

The Psychological Understanding of Accounting Information System for Pharmacy on Urban Area

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Abstract. The accounting information system is an important component in determining business success, including for micro, small and medium enterprises (MSMEs). The MSME business sector is generally divided into three types, namely MSME engaged in services, trade and manufacturing. Pharmacy is one of the businesses engaged in trade. The Pharmacy business has different characteristics compared to other trading businesses, namely in recording every event or transaction such as recording drug prescriptions, doctor and customer data. Merchandise inventory for the Pharmacy business in the form of medicines has different characteristics compared to merchandise inventory for the trading business in general. The manual accounting system is proven to be ineffective and inefficient when applied to the Pharmacy business. The purpose of this study was to identify the accounting information perspectives of Pharmacy business actors in North Sumatra. The data collection method is using the observation method with questionnaires and direct interviews with respondents. This study uses descriptive analysis techniques to determine the accounting perspectives of Pharmacy business actors. The results of the study show that the Pharmacy business actors in North Sumatra do not understand and utilize accounting information as a basis for making business financial decisions. The results of the study show that Pharmacy business actors in North Sumatra have not been able to provide detailed input regarding what kind of financial management information system is needed due to limited knowledge and understanding of accounting.

Keywords: Accounting information systems, Pharmacy Business Actors, MSMEs.

INTRODUCTION

The accounting information system is an important component that determines business success, including for micro, small and medium enterprises (MSMEs). Accounting information is the basis for making business decisions, both decisions involving internal companies and external parties. In general, accounting information is used by two parties, namely internal companies and external parties (Bakr & Napier, 2022). For MSMEs, accounting information can be the basis for making decisions such as decisions on market development, pricing, financial management and other important decisions (Lubawa & Van Auken, 2019).

The accounting information system can be seen from the financial reports presented by the entity (Betavia et al., 2022). The benefits and importance of accounting information have been understood by MSME actors, but based on research results it shows that most MSMEs in Indonesia have not prepared financial reports in accordance with established standards due to various limitations owned by business actors to prepare financial reports (Adhikara, 2018). The MSME business sector is generally divided into three types, namely MSME engaged in services, trade and manufacturing. Pharmacy is one of the businesses engaged in trade. The Pharmacy business has special characteristics when compared to other trading businesses, namely in terms of recording drug prescriptions, doctor and customer data. Merchandise inventory for the Pharmacy business is in the form of medicines which have a different character compared to the merchandise inventory for the trading business in general. The manual accounting system is proven to be ineffective and inefficient when applied to the Pharmacy business (Taufik & Widiyanto, 2018).

During the Covid-19 pandemic, the pharmacy was one of the businesses that experienced an increase in sales. In addition to increasing drug sales, sales of masks, antiseptics and health supplements have increased during the

Covid-19 pandemic. This condition is certainly an opportunity for the pharmacy business, but it is also a challenge because an adequate accounting information system is needed so that the pharmacy business can maintain a balance between demand and supply of drugs and medical devices. A good accounting information system allows business owners to properly manage drug supplies and business finances (Mustofa, Ekasari, & Kusmintarti, 2021).

LITERATURE REVIEW

Entity Theory

Entity theory is a theory related to the assumption that the company's economic activities are separate from those of the owner, so there is a need for a separation between the personal interests of the company owner and the company's interests. With the separation between the personal interests of the business owner and the interests of the company, it can be seen that the company's financial position is separate from the personal finances of the business owner (Hanum et al., 2021). The implication of the entity theory is that there is a need for business financial reports that are prepared as a form of accountability to company owners. This theory also assumes that the business owner is the most interested party so that he is entitled to enjoy profits (Imam Ghozali dan Anis Chariri, 2014). This assumption explains that the preparation of business financial reports is very beneficial for business owners because with the existence of financial reports, business profits/losses can be known.

Previous Research

Research related to the accounting perceptions of pharmacy business actors has not been carried out by many previous researchers. Research related to accounting information systems in pharmaceutical companies has been carried out by several researchers. Research related to the evaluation of drug management information systems has been carried out by Husain, Djameluddin et. al (2020) whose research results show that the drug management accounting information system is in accordance with existing theory, but there are still some weaknesses related to the function of receiving and storing drugs (Husain Akbar, Djameluddin, Shakira Wija Religia, & Daeng Pasiga, 2020). Other research on the implementation of inventory accounting information systems in pharmaceutical companies was conducted by Mustofa et al., 2021, the results showed that the implementation of information systems can overcome financial recording problems and support company operational activities to be more effective and efficient (Mustofa et al., 2021). The research above shows the importance of implementing an adequate accounting information system in companies in the Health sector. However, before implementing an adequate information system, the Pharmacy business manager needs to understand accounting information systems.

METHODS

Types of research

This research is a descriptive research, namely a study that aims to find facts with the right interpretation of a phenomenon (Sugiyono, 2016). This **study** aims to identify understanding of accounting information systems in pharmacy business actors in Medan City. This study also aims to provide information regarding the understanding of Pharmacy business actors in Medan City in compiling financial reports and identifying the need for an accounting information system for Pharmacy businesses.

Time and Place of Research

This research was conducted from October 2021 to December 2021. The research was conducted on pharmacy managers in the city of Medan.

Research Target/Subject

The population in this study are **pharmacy** managers in Medan City, totaling 128 pharmacies. Seeing the number of pharmacies in Medan City and the limitations of researchers, the researchers took research samples using a purposive sample technique, which is a sampling technique based on certain considerations in

accordance with the research objectives (Sugiyono, 2016). Based on the sampling criteria above, the number of samples in this study was 27 pharmacies.

Procedure

The stages of the research that will be carried out are; 1) the preparation stage (data and information collection, literature review); 2) the analysis phase (analyzing the formulation of the problem, analyzing the population and research samples; determining the method of analyzing research data); 3) design stage (preparation for distributing questionnaires); 4) implementation stage (distribution of questionnaires, filling out questionnaires); 5) the conclusion stage (analysis of research data, formulation of research results and discussion).

Data, Instruments, and Data Collection Techniques

The type of data in this study is qualitative data, namely in the form of information obtained from Pharmacy business actors in Medan City regarding understanding of accounting information systems. This study uses primary data in the form of information in oral form which is directly obtained from research respondents. This research is a field research, in collecting data or information needed in research is the method of observation with questionnaires and direct interviews on research objects in order to obtain accurate data and information related to the accounting perspective of Pharmacy business actors in Medan City.

Data analysis technique

This research is a descriptive research using qualitative and quantitative approaches to provide reviews obtained. The descriptive research approach in this study is limited to **making** descriptions of phenomena in the field, while the quantitative approach in this study is used to make descriptions of the accounting perspectives of pharmacy business managers in Medan City.

RESULTS AND DISCUSSION

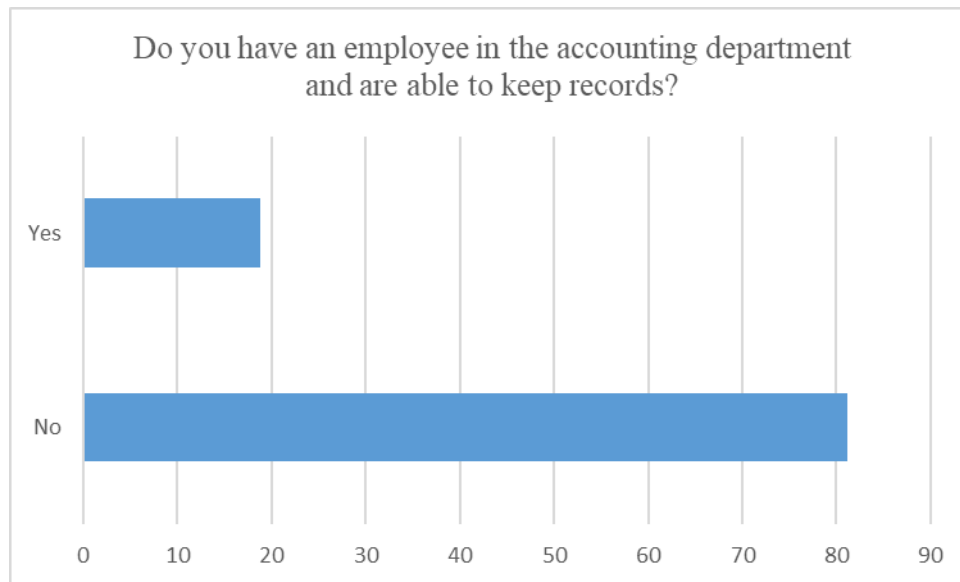
Overview of Respondents

Respondents in this study were pharmacy managers in the South Tegal region. Research data collection was carried out by distributing questionnaires to pharmacy managers directly. The number of respondents is 14 respondents who know Pharmacy financial **records**. The summary of the general description of the respondents based on the research results, namely; 1) age of the respondents in the range of 20 to 30 years; 2) all respondents are employees who have knowledge related to Pharmacy financial records; 3) 82.9% of the responses were female and the remaining 7.1% were male; 4) Last education of respondents 14.3% graduated from high school (SMA), 14.3% graduated from Diploma III (DIII), 57.1% graduated from Strata 1 (S1) and the remaining 14.3% graduated from Vocational High School (SMK).

Labor Division of Accounting and Financial Records

The results of the analysis of research questions regarding whether the Pharmacy business has a special workforce or employees in the financial accounting section **can** be seen in Figure 1. Based on this figure it can be seen that most of the Pharmacy businesses or 81.2% do not have a special workforce in the accounting and financial recording departments. Most of the pharmacy businesses that were research respondents were businesses owned by individuals who still had limited human resources (HR) specifically managing business financial records.

Question: Do you have an employee in the accounting department and are able to keep records?

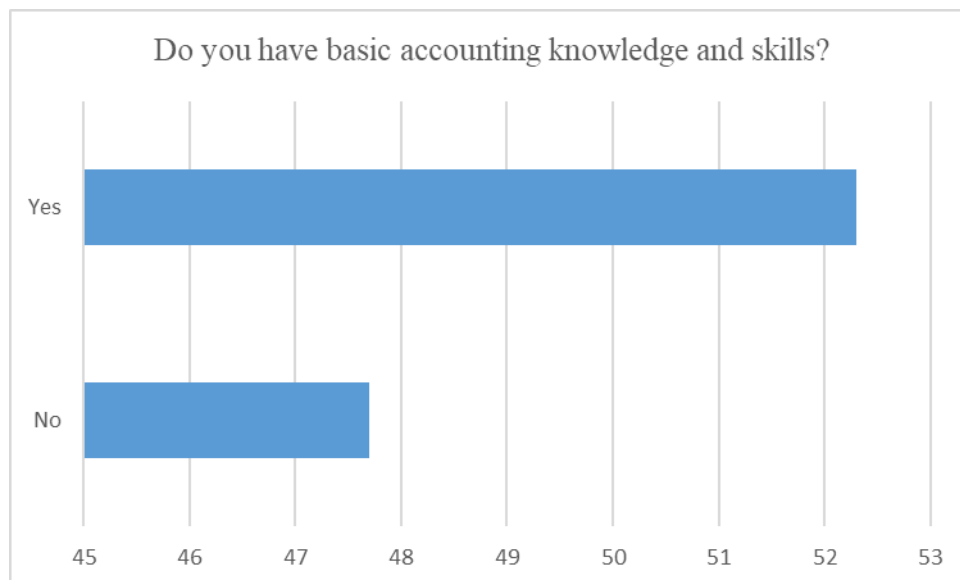


Source: Processed data (2021)

Figure 1. Labor Force Analysis

Analysis of Knowledge and Basic Skills in Accounting

The results of the analysis of research questions regarding whether the research respondents have basic accounting knowledge and skills can be seen in Figure 2. Based on this figure it can be seen that most of the respondents or 52.3% have basic accounting knowledge and skills and as many as 47.7% do not.



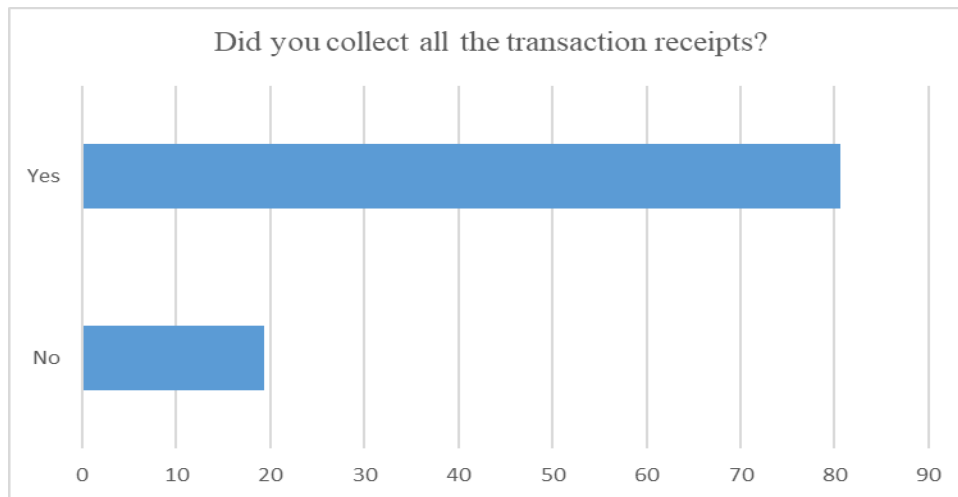
Source: Processed data (2021)

Figure 2. Analysis of Knowledge and Basic Accounting Skills

Based on the information obtained from the respondents regarding basic accounting knowledge and skills, the majority of respondents already have basic accounting knowledge and skills but still have difficulties in applying these knowledge and abilities.

Transaction Evidence Collection Analysis

The results of the analysis of research questions regarding the collection of proof of transactions can be seen in Figure 3. Based on this figure it can be seen **that** most of the Pharmacy businesses or as much as 80.6% have collected proof of transactions and those who have not collected proof of transactions are 19.4%. Evidence of transactions is input in the preparation of **financial** statements. If there is no evidence of transactions, then there is no basis for recording financial transactions in the process of preparing financial reports (Fahmi et al., 2022). However, based on the research results, there are still pharmacy business actors who have not collected transaction evidence, so it is still difficult to prepare financial reports.



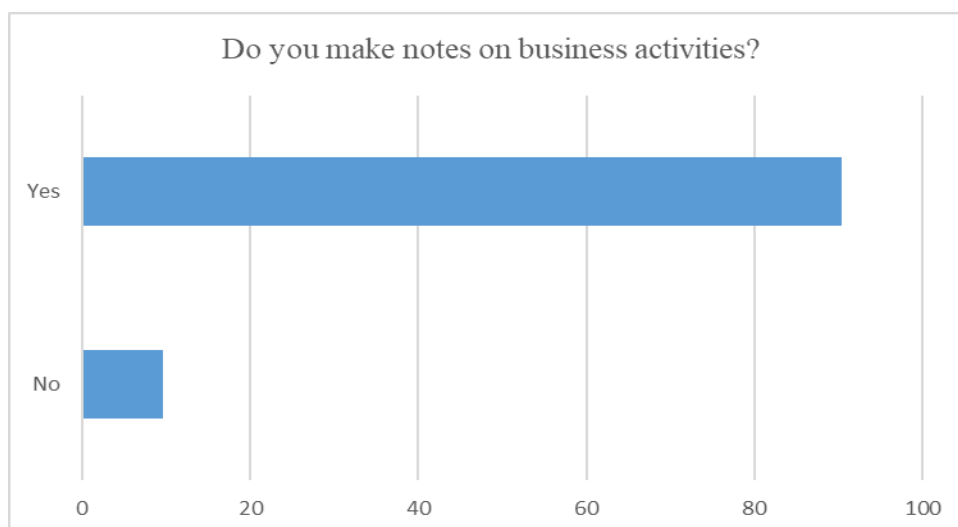
Source: Processed data (2021)

Figure 3: Analysis of Collection of Transaction Evidence

Analysis About Making Business Records

The results of the analysis of research questions regarding **making** business records can be seen in Figure 4. Based on this picture it can be seen that most Pharmacy businesses or as much as 90.4% have made notes on business activities and others, namely as much as 9.6% have not made notes on business activities.

Question: Do you make notes on business activities?

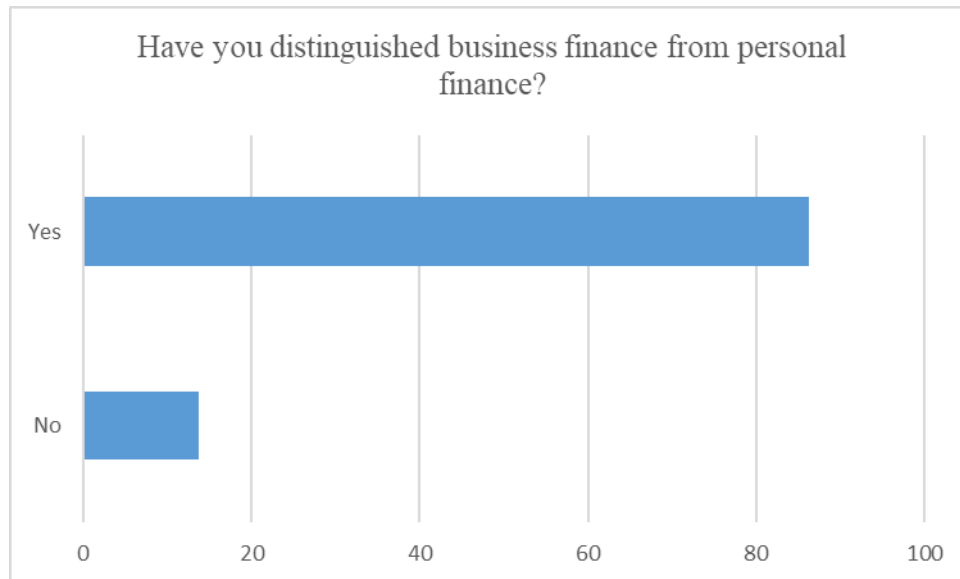


Source: Data processed (2021)

Figure 4. Analysis of Making Business Records

Analysis Distinguishing Business Finance and Personal Finance

The results of the analysis of research questions regarding whether Pharmacy business actors differentiate between business finance and personal finance can be seen in Figure 5. Based on this figure it can be seen that most or as many as 86.5% of research respondents have distinguished business finance from personal finance. However, it turns out that there are still research respondents who have not differentiated business finance from personal finance, namely 13.7%.

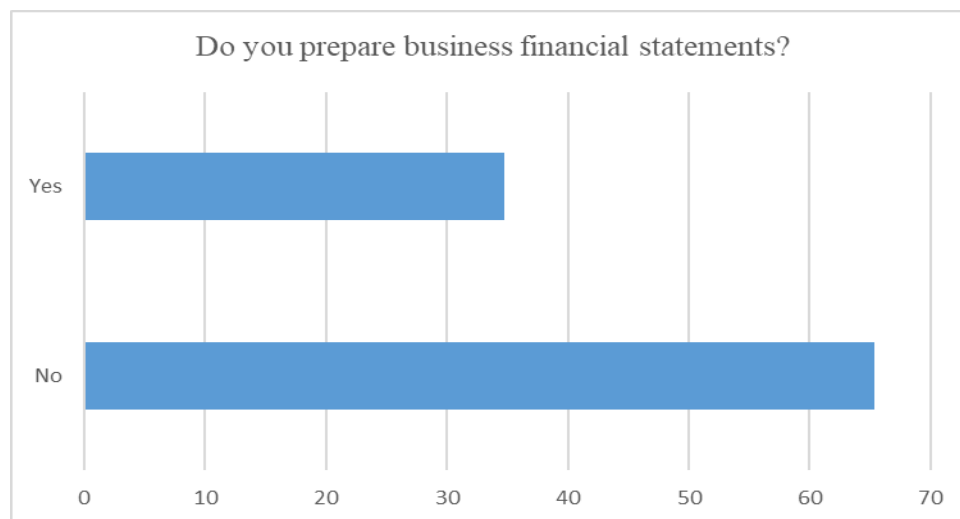


Source: Data processed (2021)

Figure 5. Analysis of Making Business Records

Analysis of Preparation of Financial Statements Through the Accounting Cycle

The results of the analysis of research questions regarding the preparation of financial reports through the accounting cycle can be seen in Figure 6. Based on this image it can be seen that most of the Pharmacy business actors or 65.3% have not prepared financial reports through the accounting cycle and others, namely as many as 34.7% have prepared reports finance.



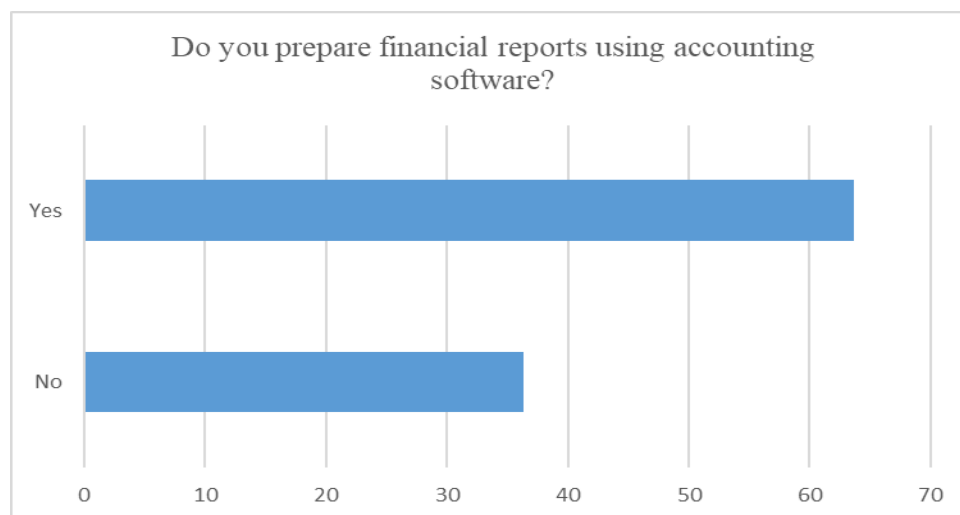
Source: Processed data (2021)

Figure 6: Analysis of the Preparation of Financial Statements

Analysis of Use of Accounting Software

The results of the analysis of research questions about the use of accounting software can be seen in Figure 4.7. Based on this figure it can be seen that most of the research respondents or as much as 63.7% use accounting software and others, namely as much as 36.3% do not use. Most of the accounting software used is to record incoming cash or cashier's books.

Question: Do you prepare financial reports using accounting software?



Source: Data processed (2021)

Figure 7: Analysis of Using Accounting Software

Analysis of the Importance and Obstacles in Preparing Financial Statements

The results of the analysis of research questions about the importance of preparing financial reports can be seen in Figure 8. Based on this picture it can be seen that all respondents or as much as 100% are aware of the importance of preparing financial reports for business continuity. However, business actors have problems in preparing financial reports. The problem that generally occurs is that most of the pharmacy owners have backgrounds in the health sector, not economics/accounting, and do not have specialized staff in accounting (Muda et al., 2020).

Question: In your opinion, is compiling financial reports important for business continuity?

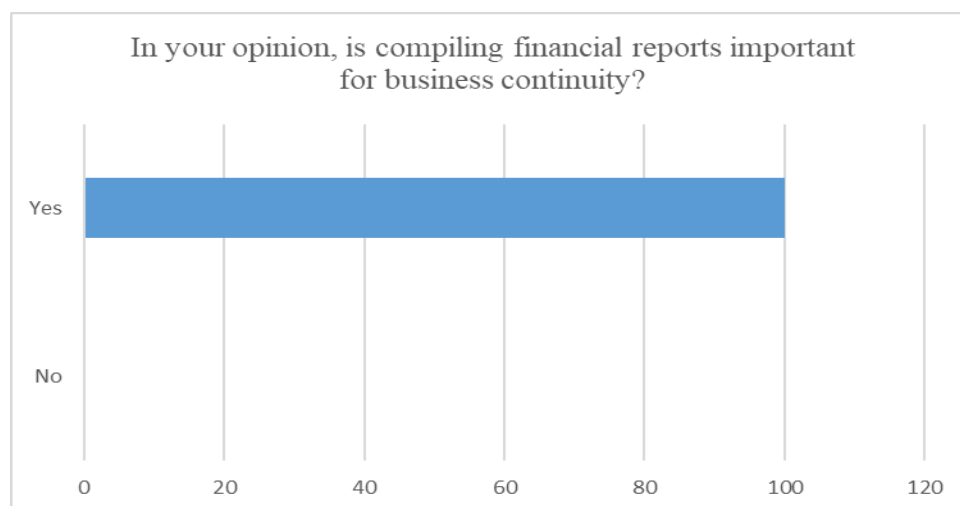


Figure 8: Analysis of the Importance and Obstacles in Preparing

Financial Statements

Source: Data processed (2021)

Analysis of Financial Accounting Standards

Accounting Standards for Micro, Small and Medium Enterprises is a financial accounting standard developed to facilitate MSMEs in Indonesia in preparing financial reports. Pharmacy businesses that fall into the category of Micro, Small and Medium Enterprises can use accounting standards in compiling financial reports. The results of the analysis of research questions about understanding accounting standards for MSMEs can be seen in Figure 9. Based on this picture it can be seen that all respondents or as much as 100% do not understand the accounting standards.

Question: Have you implemented accounting in accordance with accounting standards?

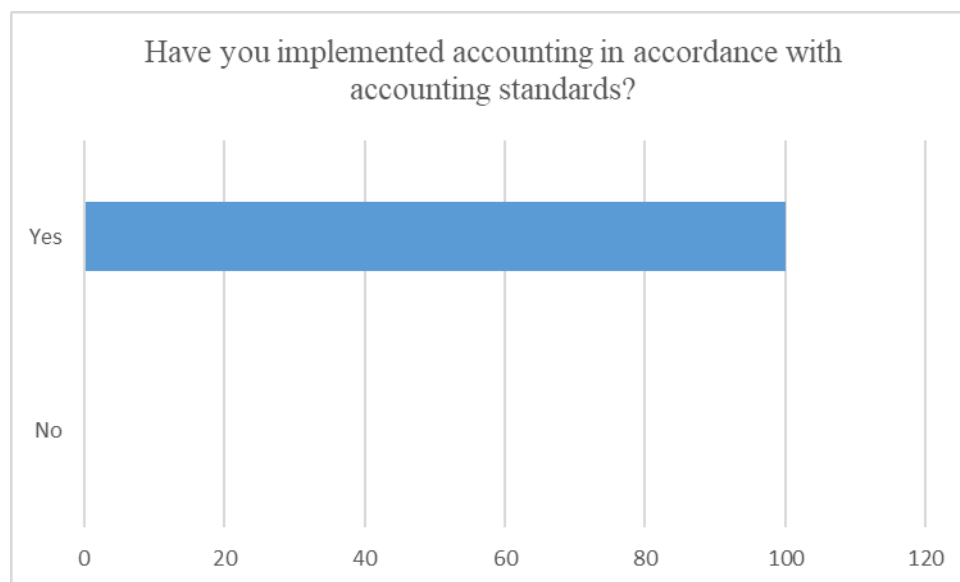


Figure 9. Analysis of Financial Accounting Standards

Source: Data processed (2021)

Discussion

Respondents in this study are pharmacy business actors who understand pharmacy financial management. Based on the results of the analysis, it is known that most pharmacy businesses do not have a special workforce in accounting and financial records because most of the pharmacy businesses that are research respondents are businesses owned by individuals who still have limited human resources specifically managing business finances.

Most respondents or pharmacy business actors are aware of the importance of preparing financial reports for the continuity of the pharmacy business but still have problems in preparing financial reports, one of which is understanding accounting information (Harahap et al., 2022). These results indicate that the Pharmacy business faces problems of constraints in preparing financial reports like MSMEs in general. The limited understanding of Pharmacy business actors regarding accounting information has an impact on limitations in utilizing accounting information in planning, controlling and making financial decisions.

Research respondents have distinguished between business finance and personal finance because they realize the importance of this, but based on the results of an analysis of research questions regarding the preparation of financial reports, the majority of respondents have not prepared financial reports through the accounting cycle and have not been based on Financial Accounting Standards (SAK). Research respondents really hope for socialization or training related to the preparation of financial reports for pharmacy businesses.

Research respondents have not been able to provide information regarding the information systems needed by Pharmacy business actors, due to limited understanding of accounting and accounting information

systems. Respondents only provided input that the required accounting information system was a system that was easy to understand, apply and could meet the financial management needs of the pharmacy business, especially related to drug supply. Pharmacy business actors in Medan City really hope that there will be socialization or training activities related to the preparation of pharmacy business financial reports.

CONCLUSIONS AND SUGGESTIONS

Conclusion

Based on the results of the analysis of research results, it can be concluded: 1) Pharmacy business actors in Medan City do not understand accounting information. 2) Pharmacy business actors in Medan City have not utilized accounting information in planning, controlling and decision making. 3) Pharmacy business actors in Medan City have not been able to provide detailed input regarding what kind of financial management information system is needed due to limited knowledge and understanding of accounting. In essence, the information system needed is one that is easy to understand and apply to managers who do not have basic accounting knowledge, and can meet the needs of recording drug supplies.

Suggestion

Suggestions that can be given from the results of this study are: 1) Pharmacy business development will be better and stronger if it is supported by good financial administration. So, it is better for financial managers or pharmacy business owners to start compiling financial reports in accordance with Financial Accounting Standards (SAK). 2) There needs to be supervision or regulatory regulations accompanied by assistance so that in the future MSME actors, especially MSMEs in the health sector, can prepare financial reports in accordance with established standards. 3) Future research is expected to be able to formulate an accounting information system that can be applied to the Pharmacy business.

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