

Effect of Satisfaction User System ERP (Enterprise Resource Planning) to Quality Accounting Information and Managerial Performance in PT. Bank Mandiri (Persero) Malang Branch

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Abstract: This study examined the effect of ERP system users on the quality of accounting information and managerial performance of ERP system users. The study population was the ERP system-level managers who have been using the ERP system in PT. Bank Mandiri (Persero) Branch Malang. The analysis technique used structural equation modeling analysis. User satisfaction ERP systems have a significant effect on the quality of accounting information. This shows that the system users are satisfied with the quality of information produced, because it meets the criteria of accuracy, timeliness, relevance, informativeness, and competitiveness. With the ERP system provides many benefits and improvements in terms of cooperation between managers and employees, financial consolidation, marketing and sales, human resources, and manufacturing applications, management information available real-time available anywhere and anytime, as well as information systems for inventory management, and regulate labor costs, overtime, and delivery time. User satisfaction ERP systems have a significant effect on managerial performance. Management proper and effective management of the ERP system is critical to the success of ERP implementation. A competent manager is the most important factor in the implementation of information systems. The quality of accounting information capable of mediating influence user satisfaction ERP system on managerial performance.

Keywords: Satisfaction User, Quality Accounting Information, Managerial Performance

INTRODUCTION

Enterprise Resource Planning (ERP) is a system that combines all functions of the organization's business. Today use ERP system has undergone rapid development, as well as in Indonesia. The growing number of users of the ERP system is not out of the company's desire to integrate all business functions resulting in streamlining the processing of data through one centralized database. In this case the ERP system to process data in an integrated manner with database driven, so that the system can integrate many subsystems, such as the reception system (sales, billing, accounts receivable, cash receipts), the system expenditure (purchases, debt, debt payments), production (planning, supervision, accounting fees), general ledger and reporting system business (financial statements, management reports). In fundamental research phase I research more emphasis on corporate reporting that is focused on Human Resource Management.

The use of the ERP system is expected to affect the system's effectiveness through improved information retrieval process satisfaction managers, internal control, and improving the quality of financial reporting and facilitates transaction processing companies [1]. Furthermore, an effective information system can be improved its quality be expected decision

for punctuality and reliability. Thus, the effectiveness of information systems can help improve the performance of the company [2]. However, behind the report showing the positive effect on the use of ERP systems on the other hand also reported a negative impact on the use of ERP systems by the company [3]. This suggests that there are factors that determine the success of ERP system usage by the company.

Use underlying expectation that the ERP system to create efficiency and effectiveness of the organization's business processes, although the cost is very large. In a study Poston and Grabski found that the main expectations of companies using ERP systems is to improve the ability of managerial decision-making through the provision of company information accurate and timely [2]. This integrated system enables managers to share information, and then the information is used to monitor the performance of the company [4].

Model user satisfaction system developed DeLone assess the satisfaction of the use of information systems by linking the level of user satisfaction with the use of the system (usage) and organizational performance [5]. The higher the level of user satisfaction towards the new system is implemented would lead to the use of higher intentions and

ultimately make the performance of the organization to be better and more efficiently.

This study aimed to analyze the effect of ERP system users' satisfaction on the quality of accounting information, analyze the effect of user satisfaction ERP system on managerial performance, and analyze the effect of ERP system users on managerial performance through the quality of accounting information.

RESEARCH METHODS

This method is done through a survey questionnaire containing written questions to the respondents deemed appropriate for the research sample, arranged structured to facilitate the filling. The purpose of the questionnaires is to collect data from the questionnaire responses, so that the data obtained are accurate. The sample in this study as many as 129. This study analyzes using AMOS program support for Windows 18 to answer the research hypothesis proposed.

RESULTS AND DISCUSSION

1) Evaluation Normality Univariate and Multivariate

Based on the results of data processing known multivariate CR value of 0.518 which is in between the

interval -2.58 to 2.58, it is concluded multivariate normality assumptions are met, thus the normality assumption required by the SEM analysis have been met.

2) Evaluation Outlier Univariate and Multivariate

Outlier examination was conducted using Mahalanobis distances (Mahalanobis distance squared). If the squared Mahalanobis distance is greater than the value of the chi-square $df = \text{the number of indicators}$ and a significance level of 0.001, then the data is an outlier. The results of the examination by the Mahalanobis distance squared in the above table shows that statistically there are observations that are detected as outliers are observations that have a Mahalanobis distance is greater than the chi square table ($df = 101, \alpha = 0.001$) i.e. 149.48 from the results of analysis show that the 16 indicators used in this study contains no outlier.

3) Goodness of Fit

In accordance with the literature review and research purposes, then developed the entire structural model as follows:

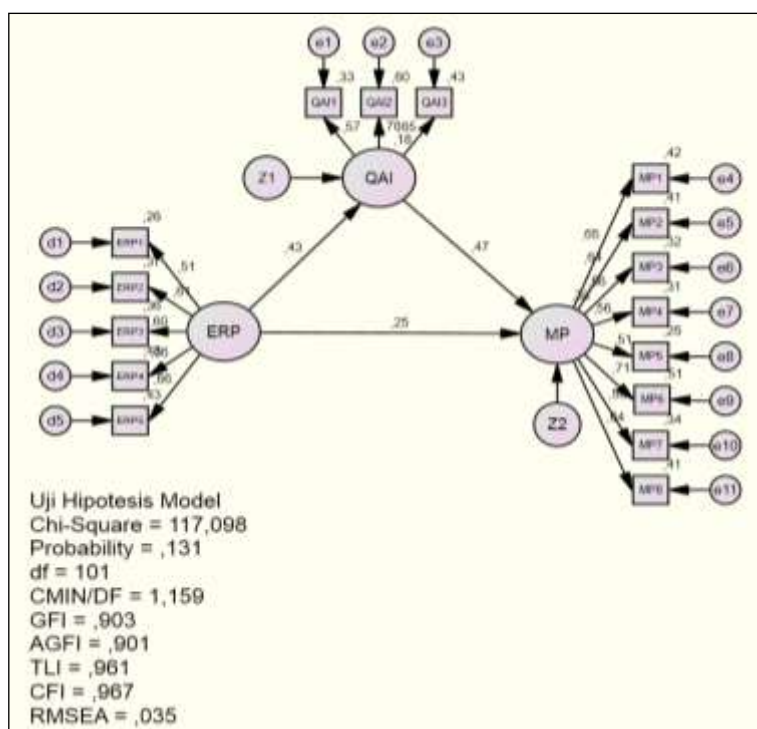


Fig-1: Results SEM Analysis

Sources: Primary data are processed, 2016.

Information:

ERP : Enterprise Resource Planning

QAI : Quality of Accounting Information

MP : Managerial Performance

AMOS 18 based computing to model this SEM, resulting indices suitability model (goodness of fit) are presented in Table 1. Furthermore, the values of this index compared with a critical value (cut-of value) of

each index. A good model is expected to have a goodness of fit index greater than or equal to the critical value.

Table 1: Testing Results Goodness Of Fit Model Structural Modification

<i>Goodness Of Fit Index</i>	<i>Cut-of Value</i>	Model Result	Informa-tion
Chi-Square (df = 101)	124,34	117,098	Good
Probability Chi-Square	$\geq 0,05$	0,131	Good
CMIN/DF	$\leq 2,00$	1,159	Good
RMSEA	$\leq 0,08$	0,035	Good
GFI	$\geq 0,90$	0,903	Good
AGFI	$\geq 0,90$	0,901	Good
CFI	$\geq 0,95$	0,961	Good
TLI	$\geq 0,95$	0,967	Good

Sources: Primary data are processed, 2016.

Based on the evaluation criteria of Goodness of Fit Indices in Table 1 above, indicate that the evaluation of the overall model has met, and then the model is acceptable.

4) Hypothesis Testing Using Model

Testing the hypothesis in this study was conducted to see the value of p (probability), if the p-

value ≤ 0.05 , then it is said that there is a significant effect.

Hypothesis Testing One

The hypothesis states that the user of the ERP system affects the quality of information. Based on the analysis results of hypothesis testing one as shown in the following table.

Table 2: Results SEM Test ($QAI = \beta_1ERP + z_1$)

Variable	<i>Factor loading</i>		S.E.	C.R.	P
	<i>Standardized Regression Weight</i>	Estimate			
ERP	0.427	0.405	0.124	3.263	0.001

Sources: Primary data is processed, 2016.

Table 2 shows that ERP variable has a value of the critical ratio (CR) of greater than 2 and a p-value of ≤ 0.05 is 0.001. In a standardized form factor loading coefficient ERP is worth 0.427. These results provide the decision that the ERP variables significantly influence the quality of accounting information. The study hypothesis which states that users of the ERP

system to influence the quality of information is statistically proven (acceptable).

Hypothesis Testing Two

Hypothesis two states that users of the ERP system influence on managerial performance. Based on the analysis results of hypothesis testing one as shown in the following table.

Table 3: Results SEM Test ($MP = \beta_2ERP + z_2$)

Variable	<i>Factor loading</i>		S.E.	C.R.	P
	<i>Standardized Regression Weight</i>	Estimate			
ERP	0.246	0.238	0.119	2.009	0.045

Sources: Primary data is processed, 2016.

Table 3 shows that ERP variable has a value of the critical ratio (CR) of greater than 2 and a p-value ≤ 0.05 is equal to 0.045. In a standardized form factor loading coefficient ERP is worth 0.246. These results provide the decision that the ERP variables significantly influence managerial performance. The study

hypothesis which states that users of the ERP system influence on managerial performance is statistically proven (acceptable).

Hypothesis Testing Third

The third hypothesis states that ERP systems users influence on managerial performance through

quality information. Based on the analysis results of hypothesis testing seven as shown in Table 4.

Table 4: Test results t (CR) Effect of ERP System User Influential against Managerial Performance through Quality Information

Variable	Direct	Indirect	Total
Users of ERP systems on managerial performance through quality information	0,238	$0,405 \times 0,477 = 0,193$	0,431

Sources: Primary data are processed, 2016.

Based on the results of the analysis showed that the quality of information existed as an intervening variable that can mediate variable ERP system users, because the total effect is greater than the direct effect. This means the quality of accounting information is able to mediate the ERP system to improve managerial performance.

DISCUSSIONS

Effect of ERP System User Satisfaction on the Quality of Accounting Information

User satisfaction ERP systems have a significant effect on the quality of accounting information. The users of the system will be more satisfied if the quality of information produced, meet the criteria of accurate, timely, relevant, easy to understand, as well as detail and true (accuracy, timeliness, relevance, informativeness, and competitiveness). With the ERP system provides many benefits and improvements in terms of cooperation between managers and employees, financial consolidation, marketing and sales, human resources, and manufacturing applications, management information available real-time available anywhere and anytime, as well as information systems for inventory management, and regulate labor costs, overtime, and delivery time. ERP is a software system that is used to support and automate business processes, as well as providing comprehensive information, and real time mutually agree on which company to use in decision making.

Effect of ERP System User Satisfaction on Managerial Performance

User satisfaction ERP systems have a significant effect on managerial performance. Management proper and effective management of the ERP system is critical to the success of ERP implementation. ERP system management program requires tasks; accounting for resource allocation, control systems is the tendency of the system to obtain additional software requirements and customizations and to uncover hidden problems over time. A competent manager is the most important factor in the implementation of information systems. The scope of the system should be clear and defined, managed, and

controlled. Coverage program to build the system is the key to successful ERP implementation. As well as the proposed changes should be evaluated against the business benefits and expansion of scope of the request should be granted additional time and cost of the proposed changes. Besides the approved changes that need to be coordinated to all those affected. Proposed that the implementation of ERP systems can be equipped with a Total Quality Management (TQM) and designing business processes to prepare the organization to become more receptive to the new ERP system [6]. This is in accordance with the opinion of Mamduh and Halim quality information must have the characteristics of accurate, timely, relevant and complete [7]. When one of these criteria does not exist in the information provided to managers, the managers tend to make decisions that are not effective. Similarly, the information relevant, but provided very late for a decision, it can not be used to make a decision in time of urgency. Implementation of information systems is a necessity to facilitate the activities of the company so that the implementation can be more rapid, precise, accurate and efficient. Under the existing system, it is expected the company's activities run as planned.

Effect of ERP System User Satisfaction to Performance through Information Quality Managerial Accounting

The quality of accounting information capable of mediating influence user satisfaction ERP system on managerial performance. Quality of Accounting Information Systems is a good or bad level pool of resources, such as human and equipment, which is set to transform data into financial information required parties assist management in decision making. Accounting information led to an increase in the decision making process managers, internal control, and quality of financial reporting and to facilitate financial transaction processing companies. The accounting information system is considered effective overall performance improvement. According to Romney and Steinbart application of technology Accounting Information Systems at the company can provide added value for the user in the form of the provision of financial information for planning, control, and decision-making, which in turn have an impact on

increasing the company's overall performance (the performance of financial and non-financial) [8].

CONCLUSIONS

- User Satisfaction ERP systems have a significant effect on the quality of accounting information. This shows that the system users are satisfied with the quality of information produced, because it meets the criteria of accurate, timely, relevant, and easy to understand, as well as detail and true (accuracy, timeliness, relevance, informativeness, and competitiveness). With the ERP system provides many benefits and improvements in terms of cooperation between managers and employees, financial consolidation, marketing and sales, human resources, and manufacturing applications, management information available real-time available anywhere and anytime, as well as information systems for inventory management, and regulate labor costs, overtime, and delivery time.
- User Satisfaction ERP systems have a significant effect on managerial performance. Management proper and effective management of the ERP system is critical to the success of ERP implementation. A competent manager is the most important factor in the implementation of information systems.
- The quality of accounting information capable of mediating influence user satisfaction ERP system on managerial performance.

RECOMMENDATIONS

- Bank Mandiri needs to pay attention to user satisfaction is a measure of the success of an information system. With the results of this study are expected to be able to assist the bank in optimizing user satisfaction proven effect on improvement of managerial performance.
- This study is expected to give false ideas for the management of companies in perfecting the use of application of Enterprise Resource Planning system (ERP) in order to improve managerial performance of banking.

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