

CHAPTER V

CONCLUSION AND CLOSING

5.1 Research Conclusion

The aim of this study is to examine the determinants of intention to adopt cloud-based accounting systems among MSMEs through the lens of the Technology Acceptance Model, with a particular focus on the mediating roles of Perceived Usefulness and Perceived Ease of Use in shaping adoption behavior. The researcher uses primary data by distributing 349 questionnaires to MSMEs in West Sumatra and conducting in-depth interview techniques with three informants based on the purposive sampling method. The study focused on MSMEs assisted or partnered by Bank Indonesia that fall into the category of eight business sectors, that have adopted, received training, or received assistance related to the utilization of SIAPIK in one or both periods, namely 2023 and/or 2024. Based on the results of the analysis, which have been systematically and thoroughly described in the previous chapter through tests conducted using SmartPLS 4 and NVivo 15, the following conclusions can be drawn:

1. The findings confirm that relative advantage contributes a positive and significant effect on the intention to adopt cloud-based accounting, mediated by perceived ease of use. The relative advantages such as time efficiency, ease of financial monitoring, lower operational costs, and real-time data access provide clear added value compared to traditional methods commonly used by MSMEs. PEU acts as a mediator in increasing the intention to adopt SIAPIK by MSMEs, which reflects user beliefs in the effectiveness and ease of use. .
2. According to the result of this study, relative advantage contributes significantly and positively to the intention to adopt cloud-based accounting mediated by perceived usefulness. PU acts as a mediator in increasing the intention to adopt SIAPIK by MSMEs who consider cloud-based accounting as a useful solution. Perceived improvements in record-keeping, decision-making, and financial management through SIAPIK strengthen the influence of relative advantage on MSMEs' intention to adopt the cloud-based accounting system.

3. The research findings show that compatibility has a significant and positive effect on the intention to adopt cloud-based accounting mediated by perceived ease of use. Perceived ease of use acts as a mediator in increasing the intention to adopt SIAPIK by MSMEs, as it reflects users' belief that the system is not only compatible with their operational needs but also requires minimal effort to learn and utilize effectively.
4. This study found that compatibility has a positive and significant influence on the intention to adopt cloud-based accounting through the mediation of perceived usefulness. PU acts as a mediator in increasing the intention to adopt SIAPIK by MSMEs who view cloud-based accounting as a useful and compatible solution with their operations.
5. The research findings also show that complexity has a negative and significant effect on the intention to adopt cloud-based accounting through the mediation of perceived ease of use. PEU mediates the effect of system complexity on MSMEs' intention to adopt SIAPIK, where higher complexity lowers ease of use and reduces adoption intention. Reducing complexity is crucial to facilitate smoother adoption and increase MSMEs' intention to adopt.
6. High complexity lowers MSMEs' perceived value and usefulness of SIAPIK, reducing adoption motivation. Simplifying the system boosts perceived usefulness and adoption intention. The findings show that complexity has a negative and significant effect on the intention to adopt cloud-based accounting, mediated by perceived usefulness. PU acts as a mediator by reducing users' confidence in the benefits of cloud-based accounting when system complexity is high, thereby lowering MSMEs' motivation to continue the adoption process.
7. The findings confirm that security and privacy contribute significantly and positively influence the intention to adopt cloud-based accounting mediated by perceived usefulness. PU acts as a mediator in increasing the intention to adopt SIAPIK by MSMEs, as security and privacy contribute to perceived value, building trust, and encouraging sustainable adoption.
8. The positive and significant effect of security and privacy indicates that security and privacy not only ensure safety but also enhance the value and adoption feasibility of the cloud-based accounting system. PEU acts as a mediator in

increasing the intention to adopt SIAPIK by MSMEs, which reflects user beliefs that strong data protection and confidentiality enhance system usability and reduce effort in its application.

9. This study shows that organizational resources have a positive and significant impact on the intention to adopt cloud-based accounting through the mediation of perceived usefulness. Greater organizational readiness in terms of infrastructure, human resources, and managerial support enhances the adoption of SIAPIK by MSMEs, with perceived usefulness acting as a key mediator that strengthens the perceived benefits and drives adoption decisions.
10. The results show that employee capability has a positive and significant effect on the intention to adopt cloud-based accounting, mediated by perceived ease of use. Adequate digital literacy and accounting knowledge help MSMEs feel confident, perceive SIAPIK as easy to use, and integrate it effectively into daily operations. PEU mediates the intention to adopt SIAPIK by MSMEs, with employee capability boosting ease of use perception and adoption.
11. Higher employee capability enhances perceived usefulness and drives SIAPIK adoption by improving efficiency, accuracy, and decision-making. The study also shows that employee capability has a significant and positive impact on the intention to adopt cloud-based accounting mediated by perceived usefulness. PU mediates the intention to adopt SIAPIK by MSMEs, driven by adequate organizational resources that enhance perceived benefits and support adoption. Strengthening human resources is key to sustaining adoption.
12. The positive and significant effect of top management support indicates that Top management support significantly and positively influences the intention to adopt cloud-based accounting mediated by perceived ease of use. Top management support drives adoption by providing leadership, training, and resources that ease system use and reduce user fear.
13. Top management support shows MSMEs' commitment to digital adoption, reinforcing SIAPIK as a strategic and effective solution. The research findings also show that top management support positively and significantly affects the intention to adopt cloud-based accounting through the mediation of perceived usefulness. PU mediates the effect of top management support on MSMEs'

intention to adopt SIAPIK, as strong leadership and supportive policies enhance perceived benefits, driving sustainable adoption.

14. This study found that trust has a positive and significant effect on the intention to adopt cloud-based accounting. Greater trust in cloud-based accounting systems including providers, data security, and technology reliability leads to a higher intention of MSMEs to adopt SIAPIK.
15. According to the result of this study, social motivation positively and significantly affects the intention to adopt cloud-based accounting. Greater social support from colleagues, supervisors, and the professional environment increases MSMEs' intention to adopt SIAPIK as a cloud-based accounting system.
16. The research findings also show that collectivism (low individualism) significantly and positively influences the intention to adopt cloud-based accounting. Higher collectivism in MSME groups boosts social cohesion and trust, increasing the intention to adopt SIAPIK cloud accounting.
17. The findings confirm that uncertainty avoidance has a negative and significant effect on the intention to adopt cloud-based accounting. Higher uncertainty avoidance in MSMEs lowers their intention to adopt cloud-based accounting due to perceived risks and system changes.
18. This study shows that PU positively and significantly affects the intention to adopt cloud-based accounting. Higher PU of SIAPIK, through improved efficiency, accuracy, and real-time access, increases MSMEs' intention to adopt the cloud-based accounting system.
19. Higher PEU in SIAPIK increases MSMEs' intention to adopt by reducing barriers, boosting confidence, and encouraging efficient use of cloud accounting technology. The findings show that PEU significantly and positively influences the intention to adopt cloud-based accounting.
20. Relative advantage influences adoption intention through the alignment of the technology with organizational processes and dynamic business requirements, the continuous and focused enhancement of system features, and the design of the system grounded in users' needs and behavioral patterns.

21. Compatibility strengthens adoption by the alignment of technology with organizational processes and evolving business needs, through consistent, user-centered system enhancements and targeted strategies that ensure effective adoption and compatibility.
22. Complexity hinders the intention to adopt by creating inefficiencies in data recap and transaction inputs caused by limited system integration, complex features with certain limitations, the need for timely technical updates including improved authentication processes, challenges in training technology for large participant volumes, and difficulties in understanding account structures and ledger specifics for accurate financial calculations.
23. Security and privacy support adoption intention through reliable data security measures, including robust user account protection and risk mitigation, alongside assurance of system integrity and guaranteed privacy stability.
24. Organizational resources contribute by the optimization of resource allocation to support effective technology adoption intention, while enhancing efficiency and inclusivity in Bank Indonesia's post-implementation support programs through strategic responses to resource-related challenges.
25. Employee capability facilitates system understanding and operational integration, thereby driving adoption intention through the enhancement of user experience through addressing skill gaps and background diversity, overcoming sustainability challenges via improved training and support, and building employee capability through targeted, continuous capacity development initiatives.
26. Top management support plays a central role in legitimizing the adoption process, driven by strategic institutional and managerial support to overcome sustainability challenges from limited support and weak evaluation.
27. Trust plays a vital role in adoption intention, fostering confidence and loyalty, driven by building trust in secure systems, sustained support through Bank Indonesia's credibility, and fostering accurate reporting for improved credit access.

28. Social motivation significantly influences adoption, encouraging fostering MSME motivation and confidence through peer success, recommendations, and sustained collaboration to ensure long-term use.
29. Collectivism fundamentally shapes adoption behavior, emphasizing collective cultural values and community-led actions that promote technology adoption.
30. Uncertainty avoidance acts as a barrier to adoption, fueled by weak planning, unstructured financial systems, and unclear regulations that increase uncertainty and resistance to change.
31. Perceived ease of use greatly facilitates adoption, enhancing easy access, intuitive navigation, and simplified features that enhance user comfort, accuracy, and smooth adaptation.
32. Perceived usefulness strongly impacts adoption decisions, highlighting practical benefits for MSMEs, including accurate reporting, improved financial control, enhanced credit access, and better decision-making through effective system features.

This study comprehensively demonstrates that the successful adoption of cloud-based accounting by MSMEs through the implementation of SIAPIK from Bank Indonesia is the result of close interaction between technological, organizational, trust, social motivation, and cultural value factors. By testing fourteen key variables using an explanatory sequential mixed-method approach, this study emphasizes that the adoption process is not merely a technical issue but a systemic transformation requiring alignment of technology with the actual conditions of MSMEs, strong organizational support, and an understanding of the cultural characteristics inherent within them. Perceptions of the system's ease of use and usefulness have proven to be key in strengthening adoption intentions amid existing challenges and limitations.

The primary direction of this research is to build a strong and applicable scientific foundation, not only for Bank Indonesia as the provider of the SIAPIK system and the driver of the MSMEs Go Digital program, but also for MSMEs themselves as the main actors in the transformation, for the academic community in developing technology adoption studies based on local contexts, and for other

stakeholders promoting the digitalization of the small business sector. This research positions MSMEs as active subjects, not merely objects of policy, in the digitalization process. As such, the study's findings underscore the urgency of cross-sector collaboration to build a digital ecosystem that is not only advanced but also inclusive, adaptive, and sustainable, in line with Bank Indonesia's vision for national economic transformation.

5.2 Research Implication

This research has several implications that can be used to improve understanding of the determinants of intention to adopt cloud-based accounting systems. This study confirms the validity of the TAM-UTAUT model as a reliable theoretical framework in predicting the intention to adopt a cloud-based accounting system among MSME players. In addition, this study also makes a theoretical contribution through the identification of the influence of trust factors, social motivation, and cultural values, which empirically expands the understanding of the determinants of the intention to adopt SIAPIK as a cloud-based accounting system. This research is expected to provide benefits for MSMEs, service providers, researchers or academics, and the government.

For MSMEs, this research has the potential to become a strategic foundation for effective cloud-based accounting implementation practices, especially in supporting the design and development of business strategies oriented towards long-term sustainability. By understanding the factors that influence the intention to adopt a cloud-based accounting system, MSMEs can more accurately evaluate the readiness of procedures, policies, human resources, technological innovation, and organizational structure in supporting digital transformation towards Go-Digital MSMEs. Business owners and leaders are in a crucial position to assess, understand, and implement this system to optimally improve business performance, as well as direct and strengthen internal understanding of effective and efficient system implementation. Currently, most MSME players in West Sumatra still have limited knowledge related to cloud-based accounting, so a commitment is needed to learn the benefits and implementation steps. This system offers advantages over

conventional record-keeping that overall supports faster and more accurate decision-making for business entrepreneurs. The MSME community needs to continue to encourage the use of SIAPIK as a cloud-based accounting recording solution that is not only adaptive to technological developments, but also supports transparency, accountability, financing, business collaboration, and more strategic and sustainable financial planning.

For service providers, it is important to evaluate and formulate an effective long-term strategy to reform and improve the performance of cloud-based accounting systems, while offering better services for MSMEs. This strategy should include a comprehensive plan to strengthen the system's position against other cloud-based accounting services through reliable and efficient administrative practices, as well as optimization of post-adoption support such as periodic training and mentoring to increase businesses' awareness of technological advances and overcome resistance to SIAPIK as a cloud-based accounting system. These efforts also play an important role in shaping perceived ease of use and perceived usefulness towards system adoption, which are key factors in increasing adoption intentions for users. A high level of trust in cloud services and service providers is a key driver of increased adoption. Therefore, service providers need to actively respond to user concerns through improved design, compatibility, security, and system development, as well as strengthen promotion through educational activities and involvement of forums or communities of MSME players in order to build a stronger adoption ecosystem among businesses. For researchers or academics, this research is a relevant reference for further research on the determinants of intention to adopt cloud-based accounting systems among MSMEs. This opens up space for the expansion of business sustainability literature through the strategic role of cloud-based accounting in driving efficiency, transparency, and long-term decision making for business entrepreneurs.

5.3 Research Limitation

The researcher found several limitations when conducting the research which are as follows:

1. Adoption of the SIAPIK system as cloud-based accounting during the 2023-2024 research period only occurred in some sectors of the eight business sectors classified in the SIAPIK system. Research respondents came from five sectors, namely ultra-micro/individual, trade, services, manufacturing, and agriculture. Differences in the level of awareness, technology adoption intention, and digital literacy between MSME sectors are thought to be the main factors for this phenomenon.
2. This research is limited to MSMEs in West Sumatra and does not cover all regions of Indonesia. Therefore, the findings of this study cannot be generalized to the population of MSMEs using the SIAPIK system in various regions in Indonesia.
3. The limitation of this research lies in the lack of previous studies that comprehensively discuss this particular topic, especially in the Indonesian context. Regarding the cultural value variable, this study only examines part of Hofstede's entire cultural dimension, so it is necessary to develop a more comprehensive understanding of the influence of culture and other variables on cloud-based accounting adoption intention.
4. This study uses cross-sectional data, because all the main variables are collected at one point in time within a certain period. The findings presented in this study reflect the conditions at the time of data collection, so it is important to consider the long-term implications for the development of SIAPIK as a cloud-based accounting system, including the role of support from business leaders and the dynamics of competitive pressures that influence it.
5. Not all questionnaires distributed can be processed in this study. The questionnaire distributed was 349 units, only 194 units could be processed.

5.4 Research Recommendation

Based on the limitations of the above research, the researcher suggests that:

1. Future research is recommended to expand the coverage area by conducting studies in other regions in Indonesia in order to obtain more representative research results. This can help enrich knowledge and understanding of the topic of cloud-based accounting based on this research.
2. Further research is recommended to include all MSME sectors in accordance with the SIAPIK categorization that has not been discussed in this study, so that the research results can be more generalized.
3. Future research is recommended to include additional relevant variables, especially some of Hofstede's cultural dimensions that have not been studied in this study, in order to obtain a more comprehensive understanding and overcome existing limitations.
4. Future research is recommended to use a longitudinal study approach to observe the development of relationships between variables and assess the long-term impact of interventions aimed at encouraging the intention to adopt a cloud-based accounting system on an ongoing basis.

