

COMPARATIVE ANALYSIS OF THE ACCURACY AND RELIABILITY OF FINANCIAL STATEMENTS BEFORE AND AFTER THE IMPLEMENTATION OF ACCURATE ONLINE: A QUALITATIVE STUDY AT PT INDAH DEWI

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ARTICLE INFORMATION	ABSTRACT
Article History: Received 08 Agustus, 2025 Revised 27 Agustus, 2025 Published 25 Oktober, 2025 Keyword: <i>Accurate Online, Accuracy, Reliability, Financial Statements, Accounting Information System, Agency theory</i>	<i>This study aims to analyze the comparison of the accuracy and reliability of financial reports before and after the implementation of Accurate Online at PT. Indah Dewi, a heavy equipment contractor service company in North Kalimantan. The main problem faced by the company was errors in recording and delays in preparing financial statements when still using a manual system based on Microsoft Excel. Using a descriptive qualitative approach, data was collected through interviews, observations, and documentation to examine users' perceptions and experiences of the accounting system change. The results of the study show that the implementation of Accurate Online has significantly improved time efficiency, transaction recording accuracy, and financial report reliability. The reporting process, which previously took 12–14 working days, can now be completed in 3–5 days after the new system was implemented. The error rate in recording decreased dramatically, from 10–15% to below 3%. In addition, the system provides audit trail and automatic validation features that support the transparency and accountability of financial reports. Thus, Accurate Online has been proven to improve the quality of company financial reports and reduce agency costs through increased transparency and internal control. This study also enriches the literature on the effectiveness of accounting information systems in the contractor service sector.</i>
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1. Introduction

In modern business practice, reliable financial statements are an important element for stakeholders, such as management, investors, and creditors, to make appropriate and sustainable decisions (Henny et al. 2021, 227–224). The quality of financial statements is reflected in a high level of accuracy and reliability, which means that the statements do not contain errors and are able to describe the company's financial condition factually and reliably (Harnovinsah et al. 2023, 98). Accurate data supports strategic decision-

making, such as investment planning, resource allocation, and risk analysis (Sari et al. 2023, 25–31). However, the main challenge in maintaining the quality financial reports is the phenomenon of financial statement manipulation, which is still commonly found in various industrial sectors. Based on a report (ACFE 2022, 1–96), around 9% of total fraud cases in Southeast Asia are related to financial statement manipulation (Harahap & Ritonga 2024, 353–360). This practice is generally carried out to meet certain targets or improve the company's image, which ultimately results in the presentation of financial information that does not reflect reality (Sudradjat 2023, 2-3). Studies (Anindya & Yuyetta 2020, 1-14) confirms that financial statement manipulation is often carried out to meet the expectations of stakeholders, such as investors or creditors, thereby providing an inaccurate picture of the company's financial condition. The practice of financial statement manipulation not only harms investors and creditors, but also has the potential to damage the company's reputation in the long term and pose legal risks (Aritonang et al. 2023, 1-5). According to the report (Transparency International Annual Report 2021, 17), deliberate inaccuracies or manipulation of financial statements are often associated with a lack of internal control mechanisms and the use of inadequate technology in the company's accounting processes.

This phenomenon can be explained through Agency theory, introduced by (Jensen and Meckling 1976). This theory describes the relationship between principals (owners or investors) and agents (management) who often have different interests. In the context of financial reporting, agents may be tempted to manipulate financial information in order to achieve certain targets or increase their compensation, while principals need accurate reports to support rational decision-making. This misalignment of objectives between principals and agents, known as agency conflict, reinforces the importance of information systems that can ensure the transparency and accuracy of financial reporting. In this context, many small and medium-sized companies still rely on manual recording using software such as Microsoft Excel. This system has weaknesses such as high risk human error, limitations in managing complex data, and slow financial reporting processes. This reduces the accuracy of financial reports, which ultimately affects the reliability of information presented to stakeholders (Haryanti & Saputra 2022, 177-185). To address these issues, companies are beginning to shift to application-based accounting information systems such as Accurate Online, MYOB, and Zahir (Zeinora & Septariani 2020, 341). Accurate Online, developed by PT Cipta Piranti Sejahtera (CPSSoft), is designed to provide solutions with premium features such as a user-friendly interface, tax adjustments in accordance with national regulations, and the ability to handle large amounts of data (Haryanti & Saputra 2022, 177-185). With these features, Accurate Online can help reduce the risk of errors and improve the accuracy of financial reports, which ultimately contributes to reducing agency conflict by providing transparent and reliable financial information.

The effectiveness of Accurate Online in supporting financial management has been proven by various studies. For example, (Nurfadhilla & Marlina 2024, 3892) shows that this application can run effectively in the health sector. Research by (Firda Yuntafa et al. 2023, 29-38), (Sholikhatunnisa & Kusuma 2024, 1-5) and (Haryanti & Saputra 2022, 177-185) revealed that Accurate Online can speed up the recording process, reduce the risk of document loss, and minimize errors in manual systems. Although many studies have discussed the effectiveness of Accurate Online in improving financial recording efficiency, previous studies have focused on specific sectors, such as health and manufacturing, without exploring in depth the implementation of Accurate Online in the contractor service sector. In addition, most existing studies emphasize efficiency without specifically discussing how Accurate Online contributes to overcoming financial statement manipulation and improving the accuracy and reliability of financial statements.

This study attempts to fill this gap by conducting a case study at PT. Indah Dewi. PT. Indah Dewi is a heavy equipment contractor operating in North Kalimantan. With fluctuating transaction volumes each month and a reporting system that previously relied on Microsoft Excel, the company often experienced delays in preparing financial reports. For example, monthly reports were often completed 12–14 days after the end of the month, and revisions were sometimes necessary due to manual data entry errors. Some finance staff recorded transactions separately separately, causing duplicate entries and making it difficult to track historical data during internal audits. As the need for transparency and efficiency, especially since the company's projects must be reported to government and private clients, management decided to implement Accurate Online in October 2024. This system introduced automation of the recording process, inter-departmental integration, and real-time monitoring. The transition was not smooth, as the finance team needed time to adapt, especially in understanding advanced features such as fixed asset management and the taxation module. However, within two months of implementation, the company began to see significant changes, such as financial reports being compiled within 3–5 working days and a drastic reduction in recording errors. Awareness of the importance of

Prompted PT Indah Dewi to switch to Accurate Online, which is expected to improve financial recording efficiency while reducing the risk of errors. With the implementation of Accurate Online, PT Indah

Dewi hopes to reduce data discrepancies that often occur in manual systems, ensure that every transaction is recorded accurately, and produce more reliable financial reports. Against this background, this study will examine changes in user perceptions and experiences regarding the accuracy and reliability of financial reports before and after the implementation of Accurate Online. Additionally, this study is expected to contribute to the literature on the effectiveness of Accurate Online implementation, particularly in the contractor services sector, and serve as a reference for other companies wishing to transition from manual systems to application-based systems.

2.Literatur Review

2.1. Agency Theory

Agency theory, proposed by Jensen and Meckling (1976), explains the conflict of interest between principals (owners) and agents (management) resulting from the separation of ownership and management of a company. This conflict is exacerbated by information asymmetry, which allows management to present financial information that is biased or manipulated. As a result, agency costs arise, which are the costs of supervising and ensuring the accountability of agents. The implementation of application-based accounting information systems such as Accurate Online is believed to be able to reduce agency costs by creating transparency and accountability through automatic recording and real-time access. At PT. Indah Dewi, this system plays an important role in improving the accuracy and reliability of financial reports and minimizing the potential for data manipulation by management

2.2 Accounting Information System

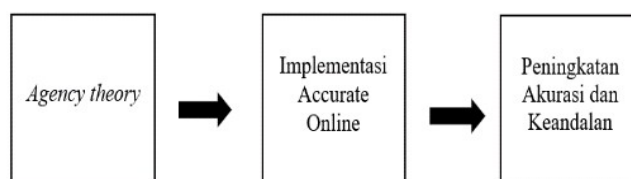
According to (Zamzami et al. 2021, 12-20) An Accounting Information System (AIS) is a system that collects, processes, and presents financial data to support managerial decisions. An effective AIS improves efficiency, data accuracy, and information reliability by reducing manual errors and speeding up the preparation of financial reports. Accurate Online, as a cloud-based AIS system, provides automatic and real-time transaction recording features. This system facilitates monitoring, improves data consistency, and ensures that reports comply with applicable accounting standards. At PT. Indah Dewi, the use of Accurate Online helps produce faster, more accurate, and more reliable reports compared to the manual system based on Microsoft Excel.

2.3. PSAK 201 on Financial Statement Presentation

PSAK 201, which became effective on January 1, 2024, replaces PSAK 1 by emphasizing the quality of financial statements characterized by reliability, relevance, comparability, and clarity of presentation (IAI 2022). Reliability means that reports must be free from material errors and bias so that users can rely on them with confidence. Accurate Online supports this principle of reliability through automatic recording and data validation, which minimizes the potential for human error. Although the term "accuracy" is not explicitly mentioned in PSAK 201, accuracy is an integral part of the principle of reliability, as it pertains to the precision and truthfulness of financial information. With its automation features and PSAK-compliant reporting structure, Accurate Online helps companies like PT. Indah Dewi prepare more accurate, timely, and standard-compliant financial reports, thereby enhancing the confidence among stakeholders in the information presented.

FRAMEWORK

Gambar 2. 1 Skema Kerangka Berfikir



Sumber : Data Diolah, 2025

3. Research Methodology

3.1 Research Design

This study uses a qualitative exploratory approach descriptive with an exploratory character to understand changes in the accuracy and reliability of financial statements before and after the implementation of Accurate Online at PT. Indah Dewi. This approach allows researchers to explore the meaning, experiences, and perceptions of informants in depth through contextual data in the field.

3.2. Research Object

The object of the research is the social situation in the finance department of PT. Indah Dewi, including the place (work environment), actors (managers and finance staff), and activities (recording and preparing reports). The research subjects consisted of key informants (finance managers), primary informants (two accounting staff), and supporting informants (if relevant), who were selected purposively due to their direct involvement in the reporting system.

3.3. Type and Source of Data

Data sources consist of:

1. Primary: interviews and direct observation of Accurate Online users.
2. Secondary: financial documents, internal policies, and company SOPs that support data validation.

3.4. Data Collection Techniques

Financial report data was obtained by downloading the annual reports of PT Ultrajaya Milk Industry Tbk and PT Cisarua Mountain Dairy Tbk from the official website of the Indonesia Stock Exchange or from the respective companies' websites. The financial reports analyzed were income statements and balance sheets, which were needed to calculate profitability ratios.

3.5. Research Instruments

The primary instrument is the researcher himself. Supporting instruments include semi-structured interview guidelines, non-participatory observation guidelines, and document analysis formats. Interview questions focus on the process, obstacles, and impact implementation

3.6. Data Analysis Techniques

Analysis was conducted using two methods: Analysis Thematic: Identifying themes from informants' experiences according to the stages outlined by Braun & Clarke (2006). Analysis Comparative: Comparing the quality of financial statements before and after Accurate Online based on indicators such as efficiency, recording errors, and PSAK compliance. Data Validity Techniques Data validity is tested using the principle of trustworthiness from Lincoln and guba (1985)

- a. Credibility: Member checking.
- b. Transferability: Thick description.
- c. Dependability: Inquiry audit by supervisor.
- d. Confirmability: Triangulation of sources, techniques, and researchers to ensure objectivity

4. Results and Discussion

This study found that the implementation of Accurate Online at PT. Indah Dewi significantly improved the quality of financial reports, especially in terms of accuracy and reliability. Before using the system, financial reports were compiled manually using Microsoft Excel, which took 12–14 working days and was prone to Errors recording amounting 10-15% after to With the implementation of Accurate Online, the reporting process has become more efficient with a preparation time of only 3–5 working days, and the error rate has decreased dramatically to below 3%. In addition, the audit trail and automatic recording automatic recording increase transparency, facilitate transaction tracking, and strengthen compliance with PSAK standards. These findings are in line with Accounting Information System theory (Zamzami et al., 2021), which emphasizes the importance of automation in improving reporting efficiency and accuracy, and supports Agency Theory (Jensen & Meckling, 1976) through reducing information asymmetry and increasing management accountability. However, there are still

challenges such as technical limitations and human resource adaptation to the new system. Overall, Accurate Online has proven to have a positive impact on the accuracy, efficiency, and reliability of PT. Indah Dewi's financial reports.

5. Conclusion and recommendations

5.1 Conclusion

The results of the study indicate that the implementation of Accurate Online at PT. Indah Dewi significantly improved the accuracy and reliability of financial reports. The report preparation process became faster (from 12–14 days to 3–5 days), and the error rate decreased from 10–15% to below 3%. The audit trail and automatic validation features strengthened data transparency and integrity, and supported PSAK 201 and the reduction of agency costs. Despite the significant benefits, the transition process faced technical obstacles and human resource adaptation issues that needed to be managed strategically.

5.2 Recommendations

It is recommended that PT. Indah Dewi enhance technical training for staff, strengthen digital infrastructure and conduct regular evaluations of Accurate Online usage. Further research could expand the study to other companies using a quantitative approach for broader validation. For Accurate Online developers, the development of e-learning modules is highly recommended to support system adoption across various user conditions.

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