Table 2
Internal Control Variable Description

Dimension	Indicator	Questionnaire Item
General Control Romney & Steinbart (2020)	Segregation of Duties	There is a segregation of duties and functions within the organization.
	Description for Each Function	There is a clear description for each function in transaction processing and personnel are reliable.
	Equipment Control Features	The organization has control features for equipment management.
	Access Control	The organization has effective controls over access to systems and data.
Application Control Romney & Steinbart (2020)	Input Control	The organization has effective controls over the input process of data.
	Processing Control	The organization has effective controls over the data processing activities.
	Output Control	The organization has effective controls over the output data.

Table 3
Quality of Accounting Information Systems Variable Description

Dimension	Indicator	Questionnaire Item
Flexibility Petter, DeLone & McLean (2013)	System Adaptability	The system can adjust to changes and user requirements.
Integration Petter, DeLone & McLean (2013)	Data Integration	In operating the system, data is integrated across different departments.
Ease of Access Petter, DeLone & McLean (2013)	Accessibility	The system can be accessed from anywhere.
Ease of Use Petter, DeLone & McLean (2013)	Usability	The system is easy to use.

This study focuses on Main Branch Offices (KCU) and Branch Offices (KC) of PT Pos Indonesia, encompassing a total of 211 offices, which include 42 Main Branch Offices and 169 Branch Offices. The target respondents are permanent employees working at these branches. To select participants, a non-probability sampling technique, specifically convenience sampling, was utilized. This method involves choosing respondents who are both willing to participate and meet the criteria set for the study, in this case, employees of PT Pos Indonesia (Etikan et al., 2016). The study gathered data from 94 respondents using questionnaires distributed between May and June 2024. A sample of this size meets the Power Analysis guidelines (Cohen, 1988), which recommends at least a N =33 to power statistical significance levels for R-square values >.50

Partial Least Square-Structural Equation Modeling (PLS -SEM) technique will be carry on for data analysis which is a statistical method to evaluating the causal relationships between each other dependent construct and independent constructs, such as factor analyzing approaches or regression type approach incorporates with path analytic framework (Hair et al., 2019). Encouragingly, PLS-SEM is a second-generation variance-based SEM approach that examines measurement and structural model simultaneously (Sarstedt et al., 2019). This study is also a well suited field for SEM because it contains latent variables that underline the manifest ones are proxies (Byrne, 2016).

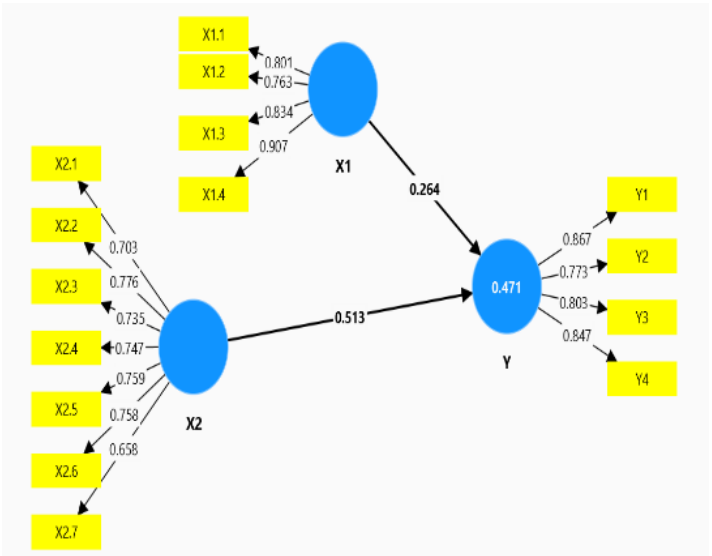
PLS-SEM is a useful tool for sample sizes from, e.g., 30–500 (Hair et al., 2019) and involves the consideration of two models: the measurement model (Outer Model) and structural model (Inner Model).

Convergence, and discriminant validity are typically determined by testing a measurement model that includes proof of construct reliability using the composite or average scores (Sarstedt et al., 2019). Convergent validity is tested with Loadings and AVEs, while discriminant Validity between Constructs are evaluated by testing Cross Loadings (the extent to which a latent variable loads on its own items only) as well indicators loading more intensely on other variables. The most common way reliability measured is by using Cronbach's Alpha.

The structural model compares the relationships between one latent variable and another to determine proper causal flow, R-squared is a measure of these effects along with t-values which signify their strength (as well as significance with p-value) These safeguard the quality of the research model and that testable relationships between key variables are identified for valid explanation (Hair, 2019).

Results and Discussion

Research Results



X1.1 (0.801): Indicates that the X1.1 indicator has a strong factor loading (0.801), meaning this indicator is fairly good at representing the latent construct X1.
X1.2 (0.763): Indicates that the X1.2 indicator has a factor loading of 0.763, meaning this indicator is reasonably good at representing the latent construct X1.
X1.3 (0.834): Indicates that the X1.3 indicator has a high factor loading (0.834), meaning this indicator is very strong in representing the latent construct X1.
X1.4 (0.907): Indicates that the X1.4 indicator has the highest factor loading (0.907) among all indicators, meaning this indicator is the strongest and most representative of the latent construct X1.

X2.1 (0.703): Indicates that the X2.1 indicator has a factor loading of 0.703, meaning this indicator is fairly good at representing the latent construct X2.
X2. 2 (0.776): Indicates that X2. 2 is fairly good at representing the latent construct X2.
X2. 3 (0.735): Indicates that X2. 3 holds quite strong as an indicator of the more latent construct X2.
X2. 4 (0.747): Indicates that X2. In terms of representing the latent construct X2, 4 is quite strong.
X2.5 (0.758): Indicates that X2.5 is fairly strong in representing the latent construct X2.
X2.6 (0.658): Indicates that X2.6 is fairly strong but slightly lower compared to the other indicators in representing the latent construct X2.
X2.7 (0.759): Indicates that X2.7 is fairly strong in representing the latent construct X2.
Y1 (0.867): Indicates that Y1 is very strong in representing the latent construct Y.
Y2 (0.773): Indicates that Y2 is fairly strong in representing the latent construct Y.
Y3 (0.803): Indicates that Y3 is fairly strong in representing the latent construct Y.
Y4 (0.847): Indicates that Y4 is very strong in representing the latent construct Y.

Table 4
Construct Reliability And Validity

	Cronbachs' Alpha	Composite Reliability (rho_a)	Composite Reliability (rho_c)	AVE
X1	0,846	0,869	0.897	0,686
X2	0,858	0,860	0,891	0,540
Y	0,842	0,853	0,894	0,678

The table presents a detailed analysis of the reliability and validity of three latent constructs in the SEM model: X1, X2, and Y. To evaluate internal consistency, Cronbach's Alpha values were calculated, with all constructs showing values above the 0.70 threshold, signifying good reliability. Specifically, the Cronbach's Alpha for X1 is 0.846, for X2 is 0.858, and for Y is 0.842, indicating strong internal consistency for each construct.
Further supporting these findings, the Composite Reliability (rho_a) values also exceed 0.70 for all constructs. For X1, the composite reliability is 0.869; for X2, it is 0.860; and for Y, it is 0.853. These values confirm that the indicators reliably measure the respective constructs. Additionally, the Composite Reliability (rho_c) values are even higher, with X1 at 0.897, X2 at 0.891, and Y at 0.894, reflecting excellent reliability across all constructs.
Convergent validity is assessed through the Average Variance Extracted (AVE) values. X1 has an AVE of 0.686, X2 is at 0.540, and Y stands at 0.678. These values indicate that a significant portion of the variance in the indicators is captured by the latent constructs, with all constructs surpassing the acceptable threshold of 0.50. Although X2's AVE is on the lower side, it still meets the minimum acceptable standard, signifying adequate convergent validity.

In summary, the constructs X1, X2, and Y in this SEM model demonstrate strong reliability and validity. The high values of Cronbach's Alpha and Composite Reliability confirm the internal consistency of the indicators, while the AVE values ensure that the constructs effectively capture the variance in their indicators. Overall, this analysis suggests that the model is robust and accurately measures the intended latent constructs.

Table 5
Path Coefficient – Mean, STDEV, T Values, p Values

	Original Sample	Sample Mean	STDEV	T Stat	P values
X1-Y	0,264	0,262	0,101	2,609	0,009
X2-Y	0,513	0,523	0,091	5,645	0,000

Path X1 → Y

Original Sample: The path coefficient for the relationship between X1 (User Competence) and Y (AIS Quality) is 0.264. This indicates a positive influence of user competence on the quality of accounting information systems.

Sample Mean: The sample mean of 0.262 is very close to the original sample value, suggesting the stability of this coefficient across samples.

STDEV: The standard deviation of 0.101 reflects the variability of the path coefficient across different samples.

T Stat: The t-statistic value of 2.609 indicates that the relationship between X1 and Y is statistically significant at the 5% significance level (t-statistic > 1.96 for a two-tailed test).

P values: The p-value of 0.009 is less than 0.05, confirming the significance of this relationship. Thus, we can conclude that higher user competence significantly improves the quality of the AIS.

Path X2 →Y

Original Sample: The path coefficient for the relationship between X2 (Internal Control) and Y (AIS Quality) is 0.513, indicating a strong positive impact of internal control on the quality of accounting information systems.

Sample Mean: The sample mean of 0.523 is consistent with the original sample value, showing reliability in the estimated coefficient.

STDEV: The standard deviation of 0.091 indicates the variability of the path coefficient across different samples.

T Stat: The t-statistic value of 5.645 is much higher than the critical value of 1.96, indicating a highly significant relationship between X2 and Y.

P values: The p-value of 0.000 is well below 0.05, confirming the high significance of this relationship. Therefore, we can assert that robust internal controls significantly enhance the quality of the AIS.

Table 6
R-Squared Value

	R-square	R-square adj
Y	0,471	0,459

The R-squared value for the latent variable Y is 0.471. This value indicates that together, the latent variables X1 and X2 explain 47.1% of the variance in Y. An R-squared value of 0.471 suggests a moderate level of explanatory power. This means that while X1 and X2 contribute significantly to predicting Y, there is still 52.9% of the variance in Y that is explained by other factors not included in this model. A quite high explanatory power although useful in many scientific fields with complex relationships such as SEM PLS.

Discussion

Enriching Accounting Information Systems Through User Competence

The results showed that the first hypothesis is supported to affect user competency affect on the quality of accounting information systems. Such evidence is consistent with pre-study on user skill behavior using Moradi (2020) These studies highlight the importance of skilled users in making such systems effective and efficient.

Proper use of accounting information systems in the workplace also relies heavily on input from users. It enables power-users to move through it faster, enter the data accurately and efficiently understand what comes out. This minimizes errors in financial information and leads to more effective decisions. For instance, if you have a company in which the users are well versed with using accounting software, The probability of data entry errors is very low as this will reduce and hence your financial reports would be accurate leading to better strategic decisions.

In practical terms, skillful users can help with making the system over time. They are quick to see ways in which the system could be improved, or training might have been lacking. To keep the system relevant and functional, their feedback is critical. An example would be a bookkeeper who is not just knowledgeable in the business process but also how accounting software works can make recommendations for better usability which leads to optimizing more operating efficiency. This is a proactive approach to making sure the system adapts as necessities change with your business.

Furthermore, there is an obvious user ability matter in accounting information systems implementation and adoption. Proficient users can reduce some of the burden by easily taking to new systems and teaching their co-workers. This reduces downtime and resistance to change, allowing the organization benefits of the new system faster. For example, in the real world this could mean that when a new accounting software system is introduced to your business for whatever reason there will be minimal disruption-your employees are just good enough and willing (open) enough to learn. In conclusion, the proficiency of users plays a vital role in sustainable performance and development as well as implementation and execution efficiency of accounting information systems (AISs).

Enriching Accounting Information Systems Through Internal Control

The second hypothesis states that internal controls significantly and positively affect the quality of accounting information systems (AIS). It has been found and proved in a number of previous empirical studies like Alamin et al (2020), that how internal controls play a vital part for the improvement of AIS quality. Effective internal controls provide reasonable assurance that the data entered into the accounting information system is accurate and complete. This is indispensable to prevent errors and alterations that may severely affect the quality of information produced.

Strong control mechanisms are very important in the workplace to ensure accuracy and integrity of account information Systems. Strong controls take the forms of double verification, segregation and rotation of duties, regular audits (by internal or external stakeholders), cancellation/rescission policies. Such control includes measures taken by the management in order for them both to prevent and detect errors and frauds, that is transactions are recorded properly according to company policies. For example, in a business with tightly defined job roles and regular reviews, the possibility of fraud or error can be dramatically lowered which results in more reliable financial reporting.

In practice, they provide reliability and data integrity functions for the AIS. The study by Adebayo et al. (2024) found that information technology significantly enhances internal control systems and internal audit procedures in tertiary institutions in Osun State, Nigeria. By strengthening these processes, IT provides reliability and data integrity functions for the AIS, ensuring more accurate and secure information handling. The study recommended that institutions adopt IT for better internal controls and offer continuous IT training for staff to maintain their skills and knowledge.

It is crucial to implement relevant policies and internal controls when deploying accounting information systems. Those methods help to maintain excellent internal control, adhere to laws and rules, increase the auditability of financial records as well. It protects the assets of an organization. This does not only protect assets from fraud but also help to build confidence among stakeholders. Properly kept accounting books coupled with strong internal controls guarantees that financial

regulations are complied to consistently — something quite crucial for public companies and soon to be public ones. Since compliance is critical to ensure corporate governance and establishing trust.

In simplest terms, internal control is employed to ensure quality information for accounting records. Systems of internal controls are implemented to safeguard and evaluate errors, take investigation properly, identify fraud requirements with respect regulation appropriate as basis for correct recognition when accounting organization properties. In this manner, organizations could use its accounting information system to obtain verifiable decision aiding data automatically with low manual effort.

Conclusion and Recommendation

Conclusion

The research results are those of user competency and internal control has an effect on the quality of accounting information systems (AIS). As suggested earlier, our findings indicate the potential theoretic and practical relevance of these insights to both disciplines: accounting & information systems management.

User competency will be directly related to the quality perception of users with AIS use. The research conducted by Magdalena et al. (2022) already finds this conclusion, so I can confirm once more that competent users have to play an important role for driving uptake success with AIS. Operatives can maneuver through systems: inputting data correctly and interpreting outputs appropriately overall leading to less mistakes making a financial information-bearing description of an institution. This reliability is critical for making decisions after all, good financial reports mean better strategic decision making. Moreover, being maintained up to date by professional users more sensitive to the overall performance of the system (spotting further optimizations and suggestions for improvements), allows quick access compilation.

Second Hypothesis hypothesized that stronger internal controls are associated with higher AIS quality, and the current findings offer robust support for this hypothesis. This is reinforced with the research of Alawaqleh (2021), Riupassa & Mauwa (2023) which emphasize how significant internal controls play a part in upholding data veracity and fidelity. These controls come in the form of dual verification, segregation of duties and regular audits amongst others that help reduce errors for compliance with company policies to avoid fraud risks from not having proper documentation. These controls are necessary to provide accurate financial data, vital in making sound business decisions. Further, internal controls enhance compliance with laws and regulation; improve the auditability of financial records; protect company assets; and increase stakeholder confidence.

Suggestions

This reiterates the need for organizations to invest in user training and development as a means of achieving high-quality AIS. An effective accounting information systems training program would reduce data entry errors, improve on how to navigate the system or interpret different system outputs. At the same time, organizations need to have strong internal controls in place. Organizations will need strong internal controls to maintain data integrity and to enable decisions with greater precision for regulatory compliance.

It is concluded in this study that user competence and internal controls are two critical success factors for AIS quality. By focusing on these aspects, organizations can enhance the reliability and usefulness of their AIS for financial reporting, decision-making, and overall organizational performance.

References

Adebayo, A. O., Obisesan , S. O. ., & Akinola, A. O. (2024). Influence Of Information Technology On Internal Control Systems In Tertiary Institutions In Osun State, Nigeria. Malaysian Management Journal, 28, 99–118. Https://Doi.Org/10.32890/Mmj2024.28.4

Alamin, A. A., Wilkin, C. L., Yeoh, W., & Warren, M. (2020). The impact of self-efficacy on accountants' behavioral intention to adopt and use accounting information systems. Journal of information systems, 34(3), 31-46.Anderson, P. (2021). The Impact of User Competence on Accounting Information System Quality. *Journal of Accounting Research*, 32(2), 123-145.

Alawaqleh, Q. A. (2021). The effect of internal control on employee performance of small and medium-sized enterprises in Jordan: The role of accounting information systems. The Journal of Asian Finance, Economics and Business, 8(3), 855-863.

Al-Dmour, A.H., Abood, M. and Al-Dmour, H.H. (2019), "The implementation of SysTrust principles and criteria for assuring reliability of AIS: empirical study", International Journal of Accounting & Information Management, Vol. 27 No. 3, pp. 461-491. https://doi.org/10.1108/IJAIM-05-2017-0067

Ali, R. H. R. M., Mohamad, R., Talib, Y. Y. A., & Abdullah, A. (2018). The roles of top management and users in strategic IS planning: a perspective of SMEs. International Journal of Information Systems and Project Management, 6(4), 61-80.

Betty W Carn. (2022). A Case Study of Multi-Method Information at Haines Watts Corporation Examining the Qualitative Characteristics of an Accounting Information System within a Financial Corporation . International Journal Of Computer Sciences and Mathematics Engineering, 1(1), 5–12. https://doi.org/10.61306/ijecom.v1i1.2

Byrne, B. M. (2013). Structural Equation Modeling with AMOS: Basic Concepts, Applications, and Programming.Routledge.https://doi.org/10.4324/

Cohen, J. (1988). Statistical Power Analysis for the Behavioral Sciences (2nd ed.). Lawrence Erlbaum Associates.

Creswell, J. W., & Creswell, J. D. (2018). Research Design: Qualitative, Quantitative, and Mixed Methods Approaches (5th ed.). Sage Publications.

Etikan, I., Musa, S. A., & Alkassim, R. S. (2016). Comparison of Convenience Sampling and Purposive Sampling. *American Journal of Theoretical and Applied Statistics*, 5(1), 1-4. https://doi.org/10.11648/j.ajtas.20160501.11

Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). Multivariate Data Analysis (8th ed.). Cengage Learning.

Haleem, A. H., & Kevin, L. L. T. (2018). Impact of user competency on accounting information system success: Banking sectors in Sri Lanka. International Journal of Economics and Financial Issues, 8(6), 167.

Lutfi, A. (2022). Factors influencing the continuance intention to use accounting information system in Jordanian SMEs from the perspectives of UTAUT: Top management support and self-efficacy as predictor factors. Economies, 10(4), 75.

Magdalena, A. C., Rapina, R., & Mulianto, M. (2022). How Does Internal Control and Competence of Human Resource Important in Financial Reporting? *Jurnal Akuntansi*, 14(1), 13–22. https://doi.org/10.28932/jam.v14i1.3999

Mertha, N. L. P. J. A., & Suartana, I. W. (2020). Effect Of Personal Ability, Job

Training, User Involvement On AIS Performance. American Journal of Humanities and Social Sciences Research, 4(5), 167-173.

Moradi, M., Tarighi, H., Hosseinipour, R. and Saravani, M. (2020), "Factors influencing the learning of accounting information systems (AIS): Evidence from Iranian students", Journal of Economic and Administrative Sciences, Vol. 36 No. 3, pp. 226-245. https://doi.org/10.1108/JEAS-02-2019-0014

Petter, S., DeLone, W., & McLean, E. (2013). Information Systems Success: The Quest for the Independent Variables. *Journal of Management Information Systems*, 29(4), 7-62.

Riupassa, E., & Mauwa, M. E. (2023). Impact of accounting information systems, work motivation, and internal controls on employee performance : a study at PT. Bank Danamon, Ambon branch. Journal of Corporate Governance, Insurance and Risk Management, 10(2), 118-124.

Robbins, S. P., & Judge, T. A. (2019). Organizational Behavior (18th ed.). Pearson.

Romney, M. B., Steinbart, P. J., & Cushing, B. E. (2020). Accounting Information Systems. Pearson.

Sarstedt, M., Ringle, C. M., & Hair, J. F. (2019). Partial Least Squares Structural Equation Modeling. Handbook of Market Research, 25(1), 123-145.

Turner, L. D., Weickgenannt, A. B., & Copeland, M. K. (2020). Accounting Information Systems: Controls and Processes. Wiley.