

QRIS Implementation and Its Impact on Financial Recording and Performance in UMKM at Mataram City

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Abstract: Digital transformation in the payment system has driven significant changes in the business practices of Micro, Small and Medium Enterprises (MSMEs) in Indonesia. One of the key initiatives is the implementation of the Quick Response Code Indonesian Standard (QRIS), which was conceived to simplify cashless transactions and drive financial efficiency. This study aims to analyze the effect of QRIS implementation on financial records and financial performance of MSMEs in Mataram City. The research uses a quantitative approach, data collected through questionnaires from 60 business respondents who have used the QRIS payment system, and regression analysis using SPSS. The results showed that the implementation of QRIS has a positive and significant effect on financial recording and performance. This finding shows that the use of digital payment systems is able to encourage businesses to conduct more organized financial records and increase operational efficiency and income. Digital payment systems are not only a transaction tool, but also play a strategic role in improving the financial governance of micro, small and medium enterprises quantitatively and accountably.

Keywords: Digital Payment, Financial Performance, Financial Recording, MSME, QRIS

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1. INTRODUCTION

The development of digital technology, especially in payment systems, has given a big boost to the transformation of the business ecosystem in Indonesia, including the Micro, Small and Medium Enterprises (MSMEs) sector (Yunita, 2023). One of the tangible manifestations of the advancement of digital technology is social media, which not only functions as a means of communication and social interaction, but is also utilized to expand business networks. Interactions established through social media make it a strategic tool in supporting business operations, especially in implementing digital payment systems (Rahayu & Baridwan, 2020).

The adoption of the Quick Response Code Indonesian Standard (QRIS), a significant advancement in the digital payment system that has drawn a lot of interest, is intended to make non-cash financial transactions easier. The implementation of QRIS has been actively promoted by Bank Indonesia from 2020 as part of the country's digitization program and initiatives to increase financial inclusion. Through the integration of many QR codes from various payment system providers, QRIS seeks to serve as a digitization instrument that promotes the acceleration of the country's economic growth. The effectiveness of the digital economy plan is shown in the high level of popular enthusiasm for the use of electronic payments. Additionally, in accordance with government regulations governing its implementation, QRIS contributes to the economic advancement of MSMEs in Indonesia (Gunawan et al., 2023).

QRIS adoption by MSMEs shows a significant increase in various provinces in Indonesia, one of which is the NTB province with 475,554 QRIS users, of which Mataram city is the largest QRIS user in NTB with 87,593 QRIS merchants, and nominal transactions of Rp329.57 billion as of December 2024 (Bank Indonesia NTB, 2025). Seeing the number of merchants and significant transaction volume. This condition makes Mataram a relevant location to further examine the effect of QRIS implementation on MSME business practices, especially from the aspect of financial recording and financial performance.

The implementation of QRIS in the MSME sector is not only about transaction efficiency, but also a national strategy to improve financial literacy and expand financial inclusion. Through QRIS, MSME players can increase cash flow transparency, reduce operational costs, and accelerate the bookkeeping process. Thus, the adoption of QRIS is crucial for business sustainability and regional financial digitization.

Although the use of QRIS has been widespread, there are still rare studies that examine in depth the impact of QRIS implementation on record keeping and financial performance. Most previous studies still focus on aspects of technology acceptance of the Technology Acceptance Model (TAM), such as user convenience and perceptions, perceived knowledge and usefulness, and awareness of use, but do not discuss the real impact of record-keeping governance and financial performance (Ngurah et al., 2022; Gunawan et al., 2023; Rahmawati et al., 2023; Fatmawati et al., 2024; Salsabilla et al., 2024). Some studies also highlight the importance of digital financial record-keeping in MSMEs, but do not directly link it to the use of digital payment systems such as QRIS (Sulistiyowati, 2017; Putri & Thoriq, 2022; Aisyah et al., 2023; Kusnaedi & Tahang, 2023; Fachrunnisa et al., 2024). In addition, some previous studies also discuss that digitalization has an impact on the financial performance of MSMEs, but do not

specifically discuss digital payment technology in the form of QRIS (Ayem & Wahidah, 2021; Octavina & Rita, 2021; Daud et al., 2022; Siregar et al., 2023; Wardhani et al., 2023). So far, there are still limited studies that examine the real influence of QRIS on financial recording practices and their impact on the financial performance of MSMEs in a quantitative and measurable manner.

This gap suggests the need for a more comprehensive and focused research approach. On the other hand, the availability of orderly and efficient financial records is an important indicator in realizing accountability and business sustainability. Good record-keeping not only supports business planning and informed decision-making, but is also a key requirement for access to formal financing. Given the importance of accountable financial records and the need for empirical evidence on the impact of digital technology on the financial aspects of MSMEs, this study brings novelty to the approach that examines the effect of QRIS implementation on financial records and financial performance of MSMEs, not only in terms of perceived technology acceptance, but in terms of quantitatively measurable accounting practices and operational efficiency. This research also contributes to the literature by addressing the empirical gap on the effectiveness of financial technology implementation in mid-tier cities such as Mataram city which has different infrastructure and demographic characteristics from large cities.

Based on the background description, this research was conducted to analyze the effect of QRIS implementation on financial recording practices and financial performance of MSMEs in Mataram City. The urgency of this research lies in the need to see the effectiveness of the use of financial technology in the form of QRIS, not only functioning as a digital transaction tool, but also being able to encourage improvements in MSME financial governance, especially in terms of more orderly, efficient and accountable recording. Given that MSMEs are the dominant sector in the regional economy and financial records are the main requirement for access to financing and informed decision making, this research is relevant to produce empirical evidence that can be used as a basis for policy formulation and improving financial literacy in the era of digitalization.

2. LITERATURE REVIEW

Accountability Theory

Accountability is the obligation of the trustee (agent), to provide accountability, present, report, and disclose all activities and activities that are his responsibility to the trustee (principal) who has the right and authority to request this accountability. Accountability is a broader concept than stewardship. Stewardship refers to the management of activities economically and efficiently without being burdened with the obligation to report (Mardiasmo, 2018). Fajri et al. (2015) suggests that accountability can be divided into three types, namely financial accountability, benefit accountability, and procedural accountability. Financial accountability refers to a form of accountability that includes the preparation of financial statements, including the income or receipt, storage and expenditure of funds. Meanwhile, benefit accountability relates to accountability for the achievement of predetermined goals, emphasizing the effectiveness of the results achieved according to procedures. Meanwhile, procedural accountability emphasizes the importance of implementing procedures in accordance with the principles of ethics, morality, and legal certainty as part of a comprehensive form of accountability.

The accountability used in this study is related to financial accountability, which relates to the ability to manage and account for finances in order to create budget efficiency (Suranto et al., 2019). In this context, the theory of accountability is used as a basis for understanding how the implementation of a digital payment system (QRIS) can encourage MSME actors to conduct better and more transparent financial records. Orderly recording is a form of financial accountability to oneself, investors, and third parties such as banks or the government and reflects good financial performance.

Accounting Technology

The rapid development of technology in recent decades has had a substantial impact on various fields of life. In the realm of accounting, technological advances have revolutionized the process of collecting, processing, and analyzing financial information by accountants (Hasanah & Purbawati, 2024). Towards the end of the 20th century, the discipline of accounting underwent a significant transformation along with the emergence of computers and accounting software. These technologies have digitized the financial management process, allowing accountants to manage financial data through spreadsheet applications such as Microsoft Excel, thus reducing reliance on conventional tools such as calculators, ledgers, and manual stationery. This automation makes accounting work more efficient, minimizes errors, and reduces repetition of tasks. The traditional role of accountants in bookkeeping, auditing, and tax reporting has shifted with the inclusion of statistical analysis and computer-based methods, which enrich accountants' ability to make predictions and decisions. Modern accounting software offers a variety of new options and challenges that go far beyond the traditional abacus functions. Today, competent accountants operate online and utilize digital technology to carry out crucial business activities. In addition, accounting organizations have leveraged e-business technologies to simplify client interactions and improve the efficiency of internal procedures. Intranets are used as a means of access to various business applications and as an internal information medium that conveys company policies and programs to employees. Access to the system is done through a digital portal, and the web-based interface enables simultaneous integration of data from various sources (Ahmad, 2024).

Technological advances in accounting are commonly known as Accounting Information Systems (AIS). AIS is an integrated system designed to collect, record, store, and process financial data to produce relevant information in supporting managerial and operational decision-making processes. This system consists of a number of main components, namely: human resources involved in operating the system, procedures and instructions that direct the workflow, accounting data that is the object of processing, software as an information processing tool, information technology infrastructure that supports system operations, and internal control and security mechanisms that ensure the integrity, reliability and confidentiality of the data managed (Fauzi et al., 2022).

Quick Response Code Indonesian Standard (QRIS)

QRIS is a payment system based on shared delivery channels and designed to standardize transactions using QR codes. This innovation comes as a solution that aims to simplify the transaction process for users, both consumers and businesses. With QRIS, Micro, Small and Medium Enterprises (MSMEs) and merchants only need to provide one QR code that can be used to receive payments

from various Payment System Service Providers (PJSP). QRIS is the result of collaboration between the payment system industry and Bank Indonesia, which was developed to create a transaction system that is faster, more efficient, and has a high level of security (Setiawan et al., 2022).

The policy related to QRIS was officially launched by Bank Indonesia on August 17, 2019 and began to be implemented effectively since January 2020. QRIS has a number of key characteristics, including ease of making payments, innovation in digital transaction systems, and great potential supported by Indonesia's large population and dominance of productive age. These factors make QRIS a strategic initiative with significant opportunities to drive financial inclusion and digital transformation in the payments sector (Sari, 2024). According to Bank Indonesia, the use of QRIS is seen as a comprehensive solution to various problems in transactions and payment systems. The convenience offered by QRIS is not only felt by the seller, but also provides direct benefits for consumers. This is due to the general concern of buyers about the risks and obstacles that often arise in cash transactions, which can be minimized through the use of QR Code-based digital payment systems (Astuty, 2023).

Financial Recording

Every MSME or business actor needs to keep accurate and timely financial records or bookkeeping of their business. Financial recording is very important for MSME players, therefore financial recording is a very important part for every business person (Aisyah et al., 2023). At this time, financial recording has undergone a transformation from manual methods to digital-based systems. This system utilizes financial recording applications that are widely available on mobile devices or computers, one of which is Excel which can improve recording efficiency and accuracy (Fauzi et al., 2022). Handria & Ariefianto (2024), in their research, MSME financial recording refers to the ability and ease of preparing and recording financial transactions accurately, efficiently, and effectively so that reporting can be presented in a timely and reliable manner.

Financial Performance

Good financial performance is a strong foundation for the survival, growth and success of MSMEs in Indonesia. With good financial management, MSMEs can optimize operations, secure capital, make the right strategic decisions, and build a strong reputation in the market. Ultimately, this will lead MSMEs to higher levels of success and greater sustainability (Kusumawati & Kartikasari, 2025). In the analysis of financial statements, the financial performance of MSMEs is measured by the amount of assets obtained by MSMEs over a certain period of time, operational cost efficiency, turnover or sales volume, and business profits (Kustina & Aji, 2023). The financial performance of MSMEs can be measured through revenue growth, profitability resulting from the use of digital technology, and operational cost efficiency achieved through digitalization, based on research from Daud et al. (2022).

Micro, Small, and Medium Enterprises (MSMEs)

According to Law No. 20/2008, MSMEs are described as productive economic activities carried out independently by individuals and/or business entities that meet certain criteria as stipulated in the applicable laws and regulations. The law classifies MSMEs based on a number of indicators, one of which is annual

business turnover. Micro businesses are defined as business units with an annual turnover of less than IDR 300,000,000, while small businesses have an annual turnover between IDR 300,000,000 and IDR 2,500,000,000. Meanwhile, medium-sized enterprises are categorized as businesses with an annual turnover between IDR 2,500,000,000 and IDR 50,000,000,000. This classification serves as a reference in the formulation of government policies and the distribution of facilities or support tailored to the business scale of each MSME entity (Peraturan Pemerintah RI, 2008).

MSMEs play an important role in supporting the global economy, including in developing countries such as Indonesia, with major contributions to gross domestic product (GDP) and job creation. Digital transformation has the potential to serve as a moderating variable that can strengthen the relationship between adaptive capabilities and MSME performance. However, MSMEs are still faced with various structural constraints, such as limited access to technology, financing sources, and marketing networks. In this case, the digitalization process is a strategic alternative that can expand market access and improve operational efficiency, thus helping MSMEs to overcome most of the existing barriers (Hendrawan et al., 2024).

Hypothesis

The Effect of QRIS Implementation on Financial Recording

Digitalization of transactions through QRIS allows MSME financial records to be more accurate, structured, and real-time. With records documented automatically, the process of preparing financial reports becomes more efficient and accountable. QRIS plays an important role in recording MSME financial reports accurately and in real-time as a form of accountability. According to research by Salsabilla et al. (2024), knowledge of QRIS completely and thoroughly will encourage business owners to carry out digital cash management consistently. Business actors who understand the flow of revenue and other information related to the QRIS feature as a payment system, will record sales transactions and cash generated better. Kahmidatunissa et al. (2022) in their research explained that QRIS is understood as a form of QR that provides digital transaction recording facilities, namely a recapitulation of turnover, making it easier for MSMEs to make their business profit and loss reports. Research conducted by Handria & Ariefianto, (2024) also explained that the application of QRIS in the context of MSMEs and provided recommendations for MSME stakeholders and related parties to improve the efficiency of financial recording for MSMEs through the use of QRIS. So that based on some descriptions of the results of these studies, a hypothesis can be written as follows:

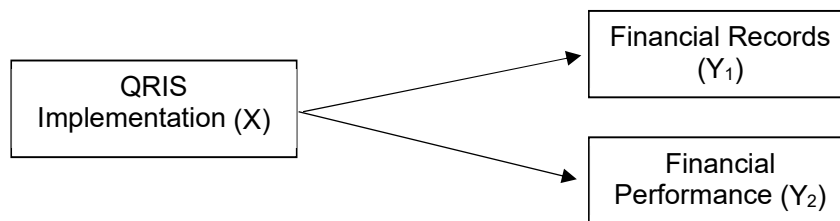
H₁: QRIS implementation has a positive effect on MSME financial records

The Effect of QRIS Implementation on Financial Performance

The implementation of QRIS as a digital payment technology contributes to improving the efficiency and effectiveness of MSME operations. Through a fast, secure, and digitally documented transaction system, QRIS drives revenue growth. In addition, this digitalization has the potential to reduce operational costs through reduced use of manual resources and increased business process efficiency. Thus, the use of QRIS not only increases revenue, but also strengthens the profitability of MSMEs through optimizing financial performance. According to research by Hamdan et al. (2024), the QRIS payment system is a non-cash payment system that has a positive impact on the continued development of

MSMEs because it can increase revenue. Alfira & Susilo (2023) also in their research explained that by using QRIS, MSMEs get a variety of facilities that make transactions easier and more efficient. Through the ease of service provided, MSMEs can provide services according to consumer expectations which can encourage repeat purchases and even become regular customers, so as to increase sales and be able to have a positive impact on the increase in income received by MSMEs. Research conducted by Wardhani et al. (2023) also revealed that the application of QRIS affects the financial performance of micro business actors. Financial performance in this context includes an increase in the number and value of transactions, growth in sales turnover, improvement in cash flow, and regularity in recording sales. So based on some descriptions of the research, a hypothesis can be written as follows:

H₂: QRIS implementation has results a positive effect on the financial performance of MSMEs



Source: Data processed (2025)

Figure 1. Conceptual Framework

3. RESEARCH METHOD

This research uses a quantitative approach with the help of SPSS software as a data analysis tool operated through computer media. Data collection was carried out through distributing questionnaires to MSME players in Mataram City who had adopted the use of QRIS. The main objective of this study is to analyze the effect of QRIS implementation on financial records and financial performance of MSMEs. The population in this study included all MSMEs operating in the Mataram City area, while the sample used consisted of 60 MSMEs that had used QRIS in their operational activities. The research instrument is a questionnaire arranged on a 5-point Likert scale (1 = strongly disagree to 5 = strongly agree).

This study uses an independent variable in the form of QRIS implementation, the indicators on this variable are formulated based on previous research conducted by Permana & Aryowiloto (2024), in their research explaining that the use of QRIS by MSME players shows openness to digital payment technology innovations initiated by Bank Indonesia since 2020, QRIS plays an important role in encouraging the efficiency of the payment system, because with one QR code, businesses can serve various payment methods, thereby increasing transaction speed and security. This research then develops the indicators used by finding out how the level of use of QRIS by MSMEs, ease of access and understanding, and its impact on the efficiency of financial records and transactions.

The dependent variables in this study consist of financial recording and financial performance. The financial record-keeping indicator refers to a study conducted by Handria & Ariefianto (2024), which highlights aspects of the ease and time required in conducting records. Their findings show that QRIS adoption

contributes positively to improving the regularity of financial records in MSMEs, through strengthening financial accountability driven by more structured and easily auditable digital documentation. In this study, the indicators were developed into: frequency of recording daily transactions, regularity in financial recording, and utilization of digital media in the recording process. Meanwhile, the financial performance indicator refers to research conducted by Daud et al. (2022), which revealed that the utilization of digital finance and digital payment methods such as QRIS significantly improved the financial performance of MSMEs. This improvement is realized through reducing transaction costs, accelerating the payment process, and expanding access to digital markets, which ultimately has an impact on increasing income and operational efficiency. The financial performance indicators in this study were modified to: revenue growth, profitability levels, and operational cost efficiency as a result of digitalization.

Table 1. Measurement Variables and Indicators

Variable	Indicator	Reference
QRIS Implementation (X)	- The level of QRIS usage by MSMEs	(Permana & Aryowiloto, 2024)
	- Ease of access and understanding of MSME owners on the use of QRIS	
	- The impact of QRIS implementation on the efficiency of financial records and transactions	
Financial Records (Y₁)	- Frequency of recording daily financial transactions by MSME actors	(Handria & Ariefianto, 2024)
	- Regularity or consistency of financial records	
	- Use of digital media in conducting financial records	
Financial Performance (Y₂)	- MSME revenue growth	(Daud et al., 2022)
	- Profitability resulting from the use of digital technology	
	- Operational cost efficiency achieved through digitization	

Source: Data processed (2025)

4. RESULTS AND DISCUSSION

Respondent Characteristics

Table 2. Respondent Characteristic

Description	Category	Frequency	Percentage
Age of Business Owner	< 20 years	6	10.0
	20–30 years	38	63.3
	31–40 years	6	10.0
	41–50 years	8	13.3
	> 50 years	2	3.4
Education Level	Junior High School	1	1.7
	Senior High School	29	48.3
	Bachelor's Degree	29	48.3
	Master's Degree	1	1.7
Type of Business	Culinary	34	56.7
	Trade	12	20.0
	Services/Manufacturing/Production	8	13.3
	Fashion & Accessories	3	5.0
	Agriculture/Fisheries	1	1.7
Business Duration	< 1 year	23	38.3
	1–3 years	18	30.0
	4–6 years	10	16.7
	7–10 years	5	8.3
	> 10 years	4	6.7
QRIS Usage Duration	< 6 months	27	45.0
	6 months – 1 year	14	23.3
	1–2 years	11	18.3
	2–3 years	5	8.3
	> 3 years	3	5.0

Source: Data processed (2025)

Based on table 2, the majority of respondents were aged 20–30 years (63.3%) with a final education level of high school and bachelor's degree (48.3% each). This shows that MSME players in Mataram City are dominated by young people who have a fairly good level of digital literacy. The most common type of business is the culinary sector (56.7%), followed by trade (20%) and services/manufacturing (13.3%), indicating that QRIS is more widely used in businesses with high transaction frequencies. Most businesses have been established for less than three years (68.3%), and the majority of QRIS users have only been using it for less than a year (68.3%), indicating that QRIS adoption among MSMEs is still relatively new but growing rapidly.

Descriptive Analysis

Table 3. Normality Test Results

	N	Minimum	Maximum	Mean	Std. Deviation
X.1	60	3	5	4.33	.729
X.2	60	2	5	4.18	.770
X.3	60	3	5	4.55	.594
X.4	60	2	5	4.22	.761
X.5	60	3	5	4.47	.700
X.6	60	2	5	4.35	.755
Y1.1	60	2	5	3.82	.965
Y1.2	60	2	5	4.15	.840
Y1.3	60	2	5	4.22	.804
Y1.4	60	1	5	3.60	1.317
Y1.5	60	1	5	3.82	.948
Y1.6	60	1	5	4.15	.880
Y2.1	60	2	5	3.57	.871
Y2.2	60	2	5	3.62	.761
Y2.3	60	2	5	3.88	.761
Y2.4	60	2	5	4.02	.833
Y2.5	60	2	5	4.00	.664
Y2.6	60	2	5	3.95	.723
Valid N (listwise)	60				

Source: Data processed (2025)

Based on table 3, the results of descriptive analysis show that the QRIS implementation variable (X.1-X.6) has a high average value (4.18-4.55), the financial recording variable (Y1.1-Y1.6), has a more varied average ranging from 3.60 to 4.22, and the financial performance variable (Y2.1-Y2.6) has an average between 3.62 to 4.00.

Validity Test

Table 4. Validity Test Results

Variable	R Count	R Table	Validity
X.1	0.627	0.254	Valid
X.2	0.732	0.254	Valid
X.3	0.783	0.254	Valid
X.4	0.774	0.254	Valid
X.5	0.730	0.254	Valid
X.6	0.753	0.254	Valid
Y1.1	0.344	0.254	Valid
Y1.2	0.572	0.254	Valid
Y1.3	0.673	0.254	Valid
Y1.4	0.652	0.254	Valid
Y1.5	0.743	0.254	Valid
Y1.6	0.822	0.254	Valid
Y2.1	0.780	0.254	Valid
Y2.2	0.835	0.254	Valid
Y2.3	0.813	0.254	Valid
Y2.4	0.730	0.254	Valid
Y2.5	0.723	0.254	Valid
Y2.6	0.750	0.254	Valid

Source: Data processed (2025)

Based on the validity test results presented in table 4, it is known that the calculated r-value for statements number 1 to 18 exceeds the r-table value on a sample size of 60 respondents. Thus, all statements in this research instrument can be declared valid.

Reliability Test

Table 5. Reliability Test Results

Variable	Cronbach Alpha	R	Reliability
QRIS Implementation (X)	0.824	0.60	Reliable
Financial Recording (Y ₁)	0.684	0.60	Reliable
Financial Performance (Y ₂)	0.862	0.60	Reliable

Source: Data processed (2025)

Based on table 5, the Cronbach's Alpha value for the QRIS implementation variable is 0.824, for the financial recording variable is 0.684, and for the financial performance variable is 0.862. Overall, all of these variables have Cronbach's Alpha values above the 0.6 threshold, which indicates that the measurement instruments of the three variables in this study are classified as reliable.

Simple RegressionQRIS Implementation (X) → Financial Recording (Y₁)**Table 6. Simple Regression Result X→Y₁**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	6.266	3.240		1.934	.058
1 Implementasi QRIS (X)	.670	.123	.581	5.435	.000

Source: Data processed (2025)

Based on table 6 the simple regression results above, a regression equation can be made as follows: $Y_1 = 6.266 + 0.670X + e$ constant of 6.266, this indicates that if the QRIS implementation variable is 0, the value of the financial recording variable remains at 6.266. While the regression coefficient value of the QRIS implementation variable is 0.670, this means that every 1% increase in QRIS implementation will affect financial recording by 0.670.

QRIS Implementation (X) → Financial Performance (Y₂)**Table 7. Simple Regression Result X→Y₂**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	6.824	3.258		2.095	.041
1 Implementasi QRIS (X)	.621	.124	.550	5.011	.000

Source: Data processed (2025)

Based on table 7 the simple regression results above, a regression equation can be made as follows: $Y_2 = 6.824 + 0.621X + e$ constant of 6.824, this indicates that if the QRIS implementation variable is 0, the value of the financial performance variable remains at 6.824. While the regression coefficient value of the QRIS implementation variable is 0.621, this means that every 1% increase in QRIS implementation will affect financial performance by 0.621.

T Test (Partial)QRIS Implementation (X) → Financial Recording (Y₁)**Table 8. T Test Results X→Y₁**

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	6.266	3.240		1.934	.058
1 Implementasi QRIS (X)	.670	.123	.581	5.435	.000

Source: Data processed (2025)

Based on table 8, the QRIS implementation variable obtained t-count of 5.435, the significance is smaller than 0.05, namely 0.000, obtained t-table 2.00172. This shows that the t-value is $5.435 > 2.00172$. So that H_0 is rejected and H_1 is accepted

and it is concluded that the implementation of QRIS has a positive effect on financial records.

Implementasi QRIS (X) → Financial Performance (Y₂)

Table 9. T Test Results X→Y₂

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	6.824	3.258		2.095	.041
1 Implementasi QRIS (X)	.621	.124	.550	5.011	.000

Source: Data processed (2025)

Based on table 9, the QRIS implementation variable obtained t-count of 5.011, the significance is smaller than 0.05, namely 0.000, obtained t-table 2.00172. This shows that the t-value is 5.011 > 2.00172. So that H₀ is rejected and H₁ is accepted and it is concluded that the implementation of QRIS has a positive effect on financial performance.

Determinant Coefficient Test

QRIS Implementation (X) → Financial Recording (Y₁)

Table 10. Determinant Coefficient Test Results X→Y₁

Model	R	R Square	Adjusted R Square
1	.581 ^a	.337	.326

Source: Data processed (2025)

Based on table 10, the coefficient of determination (R square) value obtained is 0.337. This means that the QRIS implementation variable is able to explain the effect on the financial recording variable by 33.7%, while the rest is influenced by other factors outside this research model.

QRIS Implementation (X) → Financial Performance (Y₂)

Table 11. Determinant Coefficient Test Results X→Y₂

Model	R	R Square	Adjusted R Square
1	.550 ^a	.302	.290

Source: Data processed (2025)

Based on table 11, the coefficient of determination (R square) obtained is 0.302. This means that the QRIS implementation variable is able to explain the influence on the financial performance variable by 30.2%, while the rest is influenced by other factors outside this research model.

The Effect of QRIS Implementation on Financial Recording

Based on the results of hypothesis testing, it shows that QRIS implementation has a positive effect on financial records, so H₁ is accepted. This finding is reinforced by the results of descriptive analysis per item showing that the statement "QRIS facilitates the transaction process in my business" (X.3) obtained the highest score on the QRIS implementation variable with an average value of 4.55. This indicates that the ease of transactions is the most dominant aspect felt by MSME

actors in the adoption of QRIS. This convenience directly impacts financial recording, as seen from the high score on the item “The existence of QRIS helps me get transaction data faster” (Y1.3) with a mean of 4.22. This reflects that the speed and transaction documentation generated by QRIS facilitates a more efficient recording process. This result strengthens the positive effect of QRIS implementation on financial recording, as evidenced by the regression test.

Furthermore, on the digitization of records dimension, the item “I use digital applications or methods in conducting financial records (Excel)” (Y1.4) also recorded a significant value (mean = 3.60, albeit with a high standard deviation), indicating that most businesses are starting to integrate technology into their daily accounting practices. This reinforces the finding that the QRIS encourages the transition from manual to digital record keeping, although the implementation still varies between individuals.

The results of this study are in line with previous research which supports that the use of QRIS has a positive effect on financial records, namely research conducted by Kahmidatunissa et al. (2022), Handria & Ariefianto (2024), and Salsabilla et al. (2024) which shows that the application of QRIS has a significant positive effect on financial records. So that MSME players can more effectively utilize QRIS as a tool to record and track transactions and also increase financial accountability (Rahmawati et al., 2023).

In addition, the implementation of QRIS encourages business actors to switch from traditional recording methods to digital-based systems, such as the use of financial accounting applications or spreadsheets. This transition improves financial accountability and supports the ease of preparing financial reports for business evaluation and financing applications. These findings reflect the increasing awareness of MSME actors in Mataram City of the importance of transparent and structured financial management through the support of digital technology.

This finding can be further explained through accountability theory, which emphasizes the importance of transparency, information disclosure, and accountability in financial management, both in the public and private sectors. With the implementation of QRIS, MSME players in Mataram City are indirectly encouraged to record transactions systematically and digitally, thus minimizing manual recording practices that are prone to errors and manipulation.

The Effect of QRIS Implementation on Financial Performance

Based on the results of hypothesis testing, it shows that QRIS implementation has a positive effect on financial performance, so H_2 is accepted. This finding is reinforced by descriptive statistical data in table 2, which shows that the indicator “My business income has increased after using QRIS” (Y2.1) gets an average score of 3.57, which although relatively lower than other indicators, still shows the perception of income growth. More prominent is the item “I feel that the use of digitalization increases the efficiency of business management” (Y2.4) with a mean of 4.02, confirming that MSME players feel the positive impact of digital systems on operational efficiency. Thus, it can be concluded that QRIS not only simplifies the transaction process, but also increases the speed of access to financial data and supports overall business efficiency. This finding supports the results of statistical tests that show a positive and significant effect of QRIS on the recording and financial performance of MSMEs.

The findings in this study are consistent with the results of previous studies on digital payment systems, which are proven to have an influence on financial performance. Research conducted by Alfira & Susilo (2023), Wardhani et al. (2023), and Hamdan et al. (2024) shows that the implementation of digital payments has a positive and significant impact on improving financial performance. Through the adoption of digital payment systems, MSME players are able to reduce operational costs associated with cash transactions, increase sales volumes, speed up the purchasing process, and enable flexible implementation of financial transactions, both in terms of location and payment partners (Kwabena et al., 2021).

The results of this study describe the current conditions in Mataram City as the center of economic activity in West Nusa Tenggara Province, where the implementation of digital payment systems has shown significant improvement in line with the growth of the tourism and trade sectors in the region. Infrastructure support and Bank Indonesia policies through the QRIS program have also encouraged the acceleration of digital payment technology adoption among MSME players. These findings provide empirical evidence that environmental and regional policy factors play an important role in increasing the effectiveness of QRIS implementation on MSME financial performance.

This is in line with accountability theory, improving financial performance through the use of QRIS not only reflects operational efficiency, but is also a form of increasing the capacity of business actors in fulfilling accountability principles. Thus, the implementation of QRIS not only improves financial performance, but also strengthens financial accountability practices through transparency, transaction traceability, and increased stakeholder trust.

5. CONCLUSION

This study aims to analyze the effect of QRIS implementation on financial recording and financial performance of MSMEs in Mataram City. Based on quantitative data collected from 60 QRIS-using MSMEs and processed using regression analysis, it is found that QRIS implementation has a significant positive effect on two main aspects: regularity and efficiency of financial records, as well as improved financial performance which includes revenue growth and operational cost efficiency.

These results show that the use of digital payment systems not only serves as a transaction tool, but also plays a role in improving financial governance practices and strengthening business capacity. QRIS is proven to encourage MSME players to implement more orderly and accountable financial records, while optimizing business performance through transaction efficiency.

Future researchers are recommended to expand the coverage of areas and types of MSME businesses so that the results can be generalized more broadly, as well as consider other variables such as digital literacy, policy support, and technological infrastructure readiness. Suggestions for the government and supporting institutions for MSMEs, the results of this study indicate the need to increase digital financial literacy and application-based financial recording training for MSME players, so that the positive impact of QRIS can be felt equally.

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