DIJEFA: Dinasti International Journal of Economics, Finance & Accounting
E-ISSN: 2721-303X
P-ISSN: 2721-3021
https://dinastipub.org/DIJEFA dinasti.info@gmail.com +62 811 7404 455
DINASTI PUBLISHER

DOI: https://doi.org/10.38035/dijefa.v6i1.4048
https://creativecommons.org/licenses/by/4.0/
Received: 14 January 2025 | **Revised:** 18 February 2025 | **Accepted:** 01 March 2025

Evaluation of UMKM Capabilities in Implementing Accounting Applications (Case Study of Inem Catering)

Fernando Yosua Solar[1*], Tubagus Muhamad Yusuf Khudri[2]
[1]Master of Accounting, Universitas Indonesia, fernandosolar27@gmail.com
[2]Master of Accounting, Universitas Indonesia, yusufkhudri@gmail.com

[*]Corresponding Author: fernandosolar27@gmail.com

Abstract: Inem Katering is a business that is still developing in Minahasa, North Sulawesi, which is engaged in the culinary sector with a focus on catering services for various large events such as weddings, birthdays, funerals, and other thanksgiving events. This business is not yet supported by well-structured financial management. Most of the cash flow is still based on estimates, without clear records. The existence of technology is greatly needed by Inem Katering not only to make it easier to prepare financial reports but also to make this business grow. One of the uses of information technology in helping Inem Katering prepare financial reports can be in the form of the application of accounting software, Accurate. The Technology-Organization-Environment (TOE) framework is used to evaluate the implementation of the accurate accounting application with three contexts, context of technology, organization and environment. This research method uses a quatitative approach obtained from the results of interviews with three sources. The results of the study show that in the context of technology, the relative advantage attribute indicates that the implementation of this accounting application will provide benefits in the form of important information for managers and employees such as balance sheet and profit and loss reports in accordance with SAK EMKM. Meanwhile, for the organizational context at this time, business managers fully support the adoption of this application, but at this time the Katering business has not been able to add special employees to manage the accounting application. Environmental factors are influenced by competition in this business sector, but the implementation of this accounting application can help the Katering business to evaluate their needs for technology.

Keywords: Accounting Information System, *Technology-Organization-Enviroment* (TOE), Accounting Application Implementation, Small Medium Enterprises.

INTRODUCTION

MSMEs (Micro, Small and Medium Enterprises) are a type of business that is of interest to many people because of their ease in planning and operations, which contributes to their rapid growth in Indonesia. The relatively simple licensing process compared to other types of business also makes MSMEs an accessible option for people who want to start a business.

Apart from that, the success of an MSME not only encourages economic growth, but also plays a role in creating new jobs (Julianty, 2019).

MSMEs play a vital role in economic growth and job creation in Indonesia (Judianto, 2018). With their significant numbers and large contribution in absorbing labor, MSMEs are an important pillar for national economic stability. The resilience of this sector has also been proven when facing various economic crises. Especially micro businesses that prioritize the use of local products, speed up transaction turnover, and directly meet community needs.

Several challenges often faced by MSMEs include: 1) low level of education, 2) limited knowledge regarding information technology, and 3) difficulties in preparing financial reports (Muchid, 2015). Often MSME managers do not implement adequate financial records or follow applicable accounting standards (Sudaryanti et al., 2019). In fact, recording accurate financial reports is very important, because these reports play a role in providing information related to cash flow and reflect overall business performance (Rudiantoro & Siregar, 2012).

Most MSMEs still use simple financial recording methods. Good financial flow recording is a supporting factor in increasing the efficiency and effectiveness of business operations. The absence of adequate financial information makes it difficult for external parties, such as banks or other financial institutions, to assess company capacity, so that MSMEs' access to capital becomes limited (Siregar, 2021). Therefore, MSME players need to innovate in preparing accurate financial reports so that business activities can be carried out more effectively and efficiently (Wibawa, 2019).

Inem Katering is a micro business that is currently developing in Minahasa Regency, operating in the culinary sector with a focus on catering services for various large events such as weddings, birthdays, funerals and other thanksgiving events. However, unfortunately, the development of this business has not been supported by well-structured financial management. Most cash flow flows are still based on estimates, without clear recording.

Currently, based on the explanation from the owner of Inem Katering, the business has not implemented an adequate financial bookkeeping system, but only uses a simple book to record cash inflows and outflows. Most of the transactions at Inem Katering are in the form of orders, but without well-structured financial records, the owner experiences difficulty in determining the correct amount of profit, because he cannot clearly differentiate between income that is still received in advance and that which has become sales. Inem Katering usually calculates business profits by reducing the balance in the bank from the income received in advance. However, the results of this deduction do not reflect actual business profits, because they are mixed with the owner's personal money which is not related to business operational activities.

The existence of technology is really needed by Inem Katering not only to make it easier to prepare financial reports but also to make this business grow. Fluctuations in the number of orders and the increasing number of transactions make simple recording less effective. The cash flow flow becomes unclear, and many transactions are missed in recording, which has the potential to cause losses for the business. One of the uses of information technology in helping Inem Katering prepare financial reports can be the application of accounting software, namely Accurate.

Accurate is an accounting application launched in 2018 by PT. Cipta Piranti Sejahtera, aims to support the growth and development of Indonesian MSMEs in the digital era, Accurate allows MSMEs to record business bookkeeping easily and produce accurate and high-quality financial reports, making it easier for business owners to clearly know the position of profits or losses obtained.

An organization's ability to implement a technology can be measured and analyzed using the Technology, Organization and Environment Framework (TOE). The Technology, Organization and Environment framework (TOE framework), has been studied in several

previous experimental studies, which examined various information systems, in various disciplines such as electronic business in the financial services industry, and electronic or online technology for small and medium businesses (Zhu & Kraemer, 2005). This framework was developed by Tornatzky and Feischer in 1990 which describes how organizations adopt and apply technological innovation in their operational activities (Baker, 2012). The three context elements that influence organizations in making decisions regarding the adoption of information technology are Technology Context, Organizational Context and Environmental Context (Baker, 2012).

Technology Context, explains what technology is available or has just emerged and/or is being used by the organization (Baker, 2012). Factors that influence the application of technology are relative advantage, complexity, and suitability (Chong & Olesen, 2017). Organizational context reflects characteristics that include the quality of human resources, organizational size, and top management leadership. The organizational context allows information technology to be applied and implemented but does not rule out the possibility of being an obstacle to the adoption of information technology (Cooper & A, 2014). Context Environment is the space in which an organization carries out its activities, which can be a barrier or supporter in implementing technological innovation. Research conducted (Chong & Olesen, 2017) states that industry characteristic factors and government regulations have a large influence on the environmental context.

METHOD

This research uses a case study method to evaluate the implementation of the Accounting Information System carried out by Inem Katering. This research uses a qualitative research approach method. This method is expected to answer the main research questions of this study. Data collection in this research was carried out using primary data obtained directly from internal company sources. Data collection techniques applied include in-depth interviews, observation and documentation studies.

Qualitative methods were developed in various social sciences to make it possible to study cultural phenomena that require data that is not in the form of numbers (Wahyuni, 2015). Wahyuni (2015) also explains qualitative research as research that focuses on theory development, uses various realities as considerations, has non-numerical values, and is inductive in nature, a hypothesis is not needed to start research. The data used in this research was obtained through a qualitative approach, such as interviews, internal company documents, and observations, to identify factors that influence the implementation of the Accounting Information System in catering companies (Sekaran & Bougie, 2016).

As for the stages of this research, the first was to reduce the data obtained from the interview process to five sources, then the data from the interviews were categorized and analyzed in depth based on the TOE framework, resulting in three groups of findings related to technological, organizational and environmental dimensions. The discussion in this research is organized thematically based on the TOE framework, resulting in three analysis groups, each of which focuses on technological, organizational and environmental dimensions. The final stage in analyzing this research data is drawing conclusions. This process begins with comprehensive data collection, followed by identifying patterns, explanations and causal flows from the cases analyzed.

RESULTS AND DISCUSSION

The aim of this research is to evaluate the factors that influence Inem Katering's ability to implement accounting applications based on the TOE framework and to provide an overview of Inem Katering's business capabilities in implementing accounting applications. The discussion regarding the decision to adopt technological innovation is seen from the technological context, organizational context and environmental context. The research

instrument used in collecting data in this research was interviews. Interviews were conducted with 3 respondents including the business owner, the business owner's husband, and 1 employee.

Based on the results of interviews, this research reveals the factors that influence Inem Katering's business ability to implement accounting applications using Accurate. Factors in the technological context that influence technology adoption decisions are the extent to which the organization benefits/benefits from implementing new technology, the compatibility of the new technology to be adopted and the complexity of the new technology itself. In an organizational context, technology adoption decisions are influenced by the availability of human resources, support from management and organizational size. In the environmental context, which is an external factor for the organization, factors that influence new technology factors consist of industry characteristics and support from regulators.

The relative advantage attribute explains the benefits of implementing new technology. From the results of interviews, business owners are of the opinion that the accounting information system will be very useful for the sustainability of the Inem Catering business and will provide benefits in the form of important information for managers and employees such as regarding balance sheets and profit and loss reports in accordance with Sak EMKM. Compatibility describes the new technology that will be adopted. Accurate is an accounting application that must be installed on a computer/laptop. Procurement of facilities to implement this accounting application is not a problem in this business because according to the business owner this accounting application is very necessary and needed to facilitate the running of the Inem Catering business, because this business requires innovation to develop. Complexity is the extent to which an innovation from information technology can be understood or applied. In interviews with owners and employees, they stated that they had never received education regarding the importance of financial recording and its uses, but according to the owner's husband, the implementation of the accounting application was still easy to use because the features were still simple and the calculations were automatic, no longer manual.

In the organizational context, it represents internal organizational factors that influence the implementation of information technology. The decision to implement technology is influenced by the availability of human resources, the owner is willing to fully support if there will be an implementation of Accurate accounting applications in the accounting process, support from the owner is an important factor in the success of implementing information technology, from the interview results it can be concluded that this business supports if the accounting process is carried out using the Accurate accounting application. And the size of the organization is related to coordination between the owner and the staff who will manage the Accurate accounting application because currently the Inem Catering business cannot add special staff to manage the application because it does not have sufficient financial capacity.

In the environmental context which is an external factor of the organization, industry characteristics consisting of competitor pressure and pressure from partners, according to interviews with respondents it can be concluded that the implementation of this accounting application can help Inem Catering businesses to evaluate their needs for technology, adjust organizational structure, and respond environmental pressures such as competition and changes in consumer behavior. The implementation of this accounting application makes this business grow more professional and competitive. Support from regulators, in this case government regulations, has been identified as the environmental factor that most influences technology adoption. According to the opinion of catering industry respondents, until now they do not understand government regulations regarding rules or government assistance for micro, small and medium enterprises, but now Currently, the government has implemented the MSME Level Up 2024 program, where later this government program can influence this business to continue to develop.

The results of this research explain that based on the TOE framework, the Inem Catering business can implement accounting applications using the Accurate accounting application. The results of interviews with respondents show that there are 5 attributes that have an important role in encouraging the Inem Catering business to implement accounting applications, namely relative advantage attributes, compatibility attributes, management support attributes, industry characteristics attributes and regulator support attributes.

CONCLUSION

From the explanation in the Results and Discussion above, it can be concluded that the TOE framework aims to explain that the adoption of technological innovation in an organization is influenced by 3 contexts, namely the technological context, organizational context and environmental context. The technological factor with the relative advantages of implementing accounting applications will provide benefits in the form of important information for managers and employees, such as regarding balance sheets and profit and loss reports in accordance with SAK EMKM. The implementation of the Accurate accounting application is influenced by the organizational context, where there are internal factors to meet the needs for implementing this accounting application, such as the quality of human resources. In an environmental context, there is competition in this business field but the implementation of this accounting application can help Inem Katering businesses to evaluate their needs for technology, adjust organizational structures, and respond to environmental pressures such as competition and changes in consumer behavior.

REFERENCES

Baker, J. (2012). The technology–organization–environment framework. *Information systems theory*, 231-245.

Chong, J. L., & Olesen, K. (2017). A Technology-Organization-Environment perspective on eco-effectiveness: A Meta-analysis. *Australasian Journal of Information Systems*, 21.

Cooper, V. A., & A, M. (2014). Absorptive capacity and contextual factors that influence green IT assimilation. *Australasian Journal of Information Systems, 18(3)*, 271-288.

Judianto, R. I. (2018). Implementasi Penyusunan Laporan Keuangan Umkm Berdasarkan Standar Akuntansi Keuangan Entitas Mikro Kecil Dan Menengah (Sak-Emkm) Pada Ukm Davin Decor Surakarta. *JAB (Jurnal Akuntansi & Bisnis), 4(02)*.

Julianty, H. T. (2019). *Pemberian Izin Usaha Mikro, Kecil dan Menengah.* Palembang.

Muchid, A. (2015). *Penyusunan Laporan Keuangan UMKM berdasarkan Standar Akuntansi Keuangan-Entitas Tanpa Akuntabilitas Publik (SAK-ETAP)(Kasus pada UD. Mebel Novel'l di Banyuwangi).*

Sekaran, U., & Bougie, R. (2016). Research methods for business: A skill building approach (7th ed.). John Wiley & Sons.

Siregar, R. (2021). Analisis faktor-faktor yang mempengaruhi penggunaan sistem informasi akuntansi pada UMKM. Jurnal Ilmiah Akuntansi dan Finansial, 5(1), 45-56.

Sudaryanti, D., Kurniawati, E., & Kurniawan, A. (2019). Analisis kesiapan UMKM dalam mengimplementasikan SAK EMKM. Jurnal Riset Konsep Manajemen, 5(2), 112-120.

Tornatzky, L. G., & Fleischer, M. (1990). *The processes of technological innovation*. Lexington Books.

Wahyuni, S. (2015). *Penelitian Kualitatif: Bisnis, Ekonomi, Sosial, dan Humaniora*. Salemba Empat.

Wibawa, B. M. (2019). Model Pelatihan dan Pendampingan Penyusunan Laporan Keuangan Berbasis Cloud Bagi Pelaku UMKM. *Segawati, 3(3)*, 51-56.

Zhu, & Kraemer. (2005). Post-adoption variations in usage and value of e-business by organizations: crosscountry evidence from the retail industry. *Information Systems Research, 16(1)*, 61-68.