

# FACTORS INFLUENCING KNOWLEDGE AND PERFORMANCE OF ACCOUNTANTS TOWARDS ELECTRONIC FINANCIAL STATEMENT SUBMISSION

**Pranee Tridhoskul**

*Suan Sunandha Rajabhat University, 1-U-Thong Nok, Dusit, Bangkok, Thailand,*

*E-Mail: Pranee.Tr@ssru.ac.th*

## ABSTRACT

Abstract—The purpose of this research was to study factors influencing knowledge and performance of accountants including professional knowledge of accounting, professional ethics, and accounting professional skills that influence on the submission of electronic financial statements (DBD e-Filing). The samples used in this study were 200 accountants in Bangkok and its vicinity using a questionnaire as a tool used to collect data. Statistics used in data analysis were frequency, percentage, mean, standard deviation, and multiple regression analysis. The results of the study revealed that the factor of professional knowledge of accounting, professional ethics, and accounting professional skills influenced the delivery of electronic financial statements (DBD e-Filing) information for business, preparation and presentation of financial statements, and accounting information for management with statistical significance at the 0.01 level.

Keywords— Electronic financial statements submission, Accountant knowledge, Accountant Performance

## INTRODUCTION

As the global environment is rapidly changing in terms of economy, society and advances in technology. Many businesses have to adapt to the situation and the environment and be prepared to cope with the upcoming changes. As a result, both the public and private sectors have short-term and long-term planning, organizational restructuring, strategic planning, including manpower management so that the organization can achieve its objectives. But for an organization to be able to achieve its goals or objectives, it does not rely on skilled personnel or modern technology alone. It must receive cooperation from personnel at all levels in the organization from senior executives to operational employees. According to the aforementioned circumstances, it can be seen that accountants are one of the professions that are important to the organization who are knowledgeable in both accounting theory and able to apply accounting information in practice to maximize the benefit of the organization (Distathien, 2019). Therefore, senior executives need to rely on accounting information to make decisions and to know whether the organization has operating results that cause profit or loss.

Knowledge, competency and standards of work are necessary for the accounting practice to be used as a guideline for the control and operation of accountants in accordance with professional ethics. The Federation of Accounting Professions has prepared a code of ethics for professional accountants and has requirements to be followed in terms of knowledge, competence and standards in the performance of accountants. Accounting knowledge of an accountant consists of professional knowledge, professional skills, professional attitude and ethics of accountants as well as standards for accounting practice. It consists of working with expertise, compliance with the law and performing duties with prudence. Having the knowledge and competency of an accountant and having a standard of practice will lead to accurate and quality financial statement reporting. The information appearing in the financial statements must be accurate and complete according to the documents and evidence required by the Comptroller General's Department. Including validation is reliable without significant mistakes and bias and be punctual ready for decision makers to use as soon as the information that can influence decision-making (Suwunniponth, 2017).

The Department of Business Development (DBD) has developed various work systems under the mission of the department to support the growth of the business sector and the economic trend that is growing continuously. In 2013, the DBD has initiated an innovation for receiving financial statements via electronic means known as "DBD e-Filing", which is a new innovation that uses technology to support financial services for the first time in Thailand. It will provide service for filing various documents via electronic means or an online electronic file storage system. In the past, it was a filing system by submitting documents manually. Persons who wish to submit

documents must travel to the service point by themselves, which takes a long time to process, process, analyze and provide services to the public. But the e-filing system can be provided through the website, thus making the processing time in real time, enabling processing and linking information between partner agencies that can be accessed anywhere, convenient and fast, and able to provide services to people immediately (Department of Business Development, 2019). This system therefore replaces the receipt of financial statements in the traditional form which will lead to increased efficiency and increased service channels that are convenient and fast.

From the above reasons, it can be seen that the competence and efficiency of accountants that affect the quality of financial statements are very important and necessary to help promote accountants to have more efficient accounting. It can be used as a guideline for work and as a guideline for developing knowledge and ability in accounting because if accountants can effectively prepare accounts will create value confidence and increase competitiveness for the growth, sustainability and stability of the country. Therefore, in order to implement the electronic financial statement submission system (DBD e-Filing) to effectively achieve the objectives. Accountants need to have knowledge and understanding of the use of the system as well. The researcher therefore interested in studying the knowledge, competence and standards of accountant's performance that affects the quality of financial statement reports of higher education institutions located in Bangkok area. The purpose of this research was to study factors influencing knowledge and performance of accountants including professional knowledge of accounting, professional ethics, and accounting professional skills that influence on the submission of electronic financial statements (DBD e-Filing).

## **LITERATURE & THEORY**

Federation of Accounting Professions Regulations on the Code of Ethics of Accounting Professions B.E. 2553 (Federation of Accounting Professions Under The Royal Patronage, 2015) states that "Knowledge and Competence" means the use of knowledge, competence, expertise to practice the accounting profession with full attention, competence, diligence and prudence in order to perform their duties efficiently and effectively and to ensure that their professional performance is based on rules of operational and academic standards. In addition, competence, care and maintenance of standards of performance and professional competence shall be at a level to ensure that the client or contractor receives professional services that are up to date with the latest evolutions in methodology or operational techniques or by law and perform duties with care in accordance with relevant professional standards. The knowledge and competence of an accountant consists of 4 aspects: 1) the application of knowledge according to professional standards, 2) the professional practice with sufficient competence, 3) the professional practice with determination and diligence, and 4) the Continue to study and acquire more knowledge and expertise, according to the regulation of the Federation of Accounting Professions (No. 19) on the Code of Ethics for Professional Accountants, B.E. 2553 (Federation of Accounting Professions under the Royal Patronage, 2015).

Potential and Efficiency of Accounting Practice is considered the heart of leading the organization to achieve operational success. Because the ability to act with accuracy, credibility and usefulness in making economic decisions will result in the operation of the organization to achieve its objectives (Mohamed & Lashine, 2003). The components of effective operations depend on reliable work, timely completion and standardized work. Because good accounting practices are important to stakeholders within an organization. In particular, executives must have supervision to make accounting practices efficient, timely, accurate in reporting results, and verifiable. Good accounting information will help relevant people including executives to make decisions and plan operations. Consistent with the results of a study by Ar-Lae (2018) who studied the subject Professional Skills in Operational Proficiency and Accounting Information Technology Usage Affecting the Performance Efficiency of Accounting Personnel in Local Administrative Organizations in the Southern Region It was found that professional skills in operational proficiency affected operational efficiency. Including the use of information technology and accounting information systems affecting operational efficiency. Similarly, the study results of Thorncharoenkul (2018) has studied the competency of accountants that affect work efficiency in a case study of industrial business establishments. It was found that the competence of accountants in terms of professional skills had a positive effect on the accounting staff's performance. with statistical significance at the 0.05 level. It explains that if the accountant has higher professional skills in terms of competency, knowledge, and professional skills. and ethics and attitudes Will result in higher work efficiency as well. In addition, from the study of Suwannasaen

(2018) studied Professional skills and professional ethics that affect the performance of accountants found that professional skills in intellectual skills. Individual skills Interpersonal and communication skills and in terms of organizational management skills and business management affecting the accountant's operational efficiency at a statistical significance level of 0.05.

In addition, the quality of financial statements is useful for decision making caused by many factors, starting from the management which is responsible for accounting and intends to disclose information transparently. Accountants have skills, knowledge, competence and continuous learning. As well as auditor has independence knowledgeable and ethical internal auditors are independent and objective in evaluating internal controls. That is the process to make the financial statements have the quality consistent with the results of a study by Tantisetth (2015) studied on factors affecting the quality of financial statements and decision-making efficiency of companies listed on the Stock Exchange of Thailand found that the professionalism of the accountants and the ability of the accounting information system had a positive correlation with the quality of the overall financial statements. In addition, the quality of the overall financial statements and the quality of individual financial statements, including their relevance to decision-making, timeliness and comparability was positively correlated with decision-making effectiveness. The results indicate that the development of the professional potential of the accounting staff and the development of outstanding accounting information systems will have a positive effect on the preparation of quality financial statements and will contribute to the effectiveness of decision making by users of financial statements. In the same direction as the results of the study of Wongsrila (2018) has studied the impact of audit competence on quality financial statements of tax auditors in Bangkok found that audit competence knowledge and competency in auditing audit work skills information technology and personal characteristics have a positive impact on the overall financial statement quality. That is, tax auditors should focus on enhancing and developing their knowledge and competency in auditing and auditing skills in information technology continuously. Including giving importance to the operation with caution and prudence, responsible, have professional ethics to provide audit performance reliable. This will help strengthen the audited financial statements to be of good quality, accuracy, completeness, and will lead to confidence in the related persons or users of the financial statements.

## METHODS

This study used a quantitative research method with using a survey research approach. The target population was 200 accountants of higher education institutes located in Bangkok, and a simple random sampling method was used to select the sample. The questionnaire was used as a tool to collect data from the sample. The questionnaire consisted of closed-ended questions, which were questions on the Likert's scale, divided into 5 levels: most agree, more agree, moderately agree, less agree, and least agree, respectively. Including an open-ended questionnaire was used for the respondents to express their opinions and additional suggestions. To create a data collection tool, the researcher conducted a literature review and research related to the knowledge, competency, and standards of the practice of accountants that affect the quality of financial statements. The questionnaire using the Likert scale was given to 3 experts to check the content validity. Then the revised questionnaire was taken to try-out with a population that is not a sample of 40 people to be used to analyze the Cronbach's Alpha coefficient method and then bring the modified questionnaire to collect data from the sample. Statistics used in data analysis were descriptive statistics to describe the demographic characteristics such as frequency, percentage, mean and standard deviation, as well as the inferential statistical analysis was used to test the research hypothesis using multiple regression analysis to test the influence of the independent variables affecting the dependent variable at the significance level of 0.05

## RESULTS

The demographics information of most respondents was female representing 72.45 percent, most of them were between 31 and 40 years old, representing 56.23 percent, level of their education were bachelor's degree, representing 58.25 percent. Including most of them are civil servants, representing 44.65 percent, the working years was between 5-10 years, representing 40.56 percent, and the average monthly income was between 15,000 – 30,000 baht, representing 39.45 percent.

The respondents gave importance to the knowledge and ability of accountants in higher education institutes located in Bangkok, overall opinions were at a high level with an average of 4.23, Considering each aspect, it was found that professional knowledge with the highest average of 4.26, the accountant's ethics with an average of 4.20 and professional skills with an average of 4.12, respectively. The respondents focused on the standard of performance of accountants in higher education institutes located in Bangkok, it was found that overall opinions were at a high level with an average of 4.19. Considering each aspect, it was found that the operation with care and prudence with the highest average of 4.28, followed by legal practice with an average of 4.21, and working with expertise with an average of 4.09, respectively.

The results of hypothesis testing showed that the knowledge and competence of accountants had an influence on the quality of electronic financial statements submission with a statistical significance of 0.05. Accountant's ethics and professional skills had an influence on the quality of electronic financial statements submission with a statistical significance of 0.05. While the attitude in the accounting profession had no influence on the quality of electronic financial statements submission of the firm Higher education located in Bangkok. The results of the analysis can explain the change in knowledge and competence of accountants influencing the quality of electronic financial statements submission of higher education institutions located in Bangkok at 54.76 percent.

In addition, the results of hypothesis testing showed that the performance of accountants had an influence on the quality of financial statements submission of higher education institutions located in Bangkok with a statistical significance of 0.05. Accountant's performance efficiency in the aspect of working with expertise and legal operations influenced the quality of financial statements submission of higher education institutions located in Bangkok with statistical significance at 0.05. While performance efficiency in the aspect of operations with care and prudence has no influence on the quality of financial statements submission. The analysis results could explain changes in the performance of accountants influencing the quality of electronic financial statement submission of higher education institutions located in Bangkok at 57.76 percent.

## **CONCLUSION AND FUTURE WORK**

### ***Conclusion and discussion***

The results of the study revealed that the knowledge and competence of accountants had an influence on the quality of financial statements submission of higher education institutions located in Bangkok was accountant's ethics and professional skills with a statistical significance of 0.05. Due to accountants must be transparent, independent, fair and honest. As well as a good accountant must have knowledge of accounting professional skills and be able to decide on solving problems and obstacles that arise during the work by themselves. Including able to apply information technology and communication skills can be used in accounting as well and must have professional knowledge which is basic knowledge about accounting. Account knowledge is developed by attending regular training sessions and able to apply the knowledge from the training to be used in the accounting process as well. Part of the study results are in line with the study of Tassri and Wisetprapha (2019) found that the accountant's knowledge and competency affected the financial statement quality of educational institutions under the Office of the Vocational Education Commission, Central Region with a statistical significance of 0.01. Professional ethics had the most influence on the quality of financial statement reports. Followed by professional skills and knowledge in the profession which as for attitudes in the accounting profession did not affect the quality of financial statement reports. Including providing teaching and learning about information technology as a specific subject in conjunction with other subject content professional skills are a combination of the skills which an accountant must possess to qualify as a professional accountant (Suksanguan, 2019).

Moreover, the results of the study revealed that accountant's performance efficiency in the aspect of working with expertise and legal operations influenced the quality of financial statements submission of higher education institutions located in Bangkok with statistical significance at 0.05. While performance efficiency in the aspect of operations with care and prudence has no influence on the quality of financial statements submission. The research results are consistent with Radpitak (2021) studied on factors effect knowledge understanding of accountant in to submitting financial statements on electronic (DBD e-Filing) found that factors influencing accountants' knowledge and understanding towards electronic financial statement submission (DBD e-Filing) were accountants' knowledge and understanding of information for business, preparation and presentation of financial statements and information system and technology with statistical significance at the 0.01 level. As well as

consistent with some of the studies of Suksanguan (2019) found that factors affecting the quality of financial statements include the ability of accountants in ethical reasoning, efficient decision, stakeholder awareness and efficiency of accountant in training, responsibility and technology.

#### ***Recommendations and future work***

The study found that most of accountants in higher education institutions in the Bangkok area had knowledge understanding of the accountant at a high level which assumes that the accountant is ready in all aspects of the electronic system. Therefore, accountants should keep improving their knowledge in order to develop their professional expertise. and solve problems to manage financial plans as quickly as possible. It was also found that most of the accountants in higher education institutions in the Bangkok area had the expertise in submitting financial statements electronically (DBD e-Filing) at the high level as well. Therefore, accountants should develop financial and budget resources to have the efficiency of work, including the availability of new technologies that have been working with. In addition, executives should formulate strategies for accounting management to be more appropriate and efficient. In terms of knowledge of accountants should provide training to educate both in terms of professional knowledge, professional skills, and professional attitude and ethics of accountants to obtain more quality financial statement information. Including in terms of the performance standards of accountants, executives should set standards for work that must be adhered to whether they work with expertise, legal practice and operating with caution in order to obtain quality and accurate financial statement information in accordance with the legal requirements.

Suggestions for the next study should be a study of problems and obstacles in the operation of the electronic financial statement delivery system (DBD e-Filing) in case studies of accountants in other types of organizations and other areas which are the benefit for the Department of Business Development Ministry of Commerce. In addition, it should study should study the utilization of the financial statements of the accountants for the maximize benefit in decision-making for the management's policy in the future.

### **ACKNOWLEDGMENTS**

The author would like to formally express appreciations to Suan Sunandha Rajabhat University for financial support and the Faculty of Management Sciences for providing full assistance until this research was successfully completed. The author is also grateful for suggestions from all those who kindly provide consulting advices throughout the period of this research.

### **REFERENCES**

- Ar-Lae, N. (2018). Factors Affecting the Efficiency of the Working Performance in Accounting and the Quality of the Financial Statement in the Local Administrative Organizations in THAILAND. *Christian University Journal*, 24(1), 19-30.
- Department of Business Development. (2019). Statistics of bookkeepers. Retrieved on January 21, 2020, from the website: [https://www.dbd.go.th/more\\_news.php?cid=433](https://www.dbd.go.th/more_news.php?cid=433).
- Distathien, K. (2019). The Qualification and Knowledge Framework of Management Accountants in Thailand. Thesis for Master of Accounting, Thammasat University.
- Federation of Accounting Professions under the Royal Patronage. (2015). Conceptual Framework for Financial Reporting Guide. URL: <http://www.tfac.or.th/upload/94-14/IhJcrKfW69.pdf>.
- Mohamed, E. K. A., & Lashine, S. H. (2003). Accounting Knowledge and Skills and the Challenges of a Global Business Environment. *Managerial Finance*, 29(7).
- Radpitak, T. (2021). Factors Effect Knowledge Understanding of Accountant in to Submitting Financial Statements on Electronic (DBD e-Filing). *Academic Journal of Eastern University of Management and Technology*, 18(1), January - June 2021. 680-690.
- Suksanguan, P. (2019). *The Potentiality and Efficiency of the Accountants Affecting the Quality of Financial Statements of Listed Companies Resource Industry Groups in the Stock Exchange of Thailand*. Independent study, Master of Accounting Program, Faculty of Accountancy, Sripatum University.

- Suwannasaen, L. (2018). Professional Skills and the Ethics Which Affect Results in Work Effectiveness for Accountants of Metropolitan Waterworks Authority. Independent research articles Ramkhamhaeng University, 1-8.
- Suwunniponth, W. (2017). Human Capital Potential and Dynamic Capability of Entrepreneurs in Thai Software Industries for Enhancing Competitiveness Capability in the ASEAN Economic Community. Veridian E-Journal, Silpakorn University (Humanities, Social Sciences and arts), 10(3), 1-20.
- Tantiseth, N. (2015). The Factors Affecting of Quality of Financial Statement and Decision Making Effectiveness of Listed Companies in the Stock Exchange of Thailand. Srinakharinwirot Business Administration Journal, 6(2), 20-35.
- Tassri, C., & Wisetprapha, P. (2020). *Knowledge, capability and standards of accountants' performance affecting financial report quality of educational institutions under the Office of the Vocational Education Commission, Central Region*. Ramkhamhaeng University. URL: <https://mmm.ru.ac.th/MMM/IS/vlt15-2/6114993215.pdf>
- Thorncharoenkul, N. (2018). Accounting Staff Competencies Affecting the Effectiveness of Job Performance: A Case of Manufacturing Industry in Muang Samutprakarn District. Eastern Asian University Academic Journal, 24(1), 58-70.
- Wongsrila, R. (2017). Effects of Auditing Competency on Financial Statement Quality of Tax Auditors in Bangkok. Independent Study, Master of Accountancy, Sripatum University.