

# The Effect of Accounting Understanding, Information Technology, Internal Control, and Human Resource Competency on Financial Statements Quality

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## ABSTRACT

The hotel industry is needed to significantly increase welfare and economic recovery after COVID-19. The high growth of the hotel industry must be balanced with quality financial management and reporting because many parties use financial reports as a basis for decision-making. The research examined the influence of accounting understanding, utilization of information technology, internal control systems, and human resource competency on the quality of financial statements. This research uses a quantitative approach with questionnaire tools distributed to 56 hotels with 4-star and 5-star hotel classifications. The research results show that understanding accounting, information technology utilization, internal control systems, and human resource competency influence the quality of financial statements. Fulfillment of the elements can be achieved by an adequate understanding of accounting from the personnel who prepare financial reports, the use of technology used by the company to increase the accuracy and availability of reports, a control system to minimize fraud, and competent human resources so that the rules present reports.

## 1. INTRODUCTION

A summary of the business process activities is presented in the financial report and is helpful as a basis for decision-making (Syafriyani & Qamariah, 2023). Quality financial reports are needed for information content based on financial reports to be valuable. The quality of financial report information is based on conformity with applicable accounting standards (Firmansyah et al., 2022). The application of accounting standards is an effort to fulfill qualitative requirements in financial reports because the existing information content will be used as a basis for decision-making. Stakeholders use financial reports to make decisions (Syaharman, 2021). So that accounting standards can be applied to all industries, including the hotel industry. Hotels are required to make financial reports to meet the needs of stakeholders.

In Indonesia, the hotel industry is very important for domestic and foreign tourists who want to vacation in an area. The growth of the hotel industry also has an impact on improving community welfare (Rangkuti, 2023). So the hotel industry in the tourism sector has become a factor in the country's economic recovery after the COVID-19 pandemic (Syafriyani & Qamariah, 2023). The Yogyakarta Special Region is one of the tourist destinations that is experiencing growth in the hotel industry. The growth of the hotel industry in D.I. Yogyakarta from 2018 to 2022 can be seen in Table 1. In 2022, the occupancy rate in the Special Region of Yogyakarta will reach 98% during the year-end holiday period. This achievement is the average result for hotels in the Special Region of Yogyakarta, which covers four districts. Based on the increase in occupancy percentage, the Governor of the Special Region of Yogyakarta gave directions so that future hotel development would not only be centered in the cities of Yogyakarta and Sleman but could spread to

the Bantu, Kulon Progo, and Gunung Kidul districts (Humas DIY, 2022). The rapid growth of the hotel industry has resulted in intense competition. Understanding your strengths and weaknesses, as well as the opportunities and threats you will face, is one of the strategies that needs to be carried out. Increasing income by improving the quality of products, services, and hotel management is one of the strategies carried out by hotel managers.

**Table 1. Hotel Industry Growth**

Hotel	Year (Unit)				
	2018	2019	2020	2021	2022
5 - stars	9	11	11	11	11
4 - stars	18	36	42	45	45
3 - stars	32	61	68	69	69
2 - stars	24	34	33	30	30
1 - stars	13	21	18	17	17
Other	589	610	618	1.661	1.661
total	685	773	790	1.833	1.833

Source: *bappeda.jogjapro.go.id* (2023)

Increasing hotel income through improved services and operations can be reflected in financial reports. Therefore, hotel managers need annual hotel financial reports to assess, monitor, and make decisions within a certain period based on the targets and objectives set. Financial reports as a basis for decision-making and evaluation will not be useful without being supported by adequate report quality. A hotel's financial report is considered quality if it meets the targets and objectives set and has been approved by the hotel management (Kaukab & Lufthiadi, 2021). Preparing financial reports is intended to convey information on the financial position, financial performance, and cash flow of an entity that is useful to report users in making decisions. Information is said to be useful if it can be trusted and used by information users and supports reliable decision-making (Lestari & Dewi, 2020). So financial reports are said to be of quality if the information presented is useful for users in making decisions. The information in financial reports can be used to analyze financial performance (Wulansari, 2023). Performance is an achievement of the efforts made to achieve company effectiveness (Ethika et al., 2019). Hotel managers can strive for business continuity by determining more competitive strategies based on information from financial reports so that business processes run more effectively.

The financial management carried out does not always follow the management's expectations (Rohma & Novitasari, 2023). The difference between expectations and actual conditions is called risk. Risk arises due to uncertainty factors, which can cause losses and even bankruptcy for the company (Jayanti et al., 2021). Risk tolerance will influence financial management (Hirawati et al., 2021). The case that occurred at Hotel Sahid Jaya Internasional Inc. (SHID) in 2021 experienced a loss of Rp. 8.70 billion, Rp. 1.19 billion less than in 2020 of Rp. 9.89 billion. Efforts were made by the hotel to minimize the losses experienced by selling assets owned in 2021 amounting to IDR 1 billion, thereby reducing the company's operational costs. Actions by hotel managers to cut operational costs arising from the assets they own will, of course, not occur if the company does not have quality financial reports as a form of planning and control. The case of the Sahid Hotel is an illustration of the importance of financial reports for early detection and monitoring so that managers do not experience worse risks. The decision-usefulness theory approach can be chosen by company managers to bridge the interests of owners and investors in financial reports so that the vision and mission can be achieved.

Fraud or failure will not occur if the decisions made by company management in preparing financial reports meet applicable standards (Nahartyo et al., 2020). IFRS adoption provides the benefit of increasing the transparency and credibility of financial reports (Bharata et al., 2020). This, of course, will reduce fraud in financial reports. Although the application of IFRS also provides the benefit of increasing understanding of financial reports, this will not be achieved if managers make wrong decisions regarding human resources involved in the system to avoid fraud and failure in preparing financial reports. So the first aspect that must be considered to ensure quality financial report information is the understanding of accounting possessed by human resources in preparing financial reports. The cause of the low quality of financial report information is a lack of accounting understanding in preparing financial reports (Miliani et al., 2022).

The second aspect, namely the widespread use of information technology, provides opportunities for parties who need it to access, manage, and present financial reports promptly. This is because the application of information technology in business activities can improve processes, production, quality, decision-making, and problem-solving to increase competitive advantage (Wicaksono & Mispiyanti, 2019). If technology is not utilized, it will have a significant impact on company performance (Aldino & Septiano, 2021). A company can develop and utilize advances in information technology to improve its ability to manage finances. Therefore, companies are obliged to improve their ability to manage finances and channel financial information effectively and efficiently (Hadis et al., 2022).

The third aspect is the internal control system, which will affect the quality of financial report information. This is because a good financial reporting system is always supported by a good internal control system as well (Alwi et al., 2020). An internal control system is defined as a process influenced by human resources and information technology designed by an organization to achieve goals. The control system will give rise to rules and policies to achieve the set goals. A good internal control system cannot be separated from the supervision of the board of commissioners, management, and other personnel. The use of an internal control system for assessing effective and efficient company performance in operations, reliability of financial reporting, and compliance with applicable laws and regulations. The fourth aspect that influences the quality of financial report information is human resource competency. The level of competency needed to determine the expected level of quality. The level of competency is used as a basis for assessing the selection process, planning, performance evaluation, and human resource development. The quality of human resources is measured through the availability of skilled human resources, understanding of regulations, placement according to background, and skills to adapt to change (Elfauzi & Sudarno, 2019).

This research refers to research by Sa'adah & Nasrullah (2021) which examines the influence of human resource competence, use of information technology, and internal control systems on the quality of financial reports by adding an independent variable, namely understanding accounting because understanding accounting is a factor for the sustainability of report preparation. quality finance (Miliyani et al., 2022). And using a different object from previous researchers, namely the hotel industry, because this industry is considered a post-COVID-19 economic recovery sector. The research was carried out by distributing questionnaires to 4- and 5-star hotel managers who were involved in preparing financial reports. The research results show that all variables in the research are supported. So, this research supports the decision-usefulness theory related to decision-making carried out by company management to achieve predetermined goals. The hotel industry in D.I. Yogyakarta must continue to strive to always improve the quality of financial report information produced because financial reports are used as the basis for decision-making by various parties.

## 2. LITERATURE REVIEW

The decision usefulness theory was put forward by Staubus (1954) explain that quality of accounting information as a basis for decision-making and is the framework for preparing the Statement of Financial Accounting Concepts (SFAC) in America. According to decision usefulness theory, presenters of accounting information need to consider the components contained in the report to meet the needs of decision-makers. Furthermore, the American Accounting Association's Statement of Basic Accounting Theory (ASOBAT) prepared APB Statement 4 concerning Basic Concepts and Accounting Principles Underlying Financial Statements of Business Enterprises in 1970, which introduced the idea of the content of qualities that make financial information useful, namely relevance, understandability, verifiability, neutrality, timing, comparability, and completeness. Financial reports have the function of accountability for owners and provide useful information for investors. Differences in interests to make financial reports give rise to trade-offs (Tenaya, 2007). So financial reports must pay attention to the level of reliability and relevance. These two criteria will experience a trade-off if used together. Therefore, to overcome the problem, a decision-usefulness approach is used (Staubus, 2000).

Accounting is a system that aims to produce financial information that is relevant for interested parties to make wise economic decisions and understand and analyze a company's finances to generate operating profits during a certain period within a certain time. The hotel industry needs financial information regarding hotel operations. Management will use the right information to make the right decisions, such as for planning, implementing, analyzing, and controlling hotel operational activities. Based on the Regulation of the Minister of Tourism and Creative Economy of the Republic of Indonesia

No.PM.53/HM.001/MPEK/2013 Article 1 Paragraph 4 concerning hotel business standards, it is explained that hotel financial reports must be based on the basic framework for preparing and presenting financial reports from financial accounting standards and principles (Menteri Kebudayaan dan Pariwisata, 2013).

Financial reports are considered quality if they present information that is relevant, reliable, comparable, and can be understood by users. In PSAK No. 1 of 2013 concerning the presentation of financial reports, the purpose of financial reports is to provide information regarding the company's financial position, financial performance, and cash flow, which is useful for a large number of users in making decisions and shows the results of management's responsibility for using resources in the company's operations.

Understanding is a person's ability to understand something that is already known. The level of understanding of accounting is assessed by the level of knowledge a person has in understanding the accounting cycle, which includes understanding journals and ledgers, summarizing trial balances, adjusting journal entries, and preparing financial reports (Riyadi, 2020). Someone who does not have an understanding of accounting means that the information in the financial reports produced will be less useful for those who need it (Miliani et al., 2022). The decision usefulness theory approach requires that financial reports fulfill the relevant elements. The presentation of financial reports that reflect the actual (relevant) situation cannot be achieved if the individual who prepares the financial report does not understand the accounting cycle. So the personnel involved in preparing financial reports must be those who understand accounting. And strategic decision-making based on financial reports must be appropriate so as not to disrupt company operations. Therefore, decision-making must be carried out by personnel who understand accounting so that the company's predetermined goals can be achieved. Research conducted by Lestari & Dewi (2020) and Riyadi (2020) shows that understanding accounting influences the quality of financial reports. Based on the description above, the first hypothesis is:

H1: Understanding of accounting influences the quality of financial statements.

Information technology is used to process, store, and disseminate information. Utilization of information technology is the attitude or behavior of using information technology to complete tasks and improve performance (Rohma & Zakiyah, 2021). The use of technology in a system that captures, creates, and manages information can improve company performance (Rohma, 2023). Widespread use of information technology provides opportunities for parties who need it to access, manage, and present financial reports promptly (Aldino & Septiano, 2021). Good use of information technology can produce quality financial reports that meet the elements of reliability and are timely. The use of information technology provides speed and accuracy in presenting and reporting financial reports (Shofiyah et al., 2023). Therefore, companies are obliged to build and develop reporting systems by utilizing advances in computerized information technology (Admaja & Wahyundaru, 2020). In line with the decision usefulness theory, which requires that a quality financial report meet the elements of reliability and be timely, the use of information technology in preparing financial reports makes the process more effective and efficient. So the maximum use of information technology greatly influences the quality of financial report information (Erawati & Abdulhadi, 2018). Research conducted by Ernawati & Budiyo, (2019), Hadis et al., (2022), and Kaukab & Lufthiadi (2021) shows that the use of information technology influences the quality of financial report information. Based on the description above, a second hypothesis is:

H2: Utilization of information technology influences the quality of financial statements.

The internal control system is the basis for compliance with rules prepared to provide guarantees for achieving company goals and reporting. So internal control that is integrated with company activities will encourage quality improvement, avoid inefficient costs, and increase company responsiveness (Lestari & Dewi, 2020). The decision usefulness theory approach as the basis for formulating APB Statement 4 states that quality financial reports must contain elements, among others, that are relevant and can be checked. These two elements indicate that quality financial reports are free from fraud when audited. Fraud that occurs in financial reports can, of course, be avoided by having an adequate internal control system. The existence of an internal control system in the accounting cycle will enable each stage to be monitored to minimize errors and fraud (Shofiyah et al., 2023). A good internal control system provides information that is useful for prediction, transparency of resources used, operational strategies for sustainability, and clearly stated risks or uncertainties when violations occur (Ernawati & Budiyo, 2019). Research conducted by

Sa'adah & Nasrullah (2021), Sijabat & Lestary (2022), and Sulastri et al., (2022) shows that the internal control system influences the quality of financial report information. Based on the description above, the third hypothesis is:

H3: Internal control system influences the quality of financial statements.

Competency is a person's basic abilities or attitudes that are predicted to be able to carry out or complete tasks effectively in various situations or jobs (Kusufi et al., 2020). Based on the workload, human resources in the company must have the required competencies because human resources are the driving force of the company in realizing its vision and mission (Sijabat & Lestary, 2022). Human resource competency must have knowledge and understanding regarding the work carried out so that the work can be completed according to the standards set (Syawalina, 2020). Increasing understanding, knowledge, and skills in the field of accounting means that individuals can prepare financial reports according to accounting principles (Yulianto & Hariwibowo, 2019). In line with the decision usefulness theory, which requires that information in financial reports contain elements that are relevant, understandable, verifiable, neutral, timely, comparable, and complete, the reports used will be used as a basis for decision-making. Fulfillment of the elements in the information content of financial reports will only be achieved if the human resources involved in presenting financial reports have adequate knowledge and understanding regarding financial reports. Mistakes and failures in preparing financial reports will greatly impact the quality of the information produced. So that management or personnel involved in preparing financial reports are required to have more knowledge and understanding so that the resulting financial reports are of higher quality (Sulastri et al., 2022). Research conducted by Aldino & Septiano (2021), Hadis et al., (2022), and Handayani et al., (2022) shows that human resource competency influences the quality of financial report information. Based on the description above, the fourth hypothesis is:

H4: Human resource competency influences the quality of financial statements.

### 3. RESEARCH METHOD

This research is quantitative, using primary data with the help of questionnaires for data collection and multiple linear regression analysis techniques to test the research hypothesis using the SPSS version 26.0 test tool. This research was conducted on employees in the accounting departments of 4- and 5-star hotels in the Special Region of Yogyakarta. There are 56 hotels in the Special Region of Yogyakarta. Data collection was carried out using a questionnaire, which was distributed directly to respondents. The questions in this research questionnaire were measured using a Likert scale with 5 points. The determination of respondents in this study was based on research (Kaukab & Lufthiadi, 2021). Meanwhile, the sample selection included all employees in the accounting department because the process of preparing financial reports requires employees who understand and understand accounting. The sampling technique for selecting respondents in this study was purposive sampling, which refers to the criteria and special considerations that the researcher has determined. The sampling criteria for this research are first, accounting division employees. Second, employees who have worked in the accounting division for a minimum of two years. Third, all employees are involved in preparing financial reports using information technology.

**Table 2. Operational Definition**

<b>Variables</b>	<b>Indicator</b>
Understanding of accounting (Lestari & Dewi, 2020)	1. Journal 2. Ledger 3. Trial Balance 4. Adjustment 5. Financial Reports
Utilization of information technology (Lestari & Dewi, 2020)	1. Computer 2. Internet Network
Internal control system (Kaukab & Lufthiadi, 2021)	1. Control environment 2. Risk assessment 3. Control activities 4. Information and communication 5. Monitoring

Human resource competence (Kaukab & Lufthiadi, 2021)	1. Responsibility 2. Training 3. Experience
Quality of financial statement (Kaukab & Lufthiadi, 2021)	1. Relevance 2. Reliability 3. Comparability 4. Understandability

Source: Processed Data, 2023

#### 4. RESULT AND DISCUSSION

Based on the distribution of questionnaires that had been carried out, 222 respondents were obtained in this study. However, as many as 101 questionnaires or around 55.2% of the data, could not be processed because they did not comply with the predetermined purposive sampling criteria. So the data that can be processed in this research is from 82 questionnaires, or around 44.8% of the data from all the questionnaires distributed. The questionnaire data that has been obtained is then tested for quality using validity and reliability tests before testing the research hypothesis. The validity test is used to determine whether the research instrument can be said to be valid or not. The validity test is measured based on the Pearson correlation value. A research indicator is considered valid if the significance value is less than 0.05 or 5% (Ghozali, 2018). Based on the results of the validity test above, the five instruments for this research variable were declared valid with a significance value of 0.00. Through reliability testing, it can be seen whether a research variable is reliable or not by referring to the results of Cronbach's alpha test.

**Table 3. Questionnaire Data**

Questionnaire	Count	Percentage
Distributed	222	100%
Cannot be processed	101	55,2%
Processable questionnaire	82	44,8%

Source: Processed Data, 2023

**Table 4. Validity Test of Dependent Variable**

Instrument	Item	Pearson Correlation	Sig. (2 tailed)
Quality of financial statement	Y1	0,819**	0,00
	Y2	0,776**	0,00
	Y3	0,830**	0,00
	Y4	0,750**	0,00
	Y5	0,860**	0,00
	Y6	0,855**	0,00
	Y7	0,857**	0,00

Source: Processed Data, 2023

**Table 5. Reliability Test**

Variables	Cronbach's Alpha	Result
Understanding of accounting	0,969	Reliable
Utilization of information technology	0,885	Reliable
Internal control system	0,901	Reliable
Human resource competence	0,882	Reliable
Quality of financial statement	0,918	Reliable

Source: Processed Data, 2023

**Table 6. Descriptive Analysis Test**

Variables	N	Min.	Max.	Mean.	Std. deviation
Understanding of accounting	82	53	110	97,82	13,174
Utilization of information technology	82	18	35	30,85	3,922
Internal control system	82	23	40	35,76	3,965

Human resource competence	82	18	30	26,88	3,123
Quality of financial statement	82	17	35	31,46	3,878

Source: Processed Data, 2023

**Table 7. Hypothesis Test**

Variables	B	T	Sig.
(constant)	-0,358	-200	0,842
Understanding of accounting	0,058	2,527	0,014
Utilization of information technology	0,298	3,181	0,002
Internal control system	0,194	2,099	0,039
Human resource competence	0,371	3,249	0,002

F - test = 85,202; Adjusted R Square = 0,806

Source: Processed Data, 2023

The results of the reliability test in table 5 show that Cronbach's alpha value is  $> 0.70$ . Research variables are declared reliable if Cronbach's alpha results are  $> 0.70$  (Ghozali, 2018). Thus, the results of the reliability test for the variables above are found to be reliable. Descriptive statistical tests aim to describe data seen from the mean, maximum, and minimum values. The results of the descriptive analysis test in table 6 show that the total number of respondents from all variables is 82. The accounting understanding variable has a min value of 53, a max value of 100, and a mean value of 97.82 with a standard deviation of 13.174. The information technology utilization variable has a minimum value of 18, a maximum value of 35, a mean value of 30.85, and a standard deviation value of 3.922. The internal control system variable has a minimum value of 23, a maximum value of 40, a mean value of 35.76, and a standard deviation value of 3.965. The human resource competency variable has a minimum value of 18, a maximum value of 30, and a mean value of 26.88 with a standard deviation of 3.123. The dependent variable of financial report information quality shows a minimum value of 17, a maximum value of 35, and a mean value of 31.46 with a standard deviation of 3.878. The next data analysis technique, hypothesis testing, is used to determine the relationship between the independent variable and the dependent variable. This research uses multiple regression analyses to test the hypothesis.

Based on Table 7, the results of this hypothesis test the influence of the independent variables understanding of accounting, utilization of information technology, internal control system, and human resource competence on the Quality of financial. The results of hypothesis testing in Table 7 show that understanding of accounting has a significance value of  $0.014 < 0.05$ , meaning that the first hypothesis is accepted and that understanding of accounting influences the quality of financial statements. The utilization of information technology has a significance value of  $0.002 < 0.05$ , meaning that the second hypothesis is accepted: the utilization of information technology affects the quality of financial statements. The internal control system has a significance value of  $0.039 < 0.05$ , meaning that the third hypothesis is accepted and that the internal control system affects the quality of financial statements. Human resource competency has a significance value of  $0.002 < 0.05$ , meaning that the fourth hypothesis is accepted: human resource competency influences the quality of financial statements.

Testing of the research model was carried out using the F test. The results of the F test in Table 7 show a significant value of  $0.000 < 0.05$ , or it can be said that the model in this research is fit, which means the model can predict the quality of financial report information. The results of the F test state that understanding accounting, use of information technology, internal control systems, and human resource competency simultaneously influence the quality of financial report information. The adjusted R square value is 0.806, so the level of influence of accounting understanding, use of information technology, internal control systems, and human resource competence on the quality of financial report information for 4- and 5-star hotels in the Special Region of Yogyakarta is 80%, and the remainder is influenced by other variables outside of this research.

The first hypothesis states that understanding of accounting influences the quality of financial statements in 4- and 5-star hotels in the Special Region of Yogyakarta. The results of this research support previous research that stated that understanding accounting influences the quality of financial statements (Riyadi, 2020). The higher a hotel manager's understanding of accounting, the more they will be able to present quality financial statements because the presentation of financial reports has rules that must be

fulfilled, and of course, this must be understood by those preparing the financial reports so that the information produced can be useful for decision-making. In line with the decision usefulness theory, which requires the relevance of the information content in financial reports to the actual situation, quality financial report information must meet relevant rules because the information presented will be used as a basis for decision-making by its users. The fulfillment of relevant elements in financial reports cannot be separated from the report presenter's understanding of the accounting cycle. Therefore, a good understanding will maximize strategy determination and decision-making to achieve company goals as reflected in financial reports (Miliani et al., 2022).

The results of testing the hypothesis that the utilization of information technology influences the quality of financial statements in 4- and 5-star hotels in the Special Region of Yogyakarta. The results of this research support previous research that states that the utilization of information technology influences the quality of financial statements (Jansen et al., 2018; Kaukab & Lufthiadi, 2021; Kusumawardhani & Muanas, 2020; Rohma, 2023). Optimal use of information technology will, of course, make reports more timely and relevant because they avoid repeated errors, making the process of presenting financial reports more effective and efficient. Relevant and timely presentation of financial reports is one of the elements for financial reports to be considered quality according to decision usefulness theory. To achieve relevant and timely elements, companies are required to implement computerized presentations of financial reports (Admaja & Wahyundaru, 2020).

The results of the internal control system hypothesis test influence the quality of financial statements in 4-star hotels and 5-star hotels in the Special Region of Yogyakarta. The results of this research support previous research, which states that the internal control system influences the quality of financial statements (Admaja & Wahyundaru, 2020; Handayani et al., 2022; Ramdany & Setiawan, 2021; Sundari & Rahayu, 2019). The internal control system aims to achieve the goals set by the company, and financial reports function as an evaluation tool for the achievement of these goals. So the existence of an internal control system will affect the reliability of financial reports. Under the decision-usefulness theory, one of the requirements for financial reports to be of quality is that they can be relied on by users in making decisions. Therefore, this internal control system is the most important thing in a company. Without an appropriate control system, when preparing financial reports, you are faced with fraud and the danger of irregularities and inaccuracies that will be detrimental to the company (Yanti & Munari, 2021). So, to minimize this danger, management must provide an appropriate control system.

The results of the hypothesis test of human resource competency influence the quality of financial statement in 4- and 5-star hotels in the Special Region of Yogyakarta. The results of this research support previous research that states that human resource competence influences the quality of financial statements (Adhivinna & Hikmahwati, 2020; Hadis et al., 2022; Kaukab & Lufthiadi, 2021; Rohma, 2022). Preparing quality financial reports requires competent resources because presenting quality financial reports must be done in a timely manner. Accountability is the process of being accountable for financial reports that have been made because many parties will use financial reports as a basis for decision-making. So the financial reports produced must be of high quality and fulfill several requirements. Decision usefulness theory requires several rules for presenting quality financial reports: relevant, understandable, auditable, neutral, timely, comparable, and complete. This can only be achieved by competent management or personnel. The level of competency of personnel for the work carried out makes the presentation of financial reports more accountable (Sulastri et al., 2022).

## 5. CONCLUSIONS, LIMITATIONS AND SUGGESTIONS

The results of this research show that understanding of accounting, utilization of information technology, internal control systems, and human resource competence influence the quality of financial statements for 4- and 5-star hotels in the Special Region of Yogyakarta. All hypotheses in this study were supported. The decision usefulness theory states several elements that must be fulfilled for financial reports to be of high quality because it believes that the financial reports presented will be used as a basis for decision-making. Fulfillment of the elements can be achieved by an adequate understanding of accounting from the personnel who prepare financial reports, the use of technology used by the company to increase the accuracy and availability of reports, a control system to minimize fraud, and competent human resources so that reports are presented according to the rules. The research results are also motivated by the management of 4- and 5-star hotels receiving demands for management standardization consisting of product aspects, ser-



vice aspects, and management aspects. Following the Regulation of the Minister of Tourism and Creative Economy of the Republic of Indonesia Number PM.53/HM.001/MPEK/2013 Article 1 Paragraph 4 Concerning Hotel Business Standards, one of the absolute criteria in the management aspect of 4- and 5-star hotels is financial management. So, the quality of financial reports is a concern for hotel managers. Based on the results of this research, it is hoped that hotel managers who want to increase their ranking to 4- or 5-star hotels will pay attention to management aspects, especially financial management. The factors of understanding accounting, use of information technology, internal control systems, and human resource competence must be considered because they have an impact on the quality of the financial report information produced. This research has limitations related to limited research permits, thereby reducing the number of target respondents. It is hoped that further research can expand the fiber and increase the number of respondents so that the research results are more comprehensive. Further research is also expected to consider the latest regulations because there is Minister of Tourism and Creative Economy Regulation Number 12 of 2019 as an amendment to previous regulations. One aspect of change is related to hotel classification assessments.

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