

# THE INFLUENCE OF MANAGER'S COMPETENCE AND THE UNCERTAINTY OF THE EXTERNAL ENVIRONMENT ON ACCOUNTING INFORMATION SYSTEM

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## ABSTRACT

*The competence of the manager and the uncertainty of the external environment is one factor that can support the establishment of quality management accounting information system. The phenomenon that occurs in several organizations in Indonesia showed that the accounting information system of quality management yet. This study was conducted to seek the truth through testing that proves their influence manager's competence and the uncertainty of the external environment on the quality of accounting information systems management. The data used in this study were obtained through a survey by distributing questionnaires to 80 insurance companies in Indonesia. Testing data using SEM-PLS. The research method used explanatory research method. The results showed that the problem is not integrated management accounting information systems caused by the competence of the manager and the uncertainty of the external environment is not entirely good as expected.*

**Keywords:** Manager Competence, Uncertainty of External Environment, Quality, Accounting Information System, Accounting Information System Management.

## INTRODUCTION

In non-business (government) such as the Directorate General of Mineral and Coal, low quality of accounting information system of management led to the emergence of a potential loss of tax revenue from the mining sector in 2012, where data coal production accounted for the Directorate General of Mineral and Coal different from Registrar Agency of Statistics reached more than Rp 20 trillion (Adnan, 2014). They have also been expressed by members of IV Audit, that the data related to the production of minerals and coal are very weak or inaccurate, because there is no coordination between the Directorate General of Taxes, Customs and Excise and local governments, which resulted in the mining department experienced tax underpayments amounting to 628 billion idr. The statement was in line with the opinion of Thamrin (2013), parts of the Ministry of Mines mutually unconnected resulting data is different, so that the resulting information is not aggregated and not accurate for decision making. Inaccurate information resulting in incorrect management in making decisions, such as in paying taxes owed, it is proved because there are bills underpayment of tax. Musa Ali Masykur statement in line with the statement of Nasution (2017), in which the management accounting information systems in government are not integrated, proven data from Directorate General of Taxation, Customs and the local government was not accurate (Nasution, 2017).

The same problems with regard to accounting information system management has also occurred in the Ministry of Finance as reflected in the low quality of the information reported by the Directorate General of Taxation, where these institutions do not have the amount of

receivables accurate tax caused by the recording of non-integrated. Un integrated reflected the recording of non synchronization between documents recording tax receivables tax receivables with a record-setting the Directorate General of Taxation. Problems related to the management accounting information systems that are not qualified that the Indonesian government has not been able to integrate the assets and wealth of the country adversely impact the revenues and lead to waste of the State budget. Another issue related to accounting information systems management in government is the weakness of human resources (Nasution, 2017). More Nasution (2017) added, weak human resources caused the management accounting information systems in government are not integrated. Thus, the need for improvement of management accounting information system related to the government has been a demand that cannot be avoided. If the government organizations do not want to torpor, then government organizations should be able to open itself to the development of the organization's external environment is moving faster and faster, such as the development of information technology.

In business organizations, management accounting information system problems occur in PT Avesta Continental Pack, which un integrated management accounting information system resulted in more and more time is needed in data processing and decision making becomes slow (Berry, 2011). So also happens to PT Frisian Flag Indonesia (FFI), in which the accounting information system management cannot be done in an integrated manner and in real time, better procurement of goods, shipping, and transaction records, consequently the information presented to management is not timely, inaccurate, not aggregate, and irrelevant because the sharing of information does not run smoothly and collaborative planning any late effects. Eka Suharto added that of the management accounting information systems that are not integrated lead users (managers) cannot easily perform analyzes related to the decision to be taken, because it cannot easily access other data required other than manual data he had. The problems associated with the low quality of management accounting information systems also occur in the company Vivera Group, namely inter-division system is not yet fully integrated company, consequently affect the effectiveness of the division of work between the slower. Problems also occur in the transportation industry, as that the information system and the airline has not been able to quickly and easily collect and analyze passenger data in order to provide the best service for customers.

Further problems occurred in the insurance industry, about 60 general insurance companies or 80% of the 81 total companies do not have an integrated system of management accounting information. According to Julian Noor, issues management accounting information systems that are not integrated on the insurance company can be broken down as follows:

- 1) According to Horngren et al. (2008) management accounting information system is a formal mechanism for collecting, compiling and communicating information about the activities of the organization to managers. While Heidmann (2008) mentions the information system management accounting as an information system that prepares and presents information derived from internal and external environment that is useful to help managers monitor the performance of the organization.
- 2) Further Kaplan & Atkinson (1998) states that management accounting information systems provide information to assist managers in planning activities and specific control. Belkoui (2002) explains that the accounting information system management can be defined as a collection of human resources and capital within the organization that is responsible for generating relevant information in the internal decision-making. So, basically accounting information systems management that is a collection of system components associated with and cooperate with one another by utilizing resources to process data into information for financial and non finance for meet the specific objectives of management (Kaplan & Atkinson, 1998; Hansen & Mowen, 2007; Heidman, 2008; Horngren et al., 2008; Burns et al., 2013; Azhar, 2013).

- 3) The term successes to show the quality of the information system is focused on efforts to produce quality information. The same is stated by Rani & Kidane (2012) that in order to implement the system of quality management accounting information, it is very important to do focusing on how to produce quality management accounting information. Furthermore that management accounting information system integration positive effect on the quality of information. Likewise with the opinion of Mia & Winata (2008) which states that the use of management accounting information system is positively associated with accounting information management (broad scope).
- 4) Heidmann (2008) indicates that the quality of accounting information management system can be measured from the dimensions: integration, flexibility, accessibility, formalization, and media richness.
- 5) Based on the problems that arise in the field and the theory used, there are several factors that can affect the quality of accounting information systems management as well as an impact on the quality of management accounting information, such as the competence of the manager (Belkoui, 2002; O'Brien & Maracas, 2010; Laudon & Laudon, 2014; Weetman, 2010; Pearlson et al., 2016).
- 6) Competence Manager is a condition that indicates the depth of knowledge, skills, aptitude and attitude of the manager in the field of work supported by motives, talents, self-image, as well as orientation to always improve the quality and efficiency as well as the achievement of performance standards; inter alia by improving the ability of problem-solving, decision-making patterns improvement and operational processes are fast and high sense of responsibility (Spencer & Spencer, 2008).
- 7) Competence is represented with the knowledge and skills (Stewart & Brown, 2019) contribute to the success of management accounting information systems in meeting its goal to provide the information needed by managers (Belkoui, 2002). That stance is in line with research conducted in the hospitality industry in Thailand, where the research results show that the competence of the management team (a collection of managers) effect on the effectiveness of strategic management accounting.

Furthermore, the same results shown in research conducted in several health care unit, explained that the competence and capabilities of the managers contribute to the development of management accounting information systems and the application of management accounting information systems. Research on several companies in India that have used the software application ERP in implementing information systems management. Accounting, conducted a study on 102 companies in Tunisia that have adopted ERP system. The results of the study stating that the competence of human resources both accountants and managers is an important factor in the success of the system management accounting information. Another factor that can affect the quality of accounting information management system is the uncertainty of the external environment (Weetman, 2010; Laudon & Laudon, 2014). In manufacturing companies, the un certainty of the external environment become an obstacle in generating useful information for managers in determining the cost of goods sold. This is caused partly because of changes in the inflation rate continues to fluctuate.

Changes in the external environment are always followed by a change of management accounting information systems as a form of response to environmental changes so that managers can adjust to the new environment (Weetman, 2010; Laudon & Laudon, 2014). This is supported by studies on 40 medium-scale enterprise in Kansas and Missouri, showed that the uncertainty of the external environment influence the design of management accounting information systems. While collected data from 68 studies proved the manager with the uncertainty of the external environment influence the design of the system according to perceptions of managers.

## **LITERATURE REVIEW**

### **Manager Competence**

To measure the competencies can be used the following characteristics: "*knowledge (knowledge), skills (skills), aspects of self-image (self-image), social motives (social motives), traits (character), thought patterns (mindset), mind-sets (frame of mind), and ways of thinking (perspective/viewpoint), feeling (feeling), and acting (action)*". Further, according to Hsieh, et al. (2012), competence can be measured from: conceptual capacity, behavior, and knowledge/skills, According to the iceberg model, the knowledge and skills were visible and Appeared at the top of the iceberg. They were relatively Easily developed and improved through education and job training. On the other hand, motives and traits Appeared at the base of the iceberg, because both were more likely to be hidden and comprised the innermost part of an individual's personality. Therefore, they were more difficult, to develop and reform through school education and job training. Spencer & Spencer (2008) suggests that relates to an individual's competence within the competence of a person, competence is described as the basic characteristics of a worker who uses part of his personality the most, and can affect their behavior when he faces the job and ultimately affect the ability to produce its performance, "*A competency is an underlying characteristic of an individual that is causally related to criterion-referenced effective and/or superior performance in a job or situation*". (Spencer & Spencer, 2008). Similar definitions are given by that "*Competencies are the skills, knowledge, aptitudes, and other personal characteristics that lead to superior performance*". From this definition can be interpreted that the competence is a skill, knowledge, talent, and other personal characteristics that generate performance. "*Competencies, then, are characteristics that individuals have and use in appropriate, consistent ways in order to achieve desired performance*". From that sense it can be said that the competence is a characteristic of the individual and used consistently to achieve the desired performance.

But others argue that competence is a level of performance that demonstrates the effective application of knowledge, skills and management. Yukl (2010), states that the main competence is the knowledge and ability to perform certain activities. The main competence usually consists of a combination of technical expertise and application skills. In line with the opinions mentioned above, Moeller (2011) states that competence was demonstrated knowledge and skills necessary to undertake certain activities. Likewise with Stewart & Brown (2019) states that the competence it demonstrates the knowledge, skills and abilities needed to perform an activity. Furthermore, competence as a collection of knowledge, skills, or abilities. Complementing the previous opinion, competence as the knowledge, skills or behaviors that are applied to produce a better performance.

Details on competence have been raised by psychologists. Marshall (2003) explains that: "*competence is the basic characteristics of a person that allow it to provide superior performance on the job, role, or a particular situation*". According to Marshall (2003), the competence is divided into two main categories, namely the threshold competencies and differentiating competencies. Threshold competencies include skills and knowledge, while differentiating competencies include social role or the values espoused, self-image, character and motives. In employees, as users of the information system also includes the managers (McLeod & Schell, 2007). Users of information systems that include external users (customers, suppliers, partners, and employees) and internal users consisting of: clerical and service works, technical and professional and staff, supervisors, middle managers and executive managers. In order for information system in the organization can run well, then the required competence (Stewart & Brown, 2019). Based on the opinion of Whitten & Bantley (2007) competence of the manager in

question in this research is the competence of the manager at the middle level, because they are directly related to the daily operations of the company and technical decision-making companies or organizations.

### **Uncertainty External Environment**

*"The external environment consists of Reviews those relevant physical and social factors outside the boundaries of the organization or specific decision directly units that are taken into consideration"*. From the statement can interpreted, that the external environment consists of physical factors and socially relevant are outside of organizational boundaries or special units that are directly associated in the decision. The external environment is fraught with uncertainty; in terms of environmental management accounting is known perceived uncertainty (PEU). *"Perceived environmental uncertainty (PEU) is process-oriented in that (individuals) seek to describe the stage Involved in noticing, interpreting, or learning the environment in order to reach closure as to its meaning"* (Stone & Tudor, 2005). it can be explained that, perceives the uncertainty of the external environment that is process-oriented in a person to find a picture of the environment in any way concerned, interpret and learn. The uncertainty of the external environment is something that is multi-dimensional which come from outside the company and is expected to affect the management decision-making and can be measured using the perception of line management, middle and top.

In conditions of uncertainty of the external environment, management faces many obstacles in making decisions, because management has limited information, difficult to predict what will happen in the future as a result of the decision and the lack of confidence whether the business will succeed or fail in the future forthcoming. Hoque (2003) argues that: environmental uncertainty Refers to the firm's inability to predict accurately the effects of various aspects of the firm's external environment, such as customers, suppliers, Deregulation and Globalisation, technological processes, competitors, government regulations / policies, the economic environment and industrial relations. Described by Bateman & Snell (2007) that environmental uncertainty means that managers do not have enough information about the neighborhood to understand or predict the future.

Wheelen & Hunger (2012) states that the uncertainty of the environment can be measured from the level of complexity and external environmental changes that occur and experienced by an organization. Something similar was stated by Robbins (2001) that the external environment is the rate of change and complexity within the organization. Environmental uncertainties may occur at any time, such as changes in the market into a global market, managers must always consider many factors in making a decision. Many managers are not able to accept and confront these changes, they will fail and the company's business operations will cease (Wheelen & Hunger, 2012). An indicator of the uncertainty of the external environment can be measured from *"manufacturing, technology, competitors actions, market demands, product attribute/designs, raw material availability, raw materials prices, government regulation, and labor union actions"*.

### **Quality of Accounting Information Systems Management**

Horngren et al. (2008) mentions *"Management Accounting Information System is a formal mechanism for gathering, organizing, and communicating information about an organization's activities"*. So also with Burns et al. (2013) states, *"Management accounting information systems: the hardware and software the which facilitates the collation of the data"*

and the processing of information." *"Management Accounting Information System is a formal system designed for providing information to managers"*. Kaplan & Atkinson (1998) added, *"Management Accounting information System provides information to assist managers in their planning and control activities"*. Atkinson et al. (2001) explains, *"Accounting information management systems provide information, both financial and nonfinancial, to managers and employees inside and outside the organization"*. Specifically, Belkoui (2002) states, *"management accounting information system may be defined as the set of human and capital resources within an organization that is responsible for the production and dissemination of information deemed relevant for internal decision making"*.

Hansen & Mowen (2007) states that: *"Management Accounting information system is an information system that produces output using inputs and process needed to satisfy specific management objectives"*. Likewise with Heidmann (2008) *"management accounting information systems are the formal systems to prepare and provide information from the internal and external environment that helps managers to monitor organizational performance"*. This is in line with the opinion of Hoque (2003) that the management accounting information is the information generated from the process of identifying, collecting and measuring the data, useful for managers in planning, control and decision making. Hansen & Mowen (2007) explains further that: *"The management accounting information system Provides information needed to satisfy specific management objectives"*. Based on the above, the intended system of management accounting information in this study is a collection of system components related and cooperate with each other by utilizing the resources to process data into financial and non-financial information to meet the specific objectives of management.

The success or quality of the information systems that focus on efforts to produce quality information. In line with Rani & Kidane (2012) states that in implementing systems of quality management accounting information, it is very important to do focusing on how to produce quality management accounting information. Anderson (2000) states that the quality of an information system is measured by its ability to provide exactly the information needed by managers in a timely manner. The information must be accurate and up-to-date. Users should be Able to receive the information in a variety of formats: tables of the data, graphs, summary statistics, or even pictures or sound. Users have different perspectives and different requirements, and good information systems must have the flexibility to present information in diverse forms for each user. Thus, based on the above description is a system quality management accounting information in this study is the integration of the system components associated with and cooperate with one another by utilizing resources to process data into information of financial and non-financial in order to meet the specific objectives of management. Furthermore, according to quality information system can be gauged from the following characteristics:

- 1) Timeliness, related to the time factor in information update and retrieval
- 2) Content, related to the meaning of information to decision makers.
- 3) Format, the format of Reported information has many possible attributes (medium, ordering, graphic design).
- 4) Cost, managed to assess Reviews their values.

Stair & Reynolds (2012) indicates the quality of the information system can be measured by dimensions: *"flexible, efficient, accessible, and timely."* In this model of success of information systems showed that the quality of the information system can be measured by dimensions: ease of use, system flexibility, system reliability and ease of learning. While Kaplan & Atkinson (1998), said accounting information system of quality management has the dimensions: *"timely, efficient, and effective"*. Heidmann (2008) more detail to explain the dimensions of the system of management accounting information (SIAM) first, Integration,

"measures the degree to system facilitates the combination of information from various sources to support business decisions". Further Whitten & Bentley (2007), adding that the integration in the information system is the process of building an integrated information system of various components such as purchased software, software created specially, hardware, and network. Matching is also described by Azhar (2013), that all the good components, hardware, software, brain ware, procedures, databases and communication networks and sub-components of each of the components work together in an accounting information system to process the data necessary financial management in decision making.

Dimensions of Quality SIAM second by Heidmann (2008) is Flexibility. Heidmann (2008) explains: "*Flexibility measures the degree to the which a system can adapt to a variety of user needs and to changing condition*". It has been suggested that a flexible system measure of the extent to which the system can adapt to a wide range of user needs and can adapt to a wide variety of changing conditions within the organization. The third dimension of the quality of SIAM according Heidmann, (2008) is Accessibility. Heidmann (2008) explains that "*Accessibility measures the degree a system and the information it contains can be accessed with are relatively low effort*". From that sense it can be said that the Accessibility gauge the extent of the system and the information in it can be accessed easily. This opinion is supported by the Stair & Reynolds (2012).

## THEORETICAL FRAMEWORK

### Effect of Competence Manager of the Quality of Accounting Information Systems Management

O'Brien & Maracas (2010) states that: "*These systems cannot benefit an organization if its employees fail to Contribute Reviews their knowledge, if they fail to use the system to retrieve information, or if the system simply is not available where and when needed*". In general, to be able to engage in a business system, the competence of human resources is needed, in which the competence of human resources consist of knowledge, skills and abilities (Yukl, 2010; Moeller, 2011; Stewart & Brown, 2019). As for the skills possessed management to support the successful implementation of the system of management accounting information such as skill in operating application supporting accounting information system management so that completion of the task can be done well (Robbins, 2001).

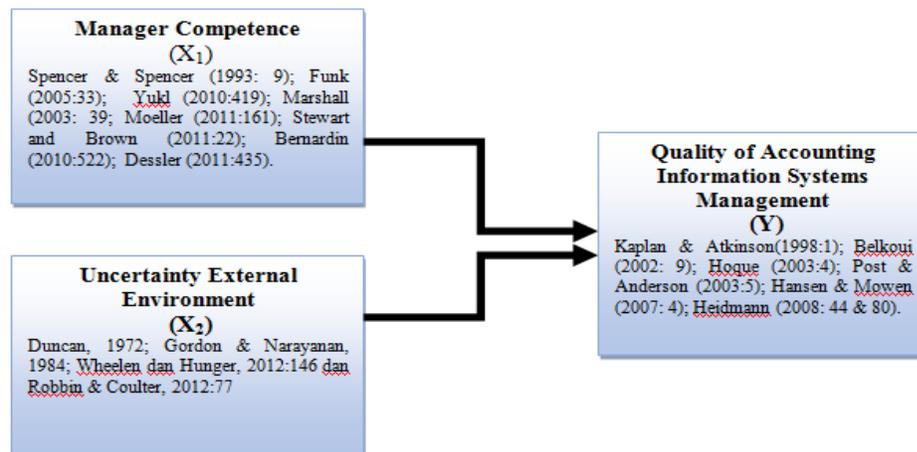
The results showed that the technical competence of human resources is factors that affect the successful implementation of management accounting information system. Research on several companies in India that have implemented ERP application software. Furthermore, conducted a study on 102 companies in Tunisia that have adopted ERP system. The results of the study stating that the competence of human resources both accountants and managers is an important factor in the success of management accounting information system, results of another study found that the competence of the management team (a collection of managers) effect on the effectiveness of strategic management accounting. Furthermore the effectiveness of accounting strategic management will produce information related to daily operations, information that supports the company's development, and information that provides a view of the future of the company, where accounting strategic management is part of a system of management accounting information, so it can be said that the competence team manager influence the accounting information system management. In line with the above mentioned study, Tayles et al. (2007) conducted a study on 119 major companies in Malaysia engaged in

the field of telecommunications, manufacturing, broadcasting, and banking, the results showed that the application of the accounting information system management requires engagement manager's competence. Furthermore, the same results shown in research, the research carried out in some units of health care, and explained that the competence and capability of managers as their knowledge and skills on the use of supporting applications of information systems to generate useful information for managers in decision-making, contributing to the development of information systems management accounting and the application of management accounting information systems.

### **Influence of External Environment Uncertainty on the Quality of Accounting Information Systems Management**

The uncertainty of the external environment affects the quality of accounting information management system (Weetman, 2010). Avison & Fitzgerald (2003) states: "*Information systems do not exist in a vacuum. Clearly, they are developed and Operate within an environmental context that has a significant effect on them*". Laudon & Laudon (2014) "*states organizations and environments have a reciprocal relationship*". He also explained that, information systems help organizations in the face of uncertainty environmental changes occur (Laudon & Laudon, 2014). The information system is a key instrument to assist managers in identifying the uncertainty of the external environment changes. Likewise, according to Azhar (2013) that both the internal environment, and externally has a very strong influence on the system. Uncertainty factors external environment affecting the practice of management accounting information system. Development of management accounting practices is influenced by many factors outside the organization that can hinder the provision of useful information for decision making managers. The statement was supported which states that the uncertainty of the external environment will have an impact on the nature of management accounting information system as a provider of useful information for management decision making. The higher the uncertainty of the external environment changes such as changes in technology, the economy and changes in the increasing number of competitors have an impact on the delay of the provision of accurate information for managers. Economic changes such as changes in price steadily rises or changes result in information systems cannot run well if not using applications supporting information systems that can make adjustments in generating information so determine cost of goods sold to the manager can be generated accurately.

Changes in the external environment are always followed by a change of management accounting information systems as a form of response to environmental changes so that managers can adjust to the new environment (Weetman, 2010; Laudon & Laudon, 2014). This is supported by studies on 40 medium-scale enterprise in Kansas and Missouri, showed that the uncertainty of the external environment influence the design of management accounting information systems. While collected data from 68 studies proved the manager with the uncertainty of the external environment influence the design of the system according to perceptions of managers. Further research conducted found evidence of the same, where the uncertainty of the external environment influence the management accounting information systems. Research on several companies in Singapore by distributing questionnaires to 48 managers. While conducted a study on several industrial enterprises in Turkey Figure 1.



**FIGURE 1**  
**THEORETICAL FRAMEWORK**

The result of the development of hypotheses derived from the literature review and the framework that has been described, the research hypothesis as follows:

- a) Competence manager affect the quality of accounting information systems management.
- b) The uncertainty of the external environment affects the quality of accounting information system management.

## RESEARCH METHODS

The research method is a method used by researchers for conducting investigations to solve the problem (Kothari, 2004). While Suriasumantri (2010) stated research method is the method used in the study. The research method used in this study, will be explained as follows:

- 1) In terms of the research objectives, this study included in the survey research. Fink (2003) in sekaran & Bougie (2016) states that "*a survey is a system for collecting information from or about people to describe, compare, or explain Reviews their knowledge, attitudes, and behavior*". Sekaran & Bougie (2016) describes the survey methods to do the collection of information from those who act as a source of information that can be described, compared and explained the facts relating to people, events or situations. Moh & Sikumumbang (2005) adds with survey method not only provides a description of phenomena, but also explain the relationship, test hypotheses, make predictions, and get the meaning and implications of a problem to be solved. This research can provide an overview of phenomena related to the variable Competence Manager, Organizational Culture, Uncertainty External Environment, Quality of Accounting Information Systems Management (SIAM) and the Quality of Accounting Information Management and explain the characteristics of the variables above.
- 2) In terms of the type of study (type of investigation), this kind of research is verification (verificative research) and are explanatory (explanatory research) or causality (causal study), because this research aimed to find out what and how much factors estimated to affect a variable in order to test the hypothesis (Mudrajat, 2007). This research may explain how much influence variable Competence Manager, Organizational Culture, External Environmental Uncertainty, on the Quality Management Accounting Information and influence the quality of the Quality Management Accounting Information.
- 3) In terms of the time horizon, the study was included in the study group over time (cross-sectional studies). Because the study is cross-sectional studies of study/research conducted by collecting data only once, may be daily, weekly, or monthly, in order to answer the research question (Sekaran & Bougie, 2016).

## RESULT AND DISCUSSION

Laudon & Laudon (2014) states that in order to implement a successful information systems or quality, managers must have skills related to information systems. Managers who

know and understand well how to work with the situation and conditions of an organization's information systems will be more successful than less skilled managers in implementing information systems. Likewise with Pearlson et al. (2016), which suggests that managers, especially the general manager who is at the middle level should have a basic knowledge of information systems to make decisions that have serious implications for business. In addition, the manager must have a deep knowledge of technology to manage information systems (Pearlson et al., 2016). The conclusion that the manager's competence affect the quality of accounting information management system confirms previous studies conducted by stating that the competence and capability of managers to contribute to the successful implementation of management accounting information system. The results of the same study showed that the competence for human resources is factors that affect the successful implementation of management accounting information system. The results of human resources competencies research both accountants and managers are an important factor in the success of management accounting information systems. Other examples also appears that there is a manager whose background task mining techniques to evaluate the placement of investment instruments on a safe level of risk that insurance claims from customers guaranteed safe. This can endanger the sustainability of the business of insurance companies, because basically the characteristics of the business of insurance companies are to accept the risk of the public who have paid a premium to invest these funds in the types of investments that secure.

All of the above should be considered to increase the competence of managers to support fully the quality of accounting information systems management. This study has answered problems that arise, as happened in PT Astra Graphia Information Technology, when the company wanted to develop a system of management accounting information still get a constraint on the ability of employees, as revealed by the CEO and Director of Systems & Solutions that, *"the system is a tool, while running or the input is human, so the success of this system if they (employees) want to use it properly or not"*(Joseph, 2010). From the above it can be said that the use of accounting information system of quality management depends on the competence of human resources involved as a manager at any level. At the time the company will apply the program of supporting applications in management accounting information system, so that the quality process it must be done socialization, training and evaluation. Training and skills development are carried out within the company intended to increase the competence of human resources, especially in the mid-level manager (operations manager).

### **Influence of External Environment Uncertainty on the Quality of Accounting Information Systems Management**

The operations manager at the insurance company performs specific treatment to improve services, but operational managers do not understand the advantages of the products offered by similar companies in the financial services industry. Currently there are many insurance companies that do not have a unit-link products to compete with rival products, because the unit-link, consumers benefit insurance and invest all at once. Operational managers in insurance companies also have not been able optimally to predict the wishes of the customer. Other words, insurance companies have not been able to produce products that comply with the wishes of consumers/customers/insured very well. Based on the facts on the ground, consumers want cheap insurance products with fast claims service. For a low-cost insurance products are no longer being freely made, being bound by the rules of the FSA, so the current that can be carried out by operational managers to understand the desire of customers by removing the insurance products

that are safe, profitable and claims can be done quickly. Fast claims should be able to utilize the high development of information technology through a variety of communication media, such as through the provision of web anytime easily accessible by customers, for example through electronic mail in presenting evidence supporting claims from customers to the insurance company.

To improve these conditions to a better direction again, then the operations manager at the insurance company must improve their ability to understand and predict the desires of consumers of insurance products are produced, so change consumer desires can be adapted to the system of management accounting information is used. Thus, in the development and use of management accounting information systems cannot be separated from the influence of environmental uncertainty both internally and externally (Avison & Fitzgerald, 2003). The test results support the hypothesis mentioned above research results which indicate that the external environment of uncertainty factors affect the use of accounting information system of quality management. Likewise which states that the uncertainty of the external environment will have an impact on the nature of management accounting information system as a provider of useful information for management decision making? The problem of uncertainty of the external environment as a barrier to improving the performance of national manufacturing company, for management accounting information systems can't provide accurate information in making decisions such as the decision determining the cost of sales. Changes in the external environment are always followed by a change of management accounting information systems as a form of response to environmental changes so that managers can adjust to the new environment (Weetman, 2010; Laudon & Laudon, 2014). This is supported by the results of research, which shows that the uncertainty of the external environment influence the design of management accounting information systems.

## CONCLUSION

Based on the phenomenon, the formulation of the problem, hypothesis and research, the authors draw the following conclusion:

- 1) Competence Manager affects the quality of Accounting Information Systems Management (SIAM). SIAM not yet quality, because there are many operational managers that formal education is not in accordance with the field work and less able to understand the particular assignment and do not have a full opportunity for training, courses and seminars to improve their skills.
- 2) The uncertainty of the external environment affects the quality of SIAM. SIAM not yet quality, because there are many operational managers who are less able to understand and predict the complexity of the external environment, especially the complexity of the consumer.

## SUGGESTION

Based on the results of research and discussion and conclusions in this research, it is recommended:

- 1) Increase the competence of managers by:
  - Conducting the recruitment and placement of managers who have the educational background that corresponds to the field work, such as to part finance or accounting, placed managers who have the educational background of accounting in part is not those who have other educational backgrounds.

- Improving the skills of managers with a way to involve them in trainings, workshops, and courses on a regular basis, especially in the field of management accounting information systems mainly relating to the use of insurance application software.
- 2) Improving the understanding and the ability of managers to predict the complexity of a competitor, by way of "benchmarking" against insurance companies that are already doing a best practice in the area of insurance, so expect the managers to understand the advantages of insurance products offered by insurance companies and similar financial services industry. To enhance understanding and capabilities of the managers in predicting the complexity of the consumer, can do customer surveys through questionnaires distributed to the public, in order to know the preferences of today's society against product insurance, and provides a suggestion box and criticisms can be sent via electronic media to gather information as much of the weakness or the advantages of insurance products they have. This was done to facilitate adjustments of the external environment on the use of accounting information system of quality management.

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