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The Influence of Internal Control and Characteristics of Management **Accounting Information Systems on Managerial Performance: Environmental Uncertainty as Moderating Variable**

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Abstract

This study aims to determine the influence of internal control and Management Accounting Information Systems (MAIS) characteristics on managerial performance with environmental uncertainty as a moderating variable. In this study, the object used is PT Pelabuhan Indonesia (Persero) Regional 2 Teluk Bayur. The sample was selected using a purposive sampling method with certain criteria needed in this study. The sample determination method used in this study was a total sampling of 30 people. The analysis technique in this study used the Structural Equation Modeling (SEM) technique with the Partial Least Squares (PLS) approach. The study's results prove that internal control has an insignificant influence on managerial performance. In contrast, the characteristics of the management accounting information system have a significant effect on managerial performance. Environmental uncertainty does not moderate the relationship between internal control and managerial performance. However, environmental uncertainty moderates the relationship between accounting information system characteristics and managerial performance.

Keywords: Internal Control, Management Accounting Information Systems, Managerial Performance, Environmental Uncertainty

1. Introduction

Technological developments and globalization have created an increasingly complex and uncertain business The importance of performance evaluation in an environment. Factors such as rapid economic change, organization cannot be underestimated. Managerial technological advancements, and complex social performance measures managers' success in realizing dynamics add to the challenges for companies to the company's vision and mission (Asystasia & Siregar, remain adaptable and innovative (Widianita, 2023b). 2024). This evaluation helps identify strengths and This uncertainty requires companies to continue weaknesses in strategy implementation and provides a improving their managerial capacity to survive and basis for better decision-making (Kusuma & Supriyadi, compete. Therefore, effective internal control and an 2024). Good performance data is also a reference for integrated Management System (MAIS) are very important in supporting company's prospects. One of the main factors that optimal managerial performance challenges.

success in achieving its goals effectively and efficiently applicable regulations (Manossoh et al., 2022). Based (Muliyah et al., 2020). This performance depends not on the Committee of Sponsoring Organizations only on achieving desired results but also on the ability (COSO) guidelines, internal control includes five main of managers to manage resources and reduce costs and components: control environment, control activities, risks that arise. Without effective management, the risk assessment, monitoring, and information and company's goals will be difficult to achieve, and the communication. various efforts made will be in vain. (Widianita, implemented properly to avoid potential fraud and

2023a). Therefore, optimal managerial performance plays a major role in achieving company success.

Accounting Information investors and other parties when assessing the amidst these affects managerial performance is internal control. Good internal control can help companies achieve operational goals more efficiently, ensure the reliability Good managerial performance indicates a company's of financial reports, and ensure compliance with These components achieve the desired goals.

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important role in supporting managerial performance. managerial performance. The findings of this study can This information system functions to provide be used by other companies, especially those operating information needed by managers in making the right in industries exposed to environmental uncertainty, to decisions (Hutahayan, 2020). The characteristics of an improve their management and performance in facing effective management accounting information system, existing challenges. Based on the framework, the such as broad scope, aggregation, integration, and hypotheses in this study are: timeliness, will ensure that the information presented is relevant, accurate, and can be used promptly in H1: decision-making (Manossoh et al., 2022). However, research also shows timeliness in presenting H2: information does not always significantly affect managerial performance (Asystasia & Siregar, 2024). H3: Some managers tend not to prioritize speed in reporting information as long as the information remains accurate and useful in decision-making. However, other H4: characteristics remain very important in supporting managerial effectiveness. (Semekto, 2021).

Environmental uncertainty is an external factor that is 2. Method often difficult to predict but has a major impact on managerial performance. This uncertainty includes unexpected market changes, technology, or government regulations that can affect a company's operations (Febriyanti & Muliati, 2023). Therefore, managers need to have skills in planning and managing risks to ensure that the company can continue operating effectively even in uncertain situations (Manossoh et al., 2022).

Based on the phenomena and literature, several company's problems affect the managerial performance. First, low performance is caused by poor use of management accounting information, resulting in a mismatch between goals and results achieved. Increasing economic complexity also hinders the achievement of company goals (Abu Afifa & Saleh, 2022). Environmental uncertainty complicates planning and decision-making. Lack of internal control and implementation of good information systems can reduce managerial performance and open opportunities for deviation (Liu, 2015). Managers who do not properly utilise information systems' characteristics, such as timeliness, will have difficulty presenting the information needed. Weaknesses in internal control also increase the risk of fraud. Managers' lack of understanding of management accounting information systems can worsen predictions of unfavourable environmental conditions (Mohammed et al., 2018). Implementing a system that is not optimal also reduces the quality of managerial performance audits. Finally, environmental uncertainty affects decision-making and can weaken the relationship between internal control, information systems, and managerial performance.

Overall, this study will significantly contribute to understanding how internal control, management accounting information systems, and environmental

In addition to internal control, MAIS also play an uncertainty influence each other in achieving optimal

- Internal control has a significant influence on managerial performance
- MAIS characteristics have a significant effect on managerial performance
- Environmental uncertainty moderates the relationship between internal control and managerial performance
- Environmenta uncertainty memoderasi hubungan characteristics antara MAIS terhadap kinerja manajerial.

This study focuses on PT Pelabuhan Indonesia (PERSERO) Regional 2 Teluk Bayur. The type of research used is quantitative, aiming to test the relationship between variables through primary and secondary data. Primary data were obtained from questionnaires distributed to respondents at PT Pelabuhan Indonesia (PERSERO) Regional 2 Teluk Bayur, while secondary data were obtained from documents and other relevant sources. Data collection techniques include literature studies to understand relevant theories, field studies with questionnaires to collect data directly from respondents, interviews to obtain qualitative data from management, and observations to obtain additional data related to field conditions.

The instrument used in this study was a questionnaire with a Likert scale to measure respondents' attitudes, opinions, and perceptions related to the research variables. This questionnaire includes questions about internal control, management accounting information systems characteristics, managerial performance, and environmental uncertainty, with scores based on an ordinal scale to obtain objective and measurable data.

The population in this study consisted of managers and heads of departments at PT Pelabuhan Indonesia (PERSERO) Regional 2 Teluk Bayur, with a population of 30 people. Based on the definition, a population is an area of subjects or objects with certain characteristics to be studied and analyzed. The sample used in this study was determined through the saturated sample method. Namely, all population members were used as samples. Sampling was carried out using the purposive sampling technique, where samples were taken based on certain criteria per the research objectives. This study uses the Structural Equation Modeling (SEM) analysis technique with Partial Least

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Squares (PLS) software to test the relationship between This analysis conducted validity and reliability tests to samples and does not require normal data distribution. research instruments are shown in table 1 below.:

variables. SEM combines factor analysis, structural ensure that the instruments used were accurate and models, and path analysis, allowing testing of complex reliable. Validity was tested using convergent and relationships between variables. PLS was chosen discriminant validity, while reliability was tested using because it can handle complex models with small composite reliability and Cronbach's alpha. The

Table 1. Research Instrument

No	Variables	Indicators	Scale
1.	Managerial Performance (Y)	a. Planning	Likert
		b. Coordination	
		c. Evaluation	
		d. Supervision	
		e. Investigation	
		f. Staffing	
		g. Negotiation	
		h. Representation	
2.	Internal Control (X1)	a. Control Environment	Likert
		b. Risk Assessment	
		c. Control Activities	
		d. Information and Communication	
		e. Monitoring	
3.	MAIS Characteristics (X2)	a. Broad Scope	Likert
		b. Timelines	
		c. Aggregation	
		d. Integration	
4.	Environmental Uncertainty (X3)	a. Environmentally friendly	Likert
	2 . ,	b. Sustainable	

The measurement of the structural model is evaluated between variables and draw valid conclusions about the using R-Square to determine the extent to which the influence of the research model. independent variables in the model can explain the dependent variable. In addition, hypothesis testing is 3. Result and Discussion carried out by looking at the t-statistic value, where the hypothesis is accepted if the t-statistic value is greater than 1.96 and the p-value is less than 0.05. This allows The SEM PLS test results and Average Variance

Result

researchers to test the significance of the relationship Extracted (AVE) Test Result are in the Figure 1 below:

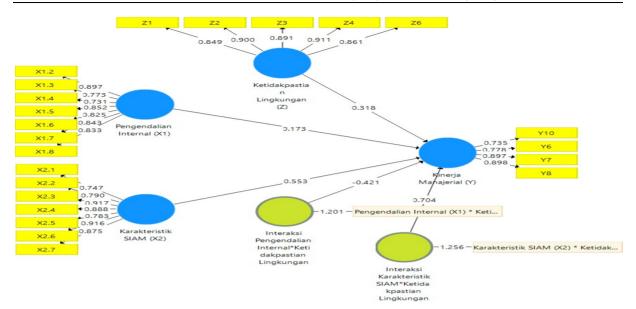


Figure 1. SEM PLS Result

Table 2. Results of the Average Variance Extracted (AVE) Test

Research Variables	Average Variance Extracted (AVE)		
Managerial Performance (Y)	0,689		
Internal Control (X1)	0,678		
MAIS Characteristics (X2)	0,718		
Environmental Uncertainty (Z)	0,779		
Internal Control*Environmental Uncertainty (Moderating 1)	1,000		
MAIS Characteristics*Environmental Uncertainty(Moderating 2)	1,000		

Source: Data processed by authors, 2025

Based on the table 2. above, it can be concluded that all constructs or variables above meet the criteria for good validity. Where the Average Variance Extracted (AVE) value is above 0.50. Furthermore, reliability testing is in table 2 below:

Tabel 3. Reliability Test Result

Variables	Cronbach s Alpha	Composite Reliability	Explanation
Managerial Performance (Y)	0,846	0,898	Reliable
Internal Control (X1)	0,921	0,936	Reliable
MAIS Characteristics (X2)	0,934	0,947	Reliable
Environmental Uncertainty (Z)	0,966	0,974	Reliable
Internal Control*Environmental Uncertainty (Moderating 1)	1,000	1,000	Reliable
MAIS Characteristics*Environmental Uncertainty (Moderating 2)	1,000	1,000	Reliable

Source: Data processed by authors, 2025

Table 4 SmartPLS output shows that each construct or variable's composite reliability and cronbach alpha values are greater than 0.70. Thus, it can be concluded that the level of data reliability is good or reliable. Furthermore, the determination coefficient test is in the table below:

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Table 4. R-Square Test Result

Variable	R Square	R Square Adjusted
Managerial Performance (Y)	0,766	0,717

Source: Data processed by authors, 2025

In the table above, the R-Square value of the managerial performance variable is 0.766 or 77.6%, so the contribution of the internal control variable and the characteristics of the management accounting information system to environmental uncertainty is 77.6%, the remaining 22.4% is influenced by other variables outside this study. Furthermore, the results of the t-test are in the Table 5 below:

Table 5 Hypoteheses Testing Result

Hypotheses	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values	Explanation
Internal Control (X1) -> Managerial Performance (Y)	0.173	0.221	0.248	0.695	0.487	Rejected
MAIS Characteristics (X2) -> Managerial Performance (Y) Internal Control* Environmental	0.553	0.500	0.266	2.084	0.038	Accepted
Uncertainty -> Managerial Performance (Y)	-0.421	-0.375	0.280	1.503	0.133	Rejected
MAIS Characteristics* Environmental Uncertainty -> Managerial Performance (Y)	0.704	0.638	0.338	2.085	0.038	Accepted

Source: Data processed by authors, 2025

Discussion

Performance

tool found that internal control had an insignificant managerial performance undetected. The internal effect on managerial performance. The internal control system may not be too complex in small or variable is good based on the frequency distribution of simple organisations, so managers rely more on direct answers with the category "Agree" and the TCR value communication and informal supervision. Therefore, to above 80%. The t-statistic value <t-table 1.96 or 0.695 ensure that internal control has a positive effect, <1.96 P-Value 0.487> 0.05 thus the hypothesis can be organizations need to design an effective system, accepted or H0 is accepted and H1 is rejected, in other provide adequate training, and ensure that managers words there is an insignificant effect of internal control understand and utilize it well. on managerial performance at PT Pelabuhan Indonesia (Persero) Regional 2 Teluk Bayur.

managerial performance. The result of the F test is Campus, but the effect is insignificant. 0.000 < 0.05, meaning there is a significant influence between internal control and the implementation of The Influence of MAIS Characteristics good corporate governance principles simultaneously Managerial Performance on managerial performance. This can occur because From the results of data testing with the SmartPLS and the applied incentive system.

In addition, inappropriate performance measurement, The Influence of Internal Control on Managerial such as focusing only on short-term financial results without considering compliance with procedures, can The results of data testing using the SmartPLS program also make the relationship between internal control and

However, there is research conducted by (Mamahit et al., 2022) where the results show that internal control Based on the research results (Setiawati & Lim, 2019), and organizational commitment have a significant internal control has no significant influence on effect on management at the IPDN North Sulawesi

managerial performance is influenced by other more program, it was found that the characteristics of the dominant factors, such as managerial skills and Management Accounting Information System (MAIS) experience, organizational culture, external conditions, had a significant influence on managerial performance. Based on the frequency distribution of answers with the category "Agree" and the TCR value above 80%. It can

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accounting information system (MAIS) variable is relationship between internal control and managerial good. The t-statistic value> t-table 1.96 or 2,084> 1.96 performance. Based on the frequency distribution of P-Value 0.038 <0.05 thus the hypothesis can be answers with the category "Agree" and the TCR value accepted or H0 is rejected and H2 is accepted, in other above 80%, the environmental uncertainty variable is words there is a significant influence of the good. The t-statistic value <t-table 1.96 or 1,503 < 1.96 characteristics of the management accounting P-Value 0.133> 0.05 thus the hypothesis can be information system (MAIS) on managerial performance rejected or H0 is accepted and H4 is rejected, in other at PT Pelabuhan Indonesia (Persero) Regional 2 Teluk words there is an insignificant effect of environmental Bavur.

Yulistia, 2023) The results of this research analysis Bayur. show that the Management Accounting System (MAS) information variable has a positive effect on the In research conducted by (Oktriani, 2012). The results managerial performance of West Sumatra Regional of the study showed that environmental uncertainty Police employees with a significant value of α (0.000 < significantly moderates the relationship between 0.05). The research shows that the management internal control and managerial performance. In stable accounting system has a positive and significant effect and predictable environmental conditions, internal on managerial performance. However, there is research control tends to be more effective in supporting by (Manossoh et al., 2022) where the results of this managerial study indicate that the characteristics of MAIS have a procedures and policies positive and significant effect on managerial consistently. However, when the business environment performance. The characteristics of Management is faced with high uncertainty, such as regulatory Accounting Information Systems (MAIS) have a changes, market fluctuations, or rapid technological significant effect on managerial performance. A well- developments, a rigid internal control system may be designed MAIS can provide relevant, accurate, and less relevant in this situation, managers need greater more effective decisions. When this system is able to quickly. present integrated and comprehensive data, managers can analyze organizational performance in more depth Environmental uncertainty can reduce the effectiveness and identify areas that need improvement.

and efficiency in achieving to responsiveness productivity and managerial accountability. However, external changes. this effect will only be optimal if managers understand the use of MAIS and if the system is supported by However, there is a research by (Kusuma & Supriyadi, adequate technological infrastructure.

strategic tool in improving managerial performance and have a positive and significant influence on managerial supporting the organisation's overall success. If the performance. Testing shows that internal control, characteristics of the management system broad scope, information aggregation, and integration are better then managerial performance through public accountability. performance will also increase...

the Relationship between Internal Control and Characteristics and Managerial Performance. **Managerial Performance**

tool found that there was an insignificant effect of influence of environmental uncertainty that was able to

be concluded that the characteristics of the management environmental uncertainty being able to moderate the uncertainty being able to moderate the relationship between internal control and managerial performance at Based on the research results in (Marda Hayati & PT Pelabuhan Indonesia (Persero) Regional 2 Teluk

performance because established can be implemented timely information. Thus helping managers in making flexibility and adaptability to respond to changes

of traditional internal controls because the system may not be able to accommodate complex external In addition, the flexible and adaptive characteristics of dynamics. In contrast, organizations with more flexible MAIS allow managers to adjust to changes in the and responsive internal control systems tend to be dynamic business environment, thereby increasing better able to deal with uncertainty, thus still being able managerial support performance. organizational goals. With features such as structured environmental uncertainty acts as a moderating factor reporting and sophisticated analysis tools, MAIS also that influences the extent to which internal control can facilitates more systematic monitoring and evaluation contribute to managerial performance, emphasizing the of performance. This ultimately drives increased importance of adaptive system design in the face of

2024), The results of this study indicate that management control, accounting control and budget Thus, the characteristics of an effective MAIS can be a preparation participation simultaneously and partially accounting organizational commitment, organizational culture and timeliness, leadership style positively influence managerial

The Influence of Environmental Uncertainty The Effect of Environmental Uncertainty Moderates Moderates the Relationship between MAIS

From the results of data testing with the SmartPLS The results of data testing using the SmartPLS program program, it was found that there was a significant

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moderate the relationship between the characteristics of First, internal control has no significant influence on (Persero) Regional 2 Teluk Bayur.

information systems affect managerial performance and Value of 0.038, which is less than 0.05. environmental uncertainty can moderate the influence thereby improving performance.

longer be sufficient. In such situations, managers need on broad a more flexible system that can present real-time integration. information to respond quickly to changes. Environmental uncertainty can reduce the effectiveness For academia, future research should explore the of traditional MAIS if the system is not designed to independent and moderating variables in greater depth, deal with complex external dynamics. In contrast, as many other factors could contribute to improving MAIS with adaptive characteristics, such as integrating managerial performance. For future researchers, it is data from various sources and providing predictive recommended to include additional variables not analysis, can help managers better manage uncertainty. covered in this study. Moreover, future studies should Thus, environmental uncertainty acts as a moderating consider incorporating open-ended questionnaires to factor that influences the extent to which MAIS overcome the limitations present in this research. characteristics can contribute to managerial performance, emphasizing the importance of a References responsive and dynamic system in facing external Abu Afifa, M. M., & Saleh, I. (2022). Management challenges. However, there is a study by (Pedroso et al., 2020) where the results of this study are that the management accounting system has an insignificant effect on managerial performance, decentralization has an insignificant effect on managerial performance.

4. Conclusion

From the discussions in the previous chapters, several conclusions can be drawn as follows:

the management accounting information system managerial performance at PT Pelabuhan Indonesia (MAIS) and managerial performance. Based on the (Persero) Regional 2 Teluk Bayur, as indicated by a Pfrequency distribution of answers with the category Value of 0.487, which is greater than 0.05. Second, "Agree" and the TCR value above 80%. It can be there is a significant effect of the management concluded that the environmental uncertainty variable accounting information system (MAIS) characteristics is good. The t-statistic value> t-table 1.96 or 2.085> on managerial performance at PT Pelabuhan Indonesia 1.96 P-Value value 0.038 < 0.05 thus the hypothesis can (Persero) Regional 2 Teluk Bayur, as shown by a Pbe accepted or H0 is rejected and H5 is accepted, in Value of 0.038, which is less than 0.05. Third, other words there is a significant influence of environmental uncertainty does not significantly environmental uncertainty that is able to moderate the moderate the relationship between internal control and relationship between the characteristics of the managerial performance at PT Pelabuhan Indonesia management accounting information system (MAIS) (Persero) Regional 2 Teluk Bayur, with a P-Value of and managerial performance at PT Pelabuhan Indonesia 0.133, which is greater than 0.05. Finally, environmental uncertainty significantly moderates the relationship between the characteristics of the This study's results align with the research conducted management accounting information system (MAIS) by (Harash, 2015). The results of the study concluded and managerial performance at PT Pelabuhan Indonesia that the characteristics of management accounting (Persero) Regional 2 Teluk Bayur, as indicated by a P-

of the characteristics of management accounting For the company, managerial performance can be information systems on managerial performance in improved if PT Pelabuhan Indonesia (Persero) private hospitals in the Metro city area, which has a Regional 2 Teluk Bayur focuses on enhancing significant effect. In a stable environment, MAIS that managerial performance through activities such as provides accurate, relevant, and timely information can planning, investigating, coordinating, evaluating, support managerial decision-making monitoring, staffing, negotiating, and representing. Additionally, improving internal control through measures like control environment, risk assessment, However, when the business environment is faced with control activities, information and communication, and high uncertainty, such as regulatory changes, market monitoring activities would be beneficial. Furthermore, fluctuations, or rapid technological developments, the the management accounting information system characteristics of a rigid or less adaptive MAIS may no (MAIS) characteristics can be strengthened by focusing scope, timeliness, aggregation, and

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