

## Impact of Accounting Information System on Organizational Performance of Government Institutions

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**Abstract.** AIS has become an indispensable tool for government institutions to fulfill their objectives and enhance overall performance. This study was conducted to assess the impact of AIS on the organizational performance of government institutions in Iba, Zambales, participated in by the 50 government offices in the municipality. The findings indicates that there is a perceived strong agreement on the utilization of AIS in terms of accuracy, enhancing quality function, user satisfaction, and informed decision-making; and also strong agreement on the effectiveness and efficiency of using AIS in government organizations' performance; there is a significant difference in terms of accuracy on the utilized AIS based on sex, highest educational attainment, government office, and years working with AIS; in terms of enhancing quality function based on sex, government office, and years working with AIS; in terms of user satisfaction based on government office and job title; in terms of informed decision-making based on sex; in terms of effectiveness and efficiency in using AIS based on government offices; and there is a significant relationship between the utilized AIS and organizational performance.

**Keywords:** accounting information system, government institutions, organizational performance, effectiveness, efficiency of AIS.

### 1. INTRODUCTION

In today's dynamic and complex environment, government institutions face increasing pressure to enhance their operational efficiency and effectiveness to deliver high-quality public services while maintaining fiscal responsibility. Accounting information systems (AIS) have become an indispensable tool for government institutions to fulfill their objectives and enhance overall performance. AIS establishes a structured and comprehensive framework for collecting, storing, processing, and analyzing both financial and non-financial data, enabling government institutions to make informed decisions, improve resource allocation, and enhance transparency and accountability. According to Alim & Siswantoro (2019), the implementation of information systems across public sector organizations, particularly local government agencies, can positively impact the performance of those agencies and individuals within them. Moreover, accounting information systems (AIS) further enhance organizational efficiency by streamlining financial operations, reducing manual tasks, and minimizing errors. Automated processes and integrated systems eliminate the need for repetitive data entry, leading to significant time and resource savings. Therefore, we are conducting this study to evaluate the influence of AIS on the organizational performance of government institutions in Iba, Zambales.

## **2. LITERATURE REVIEW**

### **Accounting Information System**

An effective accounting information system (AIS) serves as a cornerstone for organizations, enabling them to efficiently collect, store, and process financial and accounting data. Organizations use this data to make informed decisions and prepare comprehensive reports for external stakeholders like creditors, government authorities, and investors (Monteiro & Cepeda, 2021). Prima and Akbar (2020) characterize an accounting information system as a specific configuration of reports, records, and hardware. This includes computers and their accessories, personnel for implementation, communication tools, and meticulously planned reports, all aimed at transforming financial data into management-relevant information. Yap (2023) noted that AIS plays a significant role in an organization's operation, ensuring the accuracy of financial information and simplifying the process of generating financial reports.

This research focuses on four essential components of the AIS that significantly contribute to improving organizational performance: the accuracy-enhancing quality function, user satisfaction, and informed decision-making.

**Accuracy.** Nirwanto and Andarwati (2019) stated that AIS integration simplifies task management and enhances accuracy, enabling organizations to meet their objectives effectively. As stated also by Saeidi and Prasad (2019) and Yap (2023), to ensure effective decision-making, an AIS must be reliable and deliver accurate, trustworthy information to its users in a timely and relevant manner.

**Enhancing Quality Function.** The utilization of AIS systems can be considered a significant indicator of organizational performance. Notably, AIS implementation has a substantial impact on enhancing quality standards. In line with previous research findings, AIS tools are likely to assist organizations in improving their overall quality levels (Trabulsi, 2018), and a well-integrated AIS can significantly reduce response time, enabling businesses to process sales and purchase transactions more quickly and effectively (Nirwanto & Andarwati, 2019).

**User Satisfaction.** End-user satisfaction is considered to contribute to the efficiency of completing sales transactions and purchase transactions due to its positive influence on transaction processing speed. This satisfaction stems from the ability of the system to meet the needs of the organization, the availability of comprehensive guides or demo tutorials on technology utilization, particularly for information systems, and the adaptability of setup data and features to specific organization's requirements, ultimately leading to the effective

utilization of the information system and enhanced overall quality (Nirwanto & Andarwati, 2019).

**Informed Decision-Making.** Reliability, presentation, timeliness, and alignment with decision-making requirements primarily determine the quality of information. The effectiveness of AIS also hinges on the perception of decision-makers regarding the system's ability to provide relevant and useful information for operational processes, management reporting, budgeting, and control within the organization (Nwinee, Akpos, Vincent, & Ibinabo, 2016). Trabulsi (2018) revealed in his study that the use of an accounting information system can enhance the effectiveness of decision-making. Moreover, contemporary accounting systems have evolved beyond mere data repositories and financial information providers. They now encompass a broader spectrum of descriptive, quantitative, and relevant information, empowering diverse decision-makers to make informed choices (Nwinee et al., 2016).

### **Organizational Performance**

Financial managers rely on the financial and accounting data generated by AIS to assess the firm's historical performance and formulate strategic plans. Consequently, key financial indicators like return on assets and return on equity typically evaluate organizational performance (Trabulsi, 2018). By providing reliable, consistent, and timely information, AIS empowers organizations to make informed decisions, streamline processes, and enhance overall organizational efficacy (Algrari & Ahmed, 2019). Enhancing organizational performance is a cornerstone of government policy, and the production of accurate and reliable financial statements plays a pivotal role in achieving this objective (Dmour & Al-Dmour, 2018).

**Effectiveness.** An effective AIS delivers essential services while also meeting user information needs. Its ultimate measure of effectiveness lies in its contribution to the organization's long-term success (Saeidi & Prasad, 2019). Teru and Hla (2015) talked about how an internal control system can help reduce risks and stop unacceptable behavior in the workplace. They said that a well-designed control environment and careful control activities can protect against undesirable behavior and help the company reach its goals.

**Efficiency.** Saeidi and Prasad (2019) evaluate AIS efficiency by analyzing the costs incurred to support it. By scrutinizing these costs, organizations can identify areas for improvement and potentially reduce labor costs through automation, optimize supplies through efficient technology, find cost-effective locations for AIS operation, and negotiate better equipment deals. However, alongside these direct costs, indirect costs like employee training time and potential revenue loss due to errors or downtime also factor into overall AIS

efficiency. In addition, at the heart of accurate and timely accounting information lies the efficient operation of accounting information systems. Different AIS types share a core purpose: to deliver the organization's information needs with optimal efficiency (Samuel, 2013).

### 3. METHODS

The 50 employees from selected government institutions in the municipality who hold key positions within their respective organizations, such as accountants, admin officers, admin aides, internal audit service officers, bookkeepers, state auditors, job order auditors, internal auditors, and admin assistants, participate in this research. These employees have in-depth knowledge and experience with the implementation and utilization of accounting information systems.

The data gathered using the survey instrument are interpreted and analyzed using the following statistical tools, including frequency and percentage to determine the profile variable of the respondents; mean analysis to determine the descriptive counts of the respondents' perceptions on AIS in terms of accuracy, enhancing quality function, user satisfaction, and informed decision-making; the organizational performance of the government institutions; and analysis of variance to determine any variances in the respondents' perception of AIS, with based scores of means and profile variables as factors.

### 4. RESULTS AND DISCUSSIONS

#### Profile of the Respondents

**Table 1**  
**Frequency and Percentage Distribution of the Respondents' Profile**

Profile Variables		Frequency (f)	Percentage (%)
Sex	Male	8	16.0
	Female	42	84.0
	<b>Total</b>	<b>50</b>	<b>100.00</b>
Age Mean= 31.26 years old	25 years old & below	9	18.0
	26-35 years old	26	52.0
	36-45 years old	10	20.0
	46 years old and above	5	10.0
	<b>Total</b>	<b>50</b>	<b>100.00</b>
Highest Education Attainment	College Graduate	40	80.0
	Master's Graduate	10	20.0
	<b>Total</b>	<b>50</b>	<b>100.00</b>
Length of Service	3-10 years	42	84.0
	11-18 years	3	6.0
	27-34 years	2	4.0
	35 years and above	2	4.0
	Other	1	2.0
	<b>Total</b>	<b>50</b>	<b>100.00</b>

Government Office	PRMSU	10	20.0
	CAPITOL	10	20.0
	DPWH	6	12.0
	DEPED	10	20.0
	DTI	1	2.0
	DENR	4	8.0
	COA	9	18.0
	<b>Total</b>	<b>50</b>	<b>100.00</b>
Job Title	Accountant	6	12.0
	Admin Officer	12	24.0
	Other	32	64.0
	<b>Total</b>	<b>50</b>	<b>100.00</b>
Years of Working with AIS	3-6 years	31	62.0
	7-10 years	10	20.0
	11-14 years	3	6.0
	Other	6	12.0
	<b>Total</b>	<b>50</b>	<b>100.00</b>

Sex. The majority of the respondents are females, with 42, or 84%, compared to males, with 8, or 16%. This finding highlights the increasing representation of women in finance and accounting roles within government institutions, reflecting broader trends of gender diversification in traditionally male-dominated fields (Onaolapo & Odetayo, 2015).

Age. The average age of the respondents is 31.26 years, with the majority, 26, or 52%, belonging to the 26-35 year age group, and the smallest group, 5, or 10%, belonging to the 46 year and above age group. The concentration of respondents in the younger age range could suggest a higher rate of technology adoption and adaptability, as younger employees often have more experience with digital tools and systems, such as AIS. Al-Mamary et al. (2014) have found that younger employees tend to embrace new technologies more readily, which could enhance their perception of the effectiveness and efficiency of AIS.

Highest Educational Attainment. The majority of the respondents are college graduates, with 40, or 80%, compared to 10, or 20%, who are master's graduates. The results show a younger workforce, aligning with the global trend of younger professionals assuming critical roles in government institutions. This trend suggests that younger employees are more adaptable to new technologies, such as accounting information systems, which can contribute to the modernization of government operations (Hwang & Lin, 2016).

Length of Service. The majority of the respondents, 42, or 84%, have been in service for 3-10 years, while 1 respondent, or 2%, has been in service for a period other than the selected years. It indicates that they are in their early years of employment in government service.

Government Office. The majority of the respondents work in government offices at PRMSU, Capitol, and DepEd, with 10 or 20% in each department, and 1 or 2% in the DTI office. The significant role accounting systems play in managing public funds, resources, and

departmental operations likely drives these departments' high engagement in evaluating AIS effectiveness. In particular, education departments like PRMSU and DepEd often manage large-scale budgets and require accurate and transparent financial reporting to ensure accountability in resource allocation and usage, especially when dealing with publicly funded initiatives (Lavigne, 2017). Similarly, central offices like the Capitol serve as administrative hubs for government operations, making them crucial sites for AIS implementation and assessment to promote effective governance and financial oversight (Salehi & Rostami, 2017).

**Job Title.** The majority of the respondents, 32, or 64%, hold job titles other than the one identified in this study, while only 6, or 12%, are accountants. Diverse employees, including internal audit service officers, bookkeepers, state auditors, job order auditors, internal auditors, and admin assistants, comprise these other job titles. They have a lot of knowledge and experience with setting up and using accounting information systems. This is due to the increasing use of AIS in government institutions by individuals from various fields, who require access to financial and accounting information for decision-making, reporting, and business operations (Alsharari, 2016).

**Years of working with AIS.** The majority of them, or 31, or 62%, have been working with AIS for 3-6 years, while the smallest group, or 3, or 6%, have been using it for 11-14 years. This reflects a moderate level of experience with these systems, which is often associated with an intermediate level of familiarity and proficiency in AIS functionalities. Studies of Ismail and King (2014) indicate that such a period of experience enables users to develop practical knowledge and adaptability to AIS, allowing them to leverage the system for improved decision-making, operational efficiency, and financial reporting accuracy.

**Utilization of Accounting Information System**

**Accuracy.** Table 2 reveals a strong consensus among the respondents regarding the accuracy of the AIS, with an overall weighted mean of 3.41. With the highest mean of 3.52, they strongly concur that the data from the accounting information system consistently aligns with external audits and financial reviews, while the lowest mean of 3.06 indicates their agreement that the system is free from errors and inconsistencies.

**Table 2**  
**Perceptions on the Utilized Accounting Information System in terms of Accuracy**

<b>Statements</b>	<b>Mean</b>	<b>Descriptive Equivalent</b>
1. The accounting information system is free from errors and inconsistencies.	3.06	Agree
2. The accounting information system's financial reports reflect the true financial position and performance of the organization.	3.46	Strongly Agree
3. The accounting information system helps the organization effectively minimize errors in process execution.	3.50	Strongly Agree

4. The accounting information system provides timely and up-to-date financial information.	3.50	Strongly Agree
5. The accounting information system's data is consistently aligned with external audits and financial reviews.	3.52	Strongly Agree
<b>Overall Weighted Mean</b>	<b>3.41</b>	<b>Strongly Agree</b>

This overall mean score indicates a high level of confidence among respondents in the AIS's ability to provide accurate and reliable financial data, which is essential for informed decision-making and organizational accountability (Ismail & King, 2014; Alsharari, 2016). This finding highlights the system's role in ensuring that internal financial records match the standards and requirements of external oversight bodies, contributing to transparency and trustworthiness. Research by Soudani (2014) and Alrawashdeh (2020) stated that alignment with external audits is critical in government institutions, as it promotes accountability and helps detect and prevent financial mismanagement. Conversely, the lower mean implies the possibility of sporadic problems with data integrity, which could potentially impact the perceived reliability of the AIS. Studies by Rom and Rohde (2017) suggest that even minor errors or inconsistencies in accounting systems can raise concerns about data accuracy and undermine users' trust in the system, particularly in the public sector where accuracy is highly scrutinized. Therefore, there is a need for further improvement to ensure the AIS remains fully error-free (Pratama & Firmansyah, 2019).

Enhancing Quality Function. Table 3 reveals that the respondents strongly agree that the utilization of AIS enhances the quality function, with an overall weighted mean of 3.55. They likewise strongly agree that the accounting information system contributes to increased efficiency and effectiveness of operations with the highest mean of 3.60, as well as strongly agree that the accounting information system helps improve the quality of financial reporting and supports better decision-making within the organization with the lowest mean of 3.52.

**Table 3**  
**Perceptions on the Utilized Accounting Information System in terms of Enhancing Quality Function**

Statements	Mean	Descriptive Equivalent
1. The accounting information system helps improve the quality of financial reporting.	3.52	Strongly Agree
2. The accounting information system supports better decision-making within the organization.	3.52	Strongly Agree
3. The accounting information system contributes to increased efficiency and effectiveness of operations.	3.60	Strongly Agree
4. The accounting information system enhances the overall quality management of the organization by facilitating financial transparency and accountability.	3.58	Strongly Agree
5. The accounting information system enables continuous improvement by providing data-driven insights to identify and address areas for improvement.	3.54	Strongly Agree
<b>Overall Weighted Mean</b>	<b>3.55</b>	<b>Strongly Agree</b>

The results indicate that government employees place a high value on AIS as a tool to streamline operations and support better management. This aligns with previous research that highlights the crucial role of quality-enhancing functionalities in AIS for organizational success (Rom & Rohde, 2017; Alsharari, 2016). The findings also indicate that the AIS enables government institutions to conduct their activities more smoothly, minimizing redundancies and optimizing resource usage. Prior studies of Soudani (2014) and Ismail and King (2014) emphasize the importance of AIS in enhancing operational efficiency, as it allows for timely access to reliable information, facilitates process automation, and improves workflow coordination. Additionally, this finding highlights the role of AIS in providing accurate and comprehensive financial information, which is essential for transparent reporting and informed decision-making. As stated by Beest et al. (2015) and Alrawashdeh (2020), effective AIS contributes to better financial performance by ensuring that decision-makers have access to precise and up-to-date financial data, enhancing accountability, and fostering a data-driven culture in public institutions. Therefore, the public sector particularly values the system's quality-enhancing features, as accurate reporting and efficient resource utilization are essential for accountability and transparency (Pratama & Firmansyah, 2019).

User Satisfaction. Table 4 reveals that the respondents strongly concur with the user satisfaction of the AIS they utilize, with an overall weighted mean of 3.31. They equally strongly agree that the accounting information system meets their work needs and provides the necessary financial data for their daily tasks, with a mean score of 3.44. However, they also express satisfaction with their organization's accounting information system, scoring 3.24.

**Table 4**  
**Perceptions on the Utilized Accounting Information System in terms of User Satisfaction**

Statements	Mean	Descriptive Equivalent
1. The accounting information system is easy to use and understand, even for users with limited accounting knowledge.	3.26	Strongly Agree
2. The accounting information system is accessible and user-friendly, providing a seamless user experience.	3.28	Strongly Agree
3. The training and support provided for the accounting information system are adequate and effective.	3.32	Strongly Agree
4. The accounting information system meets the needs of my work and provides the necessary financial data for my daily tasks.	3.44	Strongly Agree
5. I am satisfied with the accounting information system used by my organization.	3.24	Agree
<b>Overall Weighted Mean</b>	<b>3.31</b>	<b>Strongly Agree</b>

Based on the findings, this high level of satisfaction underlines the essential role that AIS plays in supporting daily financial tasks and aligns with findings from recent studies highlighting the importance of user-centered AIS design in enhancing employee satisfaction and productivity (Romney & Steinbart, 2017; Al-Hakim & Abdullah, 2018). This suggests that



users find the system effective for their job functions, enabling them to efficiently access critical financial information for their tasks. Such functionality is crucial in government settings, where accuracy and accessibility of financial data are fundamental to maintaining accountability and transparency in operations. Studies of Alsharari (2016) and Stair and Reynolds (2016) confirm that a well-structured AIS contributes to job efficiency and enhances user satisfaction by aligning with employees' information needs. However, the slight decrease in satisfaction may indicate potential areas for further system improvement, such as ease of use, customization, or integration with other systems, as perceived by users. While AIS may meet fundamental needs, Nicolaou and Bhattacharya (2016) and Chen (2017) suggest that additional factors like system complexity, interface design, and technical support can impact user satisfaction, necessitating ongoing improvements to maintain high satisfaction levels. Therefore, this aligns with the broader literature emphasizing that user satisfaction with AIS is dynamic and requires periodic evaluations and updates to ensure the system remains responsive to users' evolving needs (Pratama & Firmansyah, 2019).

**Informed Decision-Making.** Table 5 reveals a strong agreement among the respondents regarding the use of AIS for informed decision-making, with an overall weighted mean of 3.32. They similarly strongly agree that the accounting information system provides them with the necessary information to make a decision; it helps them identify trends and patterns in financial data, enabling them to make proactive decisions; and it contributes to better strategic planning and decision-making by providing insights into the financial implications of strategic initiatives, with the highest means of 3.34. They also strongly agree that the accounting information system enables them to assess the financial performance of the organization and identify areas for improvement with the lowest mean of 3.28.

**Table 5**  
**Perceptions on the Utilized Accounting Information System in terms of Informed Decision-Making**

Statements	Mean	Descriptive Equivalent
1. The accounting information system provides me with the necessary information to make a decision.	3.34	Strongly Agree
2. The accounting information system helps me identify trends and patterns in financial data, enabling me to make proactive decisions.	3.34	Strongly Agree
3. The accounting information system enables me to assess the financial performance of the organization and identify areas for improvement.	3.28	Strongly Agree
4. The accounting information system contributes to better strategic planning and decision-making by providing insights into the financial implications of strategic initiatives.	3.34	Strongly Agree
5. I rely on the accounting information system as a key source of information for making informed decisions in my role.	3.32	Strongly Agree
<b>Overall Weighted Mean</b>	<b>3.32</b>	<b>Strongly Agree</b>

The findings’ strong agreement emphasizes the value of AIS in facilitating informed decision-making processes, wherein, respondents stated that the AIS effectively provides essential information for decision-making, aids in identifying trends and patterns in financial data, and supports proactive decision-making. This aligns with findings by Romney and Steinbart (2017) and Nicolaou (2016), who emphasized that well-integrated AIS can enhance decision quality by providing timely and relevant financial insights. The system's role in delivering data that aids in understanding financial trends and making proactive decisions is reflected in the highest ranking. This capability is particularly crucial in government settings, where predictive analysis of financial patterns can guide budgeting and resource allocation. Recent literature, including studies by Chen (2017) and Stair and Reynolds (2016), demonstrates the significant contribution of AIS to strategic planning. It provides insights into financial implications, empowering managers to align their actions with long-term goals. Moreover, it also indicates that while AIS provides foundational decision support, there may be limitations on its depth of analytical features or specific functionalities in identifying performance gaps. Research by Alsharari (2016) and Pratama and Firmansyah (2019) suggests that AIS effectiveness in financial performance assessments is highly dependent on customization, analytical tools, and user training..

**Organization’s Performance using Accounting Information System**

Effectiveness. Table 6 shows that the respondents strongly agree with the effectiveness of AIS, with an overall weighted mean of 3.39. They likewise strongly agree that an accounting information system is essential for measuring the success of organizational initiatives, with the highest mean of 3.44. They equally strongly agree that AIS provides granular data on specific initiatives and departments, allowing for precise evaluation of their effectiveness and targeted improvements, as well as contributing to cost reduction initiatives within their institution, with the lowest mean of 3.40.

**Table 6**  
**Organization’s Performance using Accounting Information System in terms of Effectiveness**

Statements	Mean	Descriptive Equivalent
1. The accounting information system provides reliable data for evaluating organizational performance.	3.40	Strongly Agree
2. The AIS provides timely and comprehensive financial data, enabling decision-makers to react quickly and decisively to changing market conditions.	3.40	Strongly Agree
3. The AIS provides granular data on specific initiatives and departments, allowing for precise evaluation of their effectiveness and targeted improvements.	3.36	Strongly Agree
4. The accounting information system is essential for measuring the success of organizational initiatives.	3.44	Strongly Agree
5. AIS used by our organization has contributed to cost reduction initiatives within our institution.	3.36	Strongly Agree
<b>Overall Weighted Mean</b>	<b>3.39</b>	<b>Strongly Agree</b>

The results indicate that AIS is viewed as essential for measuring the success of organizational initiatives, aligning with past findings that position AIS as a key performance measurement tool (Al-Hattami, 2020; Prasad & Green, 2018), as it facilitates precise evaluations and allows organizations to target improvements where needed. This view is consistent with Nguyen et al. (2019), who highlighted the role of AIS in enhancing data specificity and supporting strategic decision-making. Additionally, the respondents acknowledged the cost-reduction benefits of AIS, viewing it as integral to expense management within institutions. This aligns with the findings of Nasution et al. (2017), who observed that AIS adoption contributes to better cost management through improved resource allocation and tracking. Furthermore, research from the past decade consistently emphasizes that AIS is not merely a data repository but also a tool for organizational enhancement, from improving resource allocation to fostering a data-driven approach in decision-making processes. As stressed by various studies of Al-Mamary et al. (2014) and Ismail and King (2015), AIS strengthens the ability of government institutions to assess, refine, and achieve organizational goals effectively.

Efficiency. Table 7 shows that the respondents strongly agree with the efficiency of AIS, with an overall weighted mean of 3.42. Similarly, they strongly agree that AIS has enabled their organization to adapt to changing financial regulations, market conditions, and operational needs with the highest mean of 3.46, as well as strongly agree that AIS has enhanced productivity within the organization's financial operations with the lowest mean of 3.38.

**Table 7**  
**Organization's Performance using Accounting Information System in terms of Efficiency**

Statements	Mean	Descriptive Equivalent
1. The AIS has helped our organization make better strategic decisions.	3.40	Strongly Agree
2. AIS has enhanced productivity within the organization's financial operations.	3.38	Strongly Agree
3. AIS has improved the quality of service provided to stakeholders, such as clients, partners, and government agencies.	3.44	Strongly Agree
4. AIS has enabled your organization to adapt to changing financial regulations, market conditions, and operational needs.	3.46	Strongly Agree
5. The AIS has helped the organization become more efficient and cost-effective.	3.44	Strongly Agree
<b>Overall Weighted Mean</b>	<b>3.42</b>	<b>Strongly Agree</b>

According to the results, most of the people who answered agreed that AIS worked well in government institutions. This is in line with other research that has shown how it can improve operational processes and help government institutions manage resources and be accountable (Al-Mamary et al., 2014; Prasad & Green, 2018). Research indicates that AIS enables

organizations to respond proactively to regulatory and environmental changes by providing updated, compliant data and facilitating adaptive planning (Al-Sharairi, 2021; Nguyen et al., 2019). In the context of government institutions, which frequently operate under strict compliance and reporting requirements, AIS plays a crucial role in ensuring timely and accurate regulatory compliance and enhancing the organization’s resilience to change. Furthermore, the respondents concur that AIS enhances productivity in financial operations, showcasing the system's efficiency in simplifying workflows and reducing repetitive task time. This is consistent with research by Nasution et al. (2017), who found that AIS implementation helps optimize financial processes by automating routine functions, reducing errors, and allowing financial professionals to focus on analysis rather than data entry. Hence, AIS’s contribution to productivity and compliance with financial regulations highlights its importance beyond basic data handling, making it a powerful tool for enabling strategic financial management and supporting organizational agility. Research consistently affirms AIS's dual role in upholding regulatory standards and boosting operational efficiency in government settings, where these capabilities hold particular value (Ismail & King, 2015; Al-Hattami, 2020)..

**Test of Difference on the Utilized Accounting Information System by Government Organization according to Profile Variables**

Accuracy and Profile Variables. Table 8 shows the computed value of  $p=0.021$  for sex,  $p=0.049$  for highest educational attainment,  $p=0.026$  for government office, and  $p=0.032$  for years working with AIS profile variables; therefore, the null hypothesis is rejected, hence there is a significant difference in the perceived accuracy of utilized AIS based on these profile variables.

**Table 8**  
**Test of Difference on the Accuracy of the Utilized Accounting Information System according to Profile Variables**

Profile Variables	F	Sig.	Interpretation
Sex	5.735	.021	Reject Ho; Significant
Age	.272	.845	Accept Ho; Not Significant
Highest Educational Attainment	4.089	.049	Reject Ho; Significant
Length of Service	.889	.478	Accept Ho; Not Significant
Government Office	2.694	.026	Reject Ho; Significant
Job Title	2.003	.146	Accept Ho; Not Significant
Years Working with AIS	3.201	.032	Reject Ho; Significant

Significant @  $p \leq 0.05$  Level of Significance

The results show that how accurate people think AIS is in government institutions depends on a number of professional and demographic factors. These include gender, level of education, specific office duties, and number of years of AIS experience. These factors can

significantly affect how confident employees are in AIS's accuracy, while age and length of service on a general level do not. This understanding of AIS accuracy perception aligns with broader research emphasizing the importance of role-specific experience and context in technology evaluation within government institutions (Al-Mamary et al., 2014; Nasution et al., 2017). On the contrary, the lack of significant differences across age, length of service, and job title suggests that direct interaction factors, such as specific office needs and years using the system, may influence perceptions of AIS accuracy more than general demographic or career status variables. This is consistent with findings by Al-Hattami (2020) indicating that the practical experience and immediate context of technology use are stronger determinants of perception than personal demographics in public-sector environments.

Female respondents rated the accuracy of AIS higher; this aligns with research suggesting that gender-based perspectives can influence technology perception and evaluation. Females may perceive AIS accuracy as more beneficial or may use the system more rigorously, aligning with findings by Venkatesh et al. (2016), which suggest that women often rate technology tools positively in roles that require careful documentation and precision. The respondents with a college degree rated AIS accuracy highest, emphasizing the importance of educational background in shaping AIS perceptions. Higher educational attainment may lead to greater familiarity with technology use, increasing confidence in AIS functionality and reliability (Ismail & King, 2015). Furthermore, a college-level education likely provides the foundational skills needed for assessing data accuracy and reliability—factors crucial in AIS evaluation. The respondents from the Department of Education rated AIS accuracy highest among departments, which reflects the department's specific need for precise data tracking for budgeting and resource allocation, which is essential for public education funding and accountability. As stated by Prasad and Green (2018), the DepEd's reliance on accurate data to meet reporting standards and effectively allocate resources could contribute to higher AIS accuracy perceptions within the department. Furthermore, those with 3–6 years of experience using AIS reported the highest ratings for accuracy, which aligns with the idea that intermediate experience can provide users with enough familiarity to confidently assess system accuracy without the potential complacency or bias that may occur with prolonged use (Nguyen et al., 2019). With 3–6 years of experience, users may be able to recognize AIS capabilities while also understanding its potential limitations, leading to a balanced view of accuracy.

Enhancing Quality Function and Profile Variables. Table 9 shows the computed value of  $p=0.002$  for sex,  $p=0.019$  for government office, and  $p=0.019$  for years working with AIS profile variables; therefore, the null hypothesis is rejected, hence there is a significant

difference in the perceived enhancing quality function of utilized AIS based on these profile variables.

**Table 9**  
**Test of Difference on the Enhancing Quality Function of the Utilized Accounting Information System according to Profile Variables**

Profile Variables	F	Sig.	Interpretation
Sex	11.093	<b>.002</b>	Reject Ho; Significant
Age	.268	.848	Accept Ho; Not Significant
Highest Educational Attainment	3.332	.074	Accept Ho; Not Significant
Length of Service	.498	.737	Accept Ho; Not Significant
Government Office	2.877	<b>.019</b>	Reject Ho; Significant
Job Title	2.257	.116	Accept Ho; Not Significant
Years Working with AIS	3.668	<b>.019</b>	Reject Ho; Significant

Significant @  $p \leq 0.05$  Level of Significance

The findings indicate that the perceived enhancing quality function of AIS is closely associated with specific roles and experiences within government institutions, particularly among females, those in DepEd, and long-term AIS users. These ideas are in line with those of Al-Mamary et al. (2014) and Ismail and King (2015), which show that how people use information systems and the needs of the situation determine how people think about them in the public sector. This shows how important it is for AIS to be able to improve quality in order to meet the specific needs of government offices. On the other hand, the absence of significant differences based on age, educational background, tenure, or job title suggests that these demographic factors may be less influential in shaping perceptions of AIS's quality-enhancing functions. Rather, it appears that direct engagement with AIS, as seen through years of experience and departmental needs, is a stronger determinant of these perceptions. This aligns with findings by Al-Hattami (2020), who notes that functional role-specific experiences often influence perceptions of information systems' impact more significantly than general demographic characteristics.

Female respondents rated the AIS-enhancing quality function highest; this finding is consistent with research indicating that women often have a positive perception of technology that aids in precision and quality, particularly in fields requiring detailed documentation and accuracy (Venkatesh et al., 2016). The roles women frequently hold in public-sector environments, where detailed reporting and careful data handling are crucial, may contribute to this difference in perception, leading to a greater appreciation for AIS's quality-enhancing functions. The Department of Education (DepEd) received the highest ratings for AIS's quality-enhancing functions; this is likely due to its reliance on AIS for precise data management in areas such as budget allocations, tracking student data, and meeting compliance requirements. Prasad and Green (2018) assert that DepEd, responsible for large volumes of educational and

financial data, particularly values AIS's ability to ensure data quality, as it facilitates efficient resource allocation and upholds the department's accountability mandates. The emphasis on quality functions within DepEd aligns with studies highlighting how specific institutional needs can shape technology perceptions, especially when accuracy and quality data are integral to achieving organizational goals. Moreover, respondents with 11–14 years of AIS experience rated its quality-enhancing function highest, suggesting that seasoned users, exposed to various system upgrades and policy changes, may have a comprehensive understanding of AIS's capacity to support quality improvements. As stated by Nguyen et al. (2019), these experienced users may recognize AIS's cumulative benefits for enhancing data reliability and supporting long-term strategic decisions. Employees with extensive AIS experience may also be more aware of system improvements over time, contributing to a stronger endorsement of AIS's quality-enhancing role.

User Satisfaction and Profile Variables. Table 10 shows the computed value of  $p=0.019$  for government office and  $p=0.027$  for job title profile variables; therefore, the null hypothesis is rejected, hence there is a significant difference in the perceived user satisfaction of utilized AIS based on government office and job title.

**Table 10**  
**Test of Difference on the User Satisfaction of the Utilized Accounting Information System**  
**according to Profile Variables**

Profile Variables	F	Sig.	Interpretation
Sex	.849	.362	Accept Ho; Not Significant
Age	.497	.686	Accept Ho; Not Significant
Highest Educational Attainment	1.812	.185	Accept Ho; Not Significant
Length of Service	.481	.749	Accept Ho; Not Significant
Government Office	2.881	<b>.019</b>	Reject Ho; Significant
Job Title	3.889	<b>.027</b>	Reject Ho; Significant
Years Working with AIS	2.594	.064	Accept Ho; Not Significant

Significant @  $p \leq 0.05$  Level of Significance

The findings reveal that perceived user satisfaction with AIS in government institutions varies significantly based on the specific government office and job title, with the DepEd and those in other job titles showing the highest levels of satisfaction. These insights suggest that certain organizational roles and contexts play a critical role in influencing user satisfaction with AIS. This perspective aligns with research by Al-Mamary et al. (2014) and Nasution et al. (2017), emphasizing the role of organizational needs and job-specific applications in shaping user satisfaction with technology systems in the public sector. Conversely, the absence of significant differences among these demographic and experiential variables implies that specific organizational and role-related contexts, rather than general demographic factors, have a greater influence on satisfaction with AIS. Al-Hattami (2020) found that the relevance and

applicability of the system to the user's specific responsibilities shape user satisfaction in information systems, not just demographic characteristics.

The respondents from the DepEd reported the highest levels of user satisfaction with AIS, which is likely due to the specific needs and functionalities that AIS provides in the educational sector. DepEd's responsibilities include managing large amounts of data related to budgeting, enrollment, and compliance, where AIS facilitates data tracking, transparency, and accuracy. Prasad and Green's (2018) and Ismail and King's (2015) studies demonstrate a close relationship between user satisfaction and a system's ability to support specific institutional objectives. Consequently, departments with high data demands and complex tracking requirements, such as DepEd, often express greater satisfaction with AIS. Also, the respondents with other job titles, including other roles in accounting, were the happiest with AIS. This may show that how well a system meets role-specific needs is a big part of user satisfaction, especially in public institutions where many job functions depend on AIS for strategic and operational support (Nguyen et al., 2019). These findings suggest that individuals in other roles may value AIS's contributions to streamline workflows and data accessibility, enhancing overall satisfaction.

**Informed Decision-Making and Profile Variables.** Table 11 shows the computed value of  $p = 0.036$  for the sex profile variable; therefore, the null hypothesis is rejected, hence there is a significant difference in the perceived informed decision-making of utilized AIS based on sex.

**Table 11**  
**Test of Difference on the Informed Decision-Making of the Utilized Accounting Information System according to Profile Variables**

Profile Variables	F	Sig.	Interpretation
Sex	4.676	<b>.036</b>	Reject Ho; Significant
Age	.367	.777	Accept Ho; Not Significant
Highest Educational Attainment	.121	.729	Accept Ho; Not Significant
Length of Service	.549	.701	Accept Ho; Not Significant
Government Office	1.096	.381	Accept Ho; Not Significant
Job Title	.635	.534	Accept Ho; Not Significant
Years Working with AIS	2.227	.098	Accept Ho; Not Significant

Significant @  $p \leq 0.05$  Level of Significance

The findings reveal a significant difference in the perceived effectiveness of AIS for informed decision-making in government institutions based on sex, which aligns with Al-Hattami (2020), who found that female employees often place a higher value on information systems for their role in minimizing risks and improving compliance, which are essential for government agencies. However, we observed no significant differences in perceptions based on age, highest educational attainment, length of service, government office, job title, or years



of experience with AIS, suggesting that factors related to specific user characteristics or roles have less impact on how AIS supports decision-making. Various roles and levels of experience within government institutions widely recognize AIS's impact on decision-making, thereby supporting the idea that AIS is a universally valuable tool for structured, data-driven decisions (Ismail & King, 2015; Nguyen et al., 2019). This consistency in perception may reflect the standardized functionality of AIS across departments, ensuring all users benefit from accessible and reliable data for making informed choices.

Female respondents rated AIS's role in facilitating informed decision-making, which supports previous research indicating that women may prioritize thorough data and documentation tools to support detailed decision-making processes, especially in fields where precision and accountability are essential, such as government administration (Venkatesh et al., 2016). Studies of Prasad and Green (2018) have found that female employees often value information systems that provide reliable, detailed, and accessible data, which they perceive as critical for accurate and accountable decisions in public-sector roles.

### **Test of Difference on the Organizational Performance using AIS according to Profile Variables**

Effectiveness and Profile Variables. Table 12 shows the computed value of  $p = 0.050$  for the government office profile variable; therefore, the null hypothesis is rejected, hence there is a significant difference in the effectiveness of using AIS based on government offices.

**Table 12**  
**Test of Difference on the Organizational Performance using AIS in terms of Effectiveness according to Profile Variables**

<b>Profile Variables</b>	<b>F</b>	<b>Sig.</b>	<b>Interpretation</b>
Sex	1.651	.205	Accept Ho; Not Significant
Age	.312	.816	Accept Ho; Not Significant
Highest Educational Attainment	.486	.489	Accept Ho; Not Significant
Length of Service	1.071	.382	Accept Ho; Not Significant
Government Office	2.315	<b>.050</b>	Reject Ho; Significant
Job Title	1.295	.283	Accept Ho; Not Significant
Years Working with AIS	1.310	.283	Accept Ho; Not Significant

Significant @  $p \leq 0.05$  Level of Significance

The findings show that different government offices perceive AIS's effectiveness in enhancing organizational performance differently, with the Department of Education (DepEd) demonstrating the highest level of agreement regarding AIS's impact on performance. This suggests that certain departments may value AIS more due to their unique operational demands and the system's role in supporting departmental goals. Studies of Prasad and Green (2018) indicate that departments with high data dependency, such as education, are more likely to view AIS as essential for performance, as it helps meet compliance, reporting, and accountability

standards. Nguyen et al. (2019) similarly found that AIS can be pivotal in data-intensive government offices by providing a robust framework for tracking performance metrics, enabling cost control, and supporting data-driven decision-making. Other research reveals that public sector contexts like DepEd often view AIS as integral to achieving performance objectives due to its ability to streamline workflows, minimize errors, and provide centralized access to critical information. Al-Mamary et al. (2014) and Nasution et al. (2017) stated that AIS enables departments to effectively respond to regulatory requirements and meet performance targets, especially in situations where public accountability is crucial. In departments like DepEd, the need for transparent and accurate data is high, which might explain the elevated satisfaction with AIS as a performance-enhancing tool.

Efficiency and Profile Variables. Table 13 shows the computed value of  $p = 0.007$  for the government office profile variable; therefore, the null hypothesis is rejected, hence there is a significant difference in the efficiency of using AIS based on government offices.

**Table 13**  
**Test of Difference on the Organizational Performance using AIS in terms of Efficiency**  
**according to Profile Variables**

Profile Variables	F	Sig.	Interpretation
Sex	1.826	.183	Accept Ho; Not Significant
Age	.237	.870	Accept Ho; Not Significant
Highest Educational Attainment	.914	.344	Accept Ho; Not Significant
Length of Service	1.112	.363	Accept Ho; Not Significant
Government Office	3.468	<b>.007</b>	Reject Ho; Significant
Job Title	2.621	.083	Accept Ho; Not Significant
Years Working with AIS	.959	.420	Accept Ho; Not Significant

Significant @  $p \leq 0.05$  Level of Significance

The findings indicate a significant difference in the perceived efficiency of using Accounting Information Systems (AIS) to enhance organizational performance across different government offices, with the DepEd reporting the highest levels of perceived efficiency. This implies that specific organizational contexts shape the perception of AIS's contribution to operational goals. Studies of Prasad and Green (2018) indicate that departments with extensive data management needs, such as education, finance, and healthcare, often perceive AIS as essential for achieving operational efficiency, as it enables real-time data processing, enhances decision-making, and reduces administrative burdens. This high valuation of AIS's efficiency also aligns with the findings by Nguyen et al. (2019), who observed that government institutions with data-intensive processes tend to see information systems as integral to efficient workflows and resource management. Al-Mamary et al. (2014) further emphasized that in environments with heavy data demands, people recognize AIS as a tool that not only saves

time and resources, but also enhances accuracy and supports strategic decision-making, thereby reinforcing organizational efficiency.

### **Test of Relationship between the Utilized Accounting Information System and Organizational Performance**

Table 14 shows the test of the significant relationship between the utilized AIS and organizational performance. Between accuracy and effectiveness ( $r=0.743^{**}$ ,  $p=0.000$ ), between enhancing quality of function and effectiveness ( $r=0.740^{**}$ ,  $p=0.000$ ), and between informed decision-making and effectiveness ( $r=0.764^{**}$ ,  $p=0.000$ ) and efficiency ( $r=0.730^{**}$ ,  $p=0.000$ ), there is a positive high correlation; while between accuracy and efficiency ( $r=0.689^{**}$ ,  $p=0.000$ ), enhancing quality of function and efficiency ( $r=0.683^{**}$ ,  $p=0.000$ ), and user satisfaction and effectiveness ( $r=0.641^{**}$ ,  $p=0.000$ ) and efficiency ( $r=0.676^{**}$ ,  $p=0.000$ ), there is a moderate correlation. Therefore, the null hypothesis is rejected; hence, there is a significant relationship between the utilized AIS and organizational performance.

**Table 14**  
**Test of Relationship between the Utilized Accounting Information System and Organizational Performance**

<b>Pearson r Correlation</b>		<b>Effectiveness</b>	<b>Interpretation</b>	<b>Efficiency</b>	<b>Interpretation</b>
Accuracy	Correlation Coefficient	.743**	High Correlation; Reject Ho, Significant	.689**	Moderate Correlation; Reject Ho, Significant
	Sig. (2-tailed)	.000		.000	
	N	50		50	
Enhancing Quality of Function	Correlation Coefficient	.740**	High Correlation; Reject Ho, Significant	.683**	Moderate Correlation; Reject Ho, Significant
	Sig. (2-tailed)	.000		.000	
	N	50		50	
User Satisfaction	Correlation Coefficient	.641**	Moderate Correlation; Reject Ho, Significant	.676**	Moderate Correlation; Reject Ho, Significant
	Sig. (2-tailed)	.000		.000	
	N	50		50	
Informed Decision-Making	Correlation Coefficient	.764**	High Correlation; Reject Ho, Significant	.730**	High Correlation; Reject Ho, Significant
	Sig. (2-tailed)	.000		.000	
	N	50		50	

\*\*Correlation is significant at the 0.01 level (2-tailed)

These relationships suggest that each of these AIS qualities contributes to overall organizational performance, demonstrating the multifaceted role that AIS plays in public sector institutions. Accuracy in AIS directly contributes to both effectiveness and efficiency in organizational performance by ensuring reliable data for decision-making and reducing errors in financial and administrative processes. Al-Hattami (2020) stated that high accuracy in AIS enables users to make well-informed decisions based on precise data, which improves organizational effectiveness. Studies by Nguyen et al. (2019) likewise indicate that accurate AIS data streamline workflows and reduce the need for repetitive data validation, thereby

enhancing operational efficiency. Accuracy is also essential for minimizing risks associated with financial reporting and compliance, a critical consideration for public institutions. Al-Mamary et al. (2014) argue that an AIS that ensures data accuracy can significantly impact an organization's overall efficiency by preventing costly errors, avoiding duplication of effort, and ensuring that information is reliable and consistent across departments.

In terms of high-quality AIS functionality, it allows organizations to refine data processing capabilities, making the system more responsive to organizational needs and user expectations (Ismail & King, 2015). When AIS enhances data quality, it facilitates the effective monitoring and evaluation of projects, leading to improved decision-making and resource allocation. Prasad and Green (2018) found that quality-enhancing functions in AIS, such as real-time data access and robust reporting tools, directly contribute to organizational effectiveness by enabling departments to meet strategic objectives with greater precision. Quality enhancements also contribute to efficiency by streamlining workflows and minimizing user errors. Nasution et al. (2017) assert that AIS systems that prioritize data quality and user-friendly functionality enhance user performance, cut down on data entry and verification time, and boost overall productivity..

With regards to high user satisfaction, it typically reflects positive perceptions of system reliability, usability, and functionality, all of which support organizational effectiveness by ensuring that users can rely on the AIS for accurate and timely information (Nguyen et al., 2019). Satisfaction drives adoption and proper utilization, leading to an increase in the effectiveness of AIS in delivering desired outcomes, such as accurate reporting, financial monitoring, and strategic analysis. Furthermore, user satisfaction can improve operational efficiency by reducing resistance to system adoption and decreasing the need for intensive user training. Al-Mamary et al. (2014) found that when users are satisfied with AIS, they are more likely to leverage its full range of functions, thereby improving workflow efficiency and reducing time lost to manual or redundant processes.

Furthermore, informed decision-making is one of the primary outcomes of a well-designed AIS, and it significantly impacts both effectiveness and efficiency in government institutions. Studies by Prasad and Green (2018) emphasize that AIS, by consolidating data across departments, provides an essential foundation for informed decision-making, which in turn enhances organizational effectiveness. By preventing delays and ensuring appropriate resource allocation, informed decision-making also enhances efficiency. Al-Hattami (2020) found that when AIS delivers accessible and reliable data, decision-makers can act promptly and reduce time spent on gathering or verifying information.

## 5. CONCLUSION

Though the respondents strongly agree on the effectiveness and efficiency of the utilized AIS in their respective government offices, there are some potential areas for improvement; hence it is recommended that government offices using AIS may strengthen data accuracy and consistency through the implementation of automated data validation tools within the AIS to catch discrepancies before they affect reports and analyses; enhance training programs for AIS users through the conduct of regular and in-depth training sessions to improve users' proficiency with the system, focusing on its advanced functionalities like trend analysis and financial forecasting; promote the use of AIS in strategic planning through encouraging department heads to incorporate AIS data in their planning and monitoring activities, ensuring that strategic decisions are evidence-based and aligned with financial realities; establish regular feedback mechanisms for continuous improvement through developing a feedback loop, such as periodic surveys or a suggestion portal, where users can share insights on the system's performance and suggest improvements; and lastly, enhance transparency and accountability through using AIS-generated reports for transparent financial disclosures, adhering to government regulations and fostering public confidence in the institution's operations.

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