DIGITAL TECHNOLOGY AND CHANGING ROLES IN MANAGERIAL AND FINANCIAL ACCOUNTING

Theoretical Knowledge and Practical Application

Edited by Allam Hamdan,
Bahaaeddin Alareeni and Reem Khamis

STUDIES IN MANAGERIAL
AND FINANCIAL ACCOUNTING

VOLUME 36

DIGITAL TECHNOLOGY AND CHANGING ROLES IN MANAGERIAL AND FINANCIAL ACCOUNTING

STUDIES IN MANAGERIAL AND FINANCIAL ACCOUNTING

Series Editor: Anne M. Farrell

Recent Volumes:

Volume 35:

Volume 1:	Setting the Standard for the New Auditors Report: An Analysis of Attempts to Influence the Auditing Standards Board
Volume 2:	The Shareholders Use of Corporate Annual Reports
Volume 3:	Applications of Fuzzy Logic and the Theory of Evidence to Accounting
Volume 4:	The Usefulness of Corporate Annual reports to Shareholders in Australia, New Zealand, and the United States: An International Comparison
Volume 5:	A Power Control Exchange Framework of Accounting Applications to Management Control Systems
Volume 6:	Throughout Modeling: Financial Information Used by Decision Makers
Volume 7:	Applications of Fuzzy Sets and the Theory of Evidence to Accounting II
Volume 8:	Corporate Governance, Accountability, and Pressures to Perform: An International Study
Volume 9:	The January Effect and Other Seasonal Anomalies: A Common Theoretical Framework
Volume 10:	Organizational Change and Development in Management Control Systems: Process Innovation for Internal Auditing and Management Accounting
Volume 11:	US Individual Federal Income Taxation: Historical, Contemporary and Prospective Policy Issues
Volume 12:	Performance Measurement and Management Control: A Compendium of Research
Volume 13:	Information Asymmetry: A Unifying Concept for Financial and Managerial Accounting Theories
Volume 14:	Performance Measurement and Management Control: Superior Organization Performance
Volume 15:	A Comparative Study of Professional Accountants' Judgements
Volume 16:	Performance Measurement and Management Control: Improving Organizations and Society
Volume 17:	Non-Financial Performance Measurement and Management Practices in Manufacturing
	Firms: A Comparative International Analysis
Volume 18:	Performance Measurement and Management Control: Measuring and Rewarding Performance
Volume 19:	Managerial Attitudes Toward a Stakeholder Prominence within a Southeast Asia Context
Volume 20:	Performance Measurement and Management Control: Innovative Concepts and Practices
Volume 21:	Reputation Building, Website Disclosure and the Case of Intellectual Capital
Volume 22:	Achieving Global Convergence of Financial Reporting Standards: Implications From the South Pacific Region
Volume 23:	Globalization and Contextual Factors in Accounting: The Case of Germany
Volume 24:	An Organizational Learning Approach to Process Innovations: The Extent and Scope of Diffusion and Adoption in Management Accounting Systems
Volume 25:	Performance Measurement and Management Control: Global Issues
Volume 26:	Accounting and Control for Sustainability
Volume 27:	Intellectual Capital and Public Sector Performance
Volume 28:	Performance Measurement and Management Control – Behavioral Implications and Human Actions
Volume 29:	Adoption of Anglo-American Models of Corporate Governance and Financial Reporting in China
Volume 30:	Sustainability Disclosure: State of the Art and New Directions
Volume 31:	Performance Measurement and Management Control
Volume 32:	Servitization Strategy and Managerial Control Volume
Volume 33:	Performance Measurement and Management Control: The Relevance of Performance Measurement and Management Control Research
Volume 34:	Non-financial Disclosure and Integrated Reporting: Practices and Critical Issues

Perspectives on International Financial Reporting and Auditing in the Airline Industry

STUDIES IN MANAGERIAL AND FINANCIAL ACCOUNTING VOLUME 36

DIGITAL TECHNOLOGY AND CHANGING ROLES IN MANAGERIAL AND FINANCIAL ACCOUNTING: THEORETICAL KNOWLEDGE AND PRACTICAL APPLICATION

EDITED BY

ALLAM HAMDAN

Ahlia University, Bahrain

BAHAAEDDIN ALAREENI

Middle East Technical University, Turkey

AND

REEM KHAMIS

University College of Bahrain, Bahrain



United Kingdom – North America – Japan India – Malaysia – China Emerald Publishing Limited Emerald Publishing, Floor 5, Northspring, 21-23 Wellington Street, Leeds LS1 4DL.

First edition 2024

Editorial matter and selection © 2024 Allam Hamdan, Bahaaeddin Alareeni and Reem Khamis.

Individual chapters © 2024 The authors.

Published under exclusive licence by Emerald Publishing Limited.

Reprints and permissions service

Contact: www.copyright.com

No part of this book may be reproduced, stored in a retrieval system, transmitted in any form or by any means electronic, mechanical, photocopying, recording or otherwise without either the prior written permission of the publisher or a licence permitting restricted copying issued in the UK by The Copyright Licensing Agency and in the USA by The Copyright Clearance Center. Any opinions expressed in the chapters are those of the authors. Whilst Emerald makes every effort to ensure the quality and accuracy of its content, Emerald makes no representation implied or otherwise, as to the chapters' suitability and application and disclaims any warranties, express or implied, to their use.

British Library Cataloguing in Publication Data

A catalogue record for this book is available from the British Library

ISBN: 978-1-80455-973-4 (Print) ISBN: 978-1-80455-972-7 (Online) ISBN: 978-1-80455-974-1 (Epub)

ISSN: 1479-3512 (Series)



CONTENTS

Preface	xi
Acknowledgments	
PART I TECH-MANAGERIAL, FINTECH AND FINANCIAL INNOVATION	
Chapter 1 Utilizing Big Data Analytics Lifecycle for Early Detection of Suspicious Financial Operations: A Proposed Model for Money Laundering Detection Mohammed Elastal, Mohammad H Allaymoun and Tasnim Khaled Elbastawisy	3
Chapter 2 The Behavioral Intention of Fintech Usage: Applying Theory of Planned Behavior in Jordan Mohammad Ali Al-Afeef, Ayman Abdalmajeed Alsmadi and Najed Alrawashdeh	15
Chapter 3 The Role of Artificial Intelligence in Stock Forecasting in Indonesian Stock Exchange Firm Ariq Idris Annaufal, April Lia Dina Mariyana and Ratna Roostika	27
Chapter 4 The Factoring 2.0 in the Era of the Fintech Revolution Context Wissem Ajili Ben Youssef and Nadia Mansour	37
Chapter 5 Investigating the Role of Business Model Innovation in the Relationship Between Digitalization and Firm Performance	
Imen Belhaj Ammar and Khaled Tamzini Chapter 6 User's Continuance Intention Towards Banker's Chathat Sawiga A Tashnalagy A contange Using SUS and	53
Chatbot Service – A Technology Acceptance Using SUS and TTF Model C. Nagadeepa, A. Pushpa, K. P. Jaheer Mukthar, Roger Rurush-Asencio, Jose Sifuentes-Stratti and Jose Rodriguez-Kong	65

vi CONTENTS

Chapter 7 The Value of Information and Communication Technology in Human Resource Management Arti Singh, Raja Kamal Ch and Sanjeev Chauhan	79
Chapter 8 The Impact of Green Innovation on the Financial Performance of Companies: Context of MENA Countries Naziha Kasraoui, Kais Ben-Ahmed and Amira Feidi	87
PART II DIGITALIZATION OF BANKING SERVICES AND THE ROLE OF MANAGERIAL ACCOUNTING, ACCOUNTABILITY, AND TRANSPARENCY	
Chapter 9 Service Digitalization Dimensions and Banks Competitiveness: An Institutional-Focused PLS-SEM Approach AlaEldin Awawdeh, Ahmad Al-Hiyari and Abdussalaam Iyanda Ismail	97
Chapter 10 Use of Chatbots and its Role in Enhancing Customer Experience: A Study of the Banking Industry Mohammed Salem	107
Chapter 11 Factors Influencing the Mobile Banking Usage: Mediating Role of Perceived Usefulness Nabil Hussein Al-Fahim, Ali Ahmed Ateeq, Zahida Abro, Marwan Milhem, Mohammed Alzoraiki, Tamer M. Alkadash and Muskan Nagi	115
Chapter 12 Business Strategy and Earnings Management: Financial Versus Non-Financial Firms Taqwa Al Mawaali, Omar Nasser Khamis Al Hashar, Noof Al Alawi, Tamanna Dalwai, Syeeda Shafiya Mohammadi and Maroua Ben Maaouia	129
Chapter 13 Impact of Financial Technology on Future of Banking in Bahrain: Opportunities and Challenges Shafeeq Ahmed Ali, Mujeeb Saif Mohsen Al-Absy, Ahmad Yahia Mustafa Al Astal and Ahmad Mohammad Obeid Gharaibeh	141

Contents vii

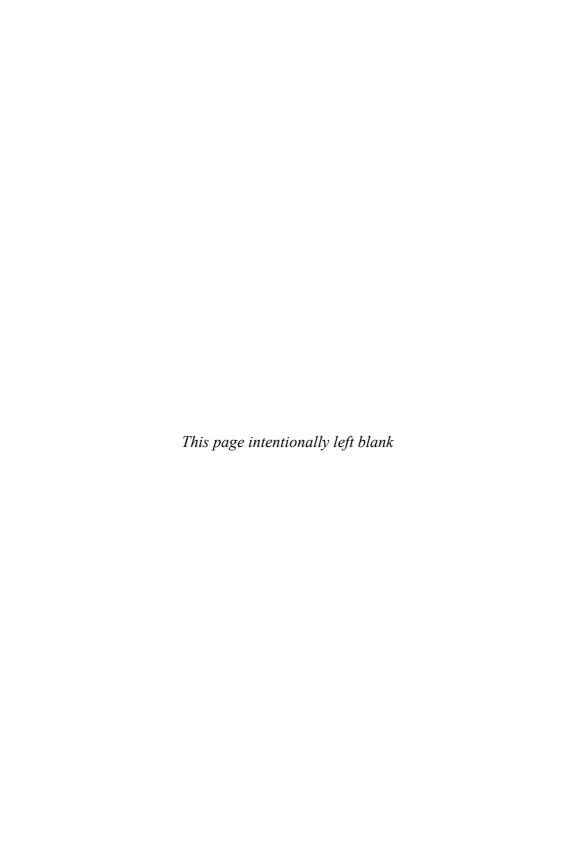
Chapter 14 The Management of Electronic Customer Relationships Through Applying 5IS Model on the Mental Image of Umniah Mobile Network Operator Company's Customers in Amman City	
Khaled Tawfiq Al-Assaf	155
Chapter 15 Financial Statements and Financial Reporting – A Narrative Embedded in Numbers, a Two Prong Philosophy – Grameen Bank & Islami Bank Bangladesh Limited (IBBL) Hafizur Rahman	167
Chapter 16 A Study on Behavioural Finance Investment Decisions of Investors in Bangalore M. Chandrakala and Raja Kamal Ch	181
PART III DIGITAL TECHNOLOGIES, STAKEHOLDER ENGAGEMENT, AND SUSTAINABLE REPORTING PRACTICES	
Chapter 17 Firm Size, Firm Performance, and Environmental Information Disclosure Quality: Evidence from Listed A-shares Companies in China's Shanghai and Shenzhen Stock Exchanges Xiaobin Luo, Junainah Jaidi and Debbra Toria Nipo	193
Chapter 18 The Extent of Accounting Graduates' Abilities (AGAs) in Jordan to Use Modern Information Technology Systems (MITSs) to Make Optimal Financial Decisions (OFDs)	
Thaer Faisal Abdelrahim Qushtom and Sami Sobhi Saleem Waked	203
Chapter 19 Ensuring Competitive Advantages of the Banking Sector of Ukraine in the Context of Global Digital Transformation Anna Slobodianyk, Anna Maryna, Halyna Kosovets, Liudmyla Tsiukalo and George Abuselidze	215
Chapter 20 Culture and Business Performance of Microenterprises in the Ancash Region – Peru Nilda Barrutia-Montoya, Elia Ramirez-Asis, K. P. Jaheer, Mukthar, Mercedes Huerta-Soto, Robert Concepción-Lázaro and Juan Villanueva-Calderón	229

viii CONTENTS

Chapter 21 Customer Satisfaction of Small Finance Banks in India	
N. M. Vipulkumar, Cherian Thomas and Ibha Rani	241
Chapter 22 How to Manage Value Creation, Value Delivery, and Value Capture in Software Development Projects: Lessons from an ERP Software Company Galuh Candya Callista, Anjar Priyono and	
Dwi Asih Anggetha	247
Chapter 23 The Empirical of Analysis of The Macroeconomics Variable and Financial Performance in China Han Yue, Nurhaiza Binti Nordin and Nurnaddia Nordin	257
Chapter 24 Board of Directors' Characteristics and Environmental Disclosure Mujeeb Saif Mohsen Al-Absy	267
Mujeev Suij Monsen Al-Avsy	207
PART IV SUSTAINABILITY, BIG DATA AND FINANCIAL MANAGEMENT	
Chapter 25 Technologies in Sustainable Supply Chain: Insights from a Systematic Literature Review Nitha Mary Siju and Avinash Shivdas	281
Chapter 26 Detecting and Preventing Fraud in Financial Transactions: A Case Study on Big Data Analysis at Kareem Exchange Company Shafeeq Ahmed Ali, Mohammad H. Allaymoun,	
Ahmad Yahia Mustafa Al Astal and Rehab Saleh	305
Chapter 27 Financial Health Analysis of Selected Public and Private-Sector Banks in India – An Altman Z-Score Approach	
Ibha Rani	319
Chapter 28 Impact of Remuneration Committee's Characteristics on Firm Performance	220
Mujeeb Saif Mohsen Al-Absy and Husain Isa Merza	329
Chapter 29 The Impact of Artificial Intelligence on Small and Medium Enterprises in Yogyakarta April Lia Dina Mariyana, Ariq Idris Annaufal and	
Ratna Roostika	347

Contents ix

Chapter 30 Strengthening Work Engagement through Digital Human Resources Management	
Fereshti Nurdiana Dihan, Alldila Nadhira Ayu Setyaning and Ferdyan Ilhaam Saputro	355
Chapter 31 Orchestrating Participants of Ecosystem with the Use of Digital Technologies: Analysis in the Hospitality Industry	
Dwi Asih Anggetha, Suhartini, Anjar Priyono and Galuh Candya Callista	365
Chapter 32 A Review of Internet of Things (IOT) Smart Office Data Security Threats	
Elizabeth Frieda Ndamono Shipena and Attlee M. Gamundani	375
Index	383



PREFACE

In today's rapidly evolving digital landscape, technology has permeated every aspect of our lives, revolutionizing the way we communicate, work, and interact with the world around us. The field of accounting is no exception to this digital transformation, as new technologies continue to reshape the roles and responsibilities of professionals in both managerial and financial accounting.

The book you hold in your hands, titled "Digital Technology and Changing Roles in Managerial and Financial Accounting," explores the profound impact of digital technology on the accounting profession. It delves into the dynamic changes occurring within the realm of accounting, shedding light on the emerging trends, challenges, and opportunities that lie ahead.

Traditionally, managerial accounting focused on internal decision-making processes, while financial accounting centered on reporting financial information to external stakeholders. However, with the advent of digital technology, the boundaries between these two branches have become increasingly blurred. Organizations now have access to vast amounts of data, enabling them to make more informed decisions, optimize performance, and drive strategic initiatives.

This book serves as a comprehensive guide for professionals, academics, and students seeking to understand how digital technology is reshaping the roles of managers and accountants. Through a multidimensional approach, we explore the myriad ways in which technology is transforming accounting practices, including automation, artificial intelligence, blockchain, cloud computing, data analytics, and more.

Each chapter provides a deep dive into specific aspects of digital technology and its impact on managerial and financial accounting. We examine case studies, real-world examples, and empirical research to illustrate the practical implications of these technological advancements. Additionally, we discuss the challenges and risks associated with the integration of digital technology, such as data security, privacy concerns, and ethical considerations.

We hope that this book inspires readers to embrace the opportunities brought about by digital technology and equips them with the knowledge and insights needed to navigate the evolving landscape of managerial and financial accounting. Our aim is to foster a deeper understanding of the profound changes occurring in the accounting profession and to empower individuals to thrive in this digital era.

xii PREFACE

We would like to express our gratitude to the contributors who have shared their expertise and knowledge, making this book a comprehensive and valuable resource. We also extend our thanks to the readers for their interest in this important subject matter.

Prof. Allam Hamdan
Dean, Full Professor of Accounting, College of Business and Finance, Ahlia
University, Manama, Bahrain
Dr. Bahaaeddin Alareeni
Assistant Professor of Accounting, Middle East Technical University, Turkey
Dr. Reem Khamis
Assistant Professor of Finance, University College of Bahrain, Manama,
Bahrain

ACKNOWLEDGMENTS

We would like to express our sincere gratitude to Prof. Abdulla Y. Al Hawaj, the Founding President and the Chair of the Board of Trustees of Ahlia University, Bahrain for his unwavering support and dedication to the advancement of scientific research. His invaluable guidance and expertise have been instrumental in the success of our research efforts. We would like to express our special thanks to the book series editor, Dr. Anne M. Farrell, for her encouragement, guidance, and support throughout the entire process. Also, we would like to thank all the authors who contributed their time, knowledge, and expertise to make this book a reality. Lastly. I would like to thank the referee of our book for their insightful comments and constructive feedback, which have helped us to improve the quality of the book.