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Leveraging Information Quality to Drive Sustainability Performance: Integrating TTF and TAM in Borobudur Temple's Computerized AIS

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A B S T R A C T

This study investigates how Computerized Accounting Information Systems (CAIS) and task–technology fit (TTF) shape employees' perceived usefulness (PU) and, ultimately, sustainability performance in the heritage-tourism context of Borobudur Temple, Indonesia. Grounded in Task–Technology Fit theory and the Technology Acceptance Model (TAM), the study employed a purposive survey of 80 CAIS users. Data was analyzed using Partial Least Squares Structural Equation Modelling (PLS-SEM) to examine the hypothesized relationships among information quality, system quality, service quality, task characteristics, technology characteristics, TTF, PU, and sustainability performance. The results reveal that only information quality significantly enhances TTF, whereas system quality, service quality, task characteristics, and technology characteristics have no direct effect on TTF. TTF strongly predicts PU, which, in turn, positively influences sustainability performance. Theoretically, these findings extend TTF and TAM by showing that, in a heritage-tourism setting, high-quality information is the critical antecedent of TTF, while system quality, service quality, task characteristics, and technology characteristics are not significant. Practically, managers should prioritize improving the informational attributes of CAIS (accuracy, relevance, and timeliness) to increase user fit and perceived benefits, thereby fostering sustainable operational performance.

1. Introduction

1.1 Background

The tourism industry ranks among the world's most rapidly expanding economic sectors, and it possesses significant capacity to stimulate Indonesia's overall growth. In 2024, international arrivals to Indonesia increased by 23.23 % compared with 2023, while domestic tourist trips grew by 33.13 % [1]. Much of Central Java's recent economic expansion can be attributed to tourism. A notable example is Magelang Regency, whose flagship attraction is Borobudur Temple. The temple complex is operated by Taman Wisata Candi (TWC) Borobudur, the state-owned enterprise tasked with managing one of Indonesia's five Super-Priority Tourism Destinations (SPTDs), and it functions as the primary tourism hub in Central Java.

Taman Wisata Candi (TWC) is firmly committed to advancing *sustainable tourism* by maximizing positive environmental, social, and economic impacts. A concrete manifestation of this pledge is the newly inaugurated Borobudur Art Village, jointly developed by TWC and the Central Java Provincial Government. Spanning 10.74 hectares, the complex features a museum, dedicated parking areas, an amphitheater, and integrated art-and-culinary markets showcasing products from local micro, small, and medium-sized enterprises (MSMEs). Through such corporate social and environmental responsibility initiatives, TWC aligns its operations with the principles of the Sustainable Development Goals (SDGs), emphasizing four foundational pillars: social, economic, environmental, and legal-governance dimensions.

The accelerated expansion of the tourism industry also poses considerable challenges, particularly regarding sustainability performance within the sector. Consequently, Taman Wisata Candi (TWC) is expected to enhance its sustainable performance by (1) developing environmentally friendly infrastructure, (2) leveraging technology to enrich the visitor experience, and (3) deploying low-emission transport solutions throughout the Borobudur estate. In addition, TWC must (4) generate employment opportunities for local residents, (5) empower micro, small, and medium-sized enterprises (MSMEs) through tourism-driven value chains, (6) deliver educational programs on history, culture, and conservation for the broader community, and (7) strengthen collaboration among government, the private sector, and civil society to realize comprehensive sustainability outcomes.

TWC Borobudur has adopted a Computerized Accounting Information System (CAIS) through an Enterprise Resource Planning (ERP) platform. Implemented in 2019 and still ongoing, the ERP system digitizes financial, sales, and logistics data, instantly capturing transaction records and updating information in real time. Realizing these benefits requires a redesign of business processes around the system, thereby increasing organizational efficiency and productivity [2]. Because effective decision making depends on accurate information, CAIS enables employees to process accounting data and generate financial reports that guide stakeholders' business choices [3]. Ultimately, a well-designed CAIS supports sound managerial decisions and, as an established indicator of system success, translates into higher organizational performance.

Previous studies examining sustainability performance in tourism sector remain scarce. High-quality Computerized Accounting Information Systems (CAIS) play a pivotal role in promoting efficient resource utilization, service planning, and informed decision-making by financial managers and committee boards, thereby influencing sustainability performance [2]. Sustainability performance refers to the measurement and evaluation of a firm's success in achieving environmental, social, and economic objectives [4]. Moreover, empirical research on sustainability performance within the tourism sector is still limited. One key determinant of enhanced sustainability performance is Task–Technology Fit (TTF), defined as the extent to which a technology assists an individual in performing their tasks effectively to achieve high performance. Implementation of a strong TTF has been shown to amplify the individual performance benefits derived from information technology, as evidenced by the significant alignment between user tasks and technology [2].

Improvements in sustainability performance indicate successful alignment of TTF, with Computerized Accounting Information Systems (CAIS) serving as a critical influencing factor. Taman Wisata Candi Borobudur, as the manager of the Borobudur Temple tourism zone, has

implemented CAIS using Enterprise Resource Planning (ERP)–based software that integrates and manages the company's business processes. However, TTF success depends not only on the sophistication of the CAIS itself but also on two additional dimensions: task characteristics and technology characteristics. Task characteristics refer to the specific requirements and complexity of users' tasks, while technology characteristics encompass the hardware, software, and supporting services, such as user manuals and training, that facilitate task execution. Together, these dimensions significantly impact employee performance and, by extension, organizational sustainability outcomes [5].

This study builds on Wijayanti et al. (2024) [2], which modeled Task-Technology Fit (TTF) for micro-finance through a Computerized Accounting Information System (CAIS). Responding to the authors' call for broader TTF determinants, we add one independent variable i.e. technology characteristics on the premise that aligning an appropriate technology with the right task further enhances TTF. Accordingly, the study addresses six research questions:

1. RQ1: Do the three CAIS dimensions—information quality, system quality, and service quality—directly influence TTF?
2. RQ2: Do task characteristics directly influence TTF?
3. RQ3: Do technology characteristics directly influence TTF?
4. RQ4: Does TTF directly influence perceived usefulness?
5. RQ5: Does perceived usefulness directly influence sustainability performance?
6. RQ6: Does TTF directly influence sustainability performance?

1.2 Problem Statement

Although Computerized Accounting Information Systems (CAIS) are widely adopted, empirical work has rarely integrated the system's qualitative dimensions (information, system, and service quality), together with task and technology characteristics to explain how they shape task–technology fit (TTF) and, ultimately, sustainability performance. Prior studies typically end their analysis at user adoption or operational efficiency, offering limited insight into the mechanisms by which TTF and perceived usefulness translate CAIS investments into broader sustainability outcomes. Addressing this knowledge gap, the present study tests the collective influence of CAIS quality dimensions, task characteristics, and technology characteristics on TTF and investigates how TTF, through perceived usefulness, affects sustainability performance.

1.3 Objectives and Scope

This study seeks to identify how the antecedents of task–technology fit (TTF) and perceived usefulness shape the economic, social, and environmental dimensions of sustainability performance within a state-owned tourism enterprise Taman Wisata Candi Borobudur (TWCB). Specifically, the research (1) assesses the individual and joint effects of CAIS information, system, and service quality, along with task and technology characteristics, on TTF; (2) evaluates the influence of TTF on perceived usefulness; and (3) determines how both TTF and perceived usefulness drive TWCB's sustainability outcomes.

The inquiry is intentionally bounded by several constraints. First, the analysis is confined to a single BUMN in the tourism sector, which limits the generalizability of the findings to other industries or ownership structures. Second, data collection relies on cross-sectional survey responses, precluding causal inference over time. Finally, the study focuses exclusively on CAIS-related

variables; external factors such as regulatory shifts or market dynamics fall outside its scope. These boundaries ensure a tightly focused examination while suggesting avenues for broader, multi-sector investigations in future work.

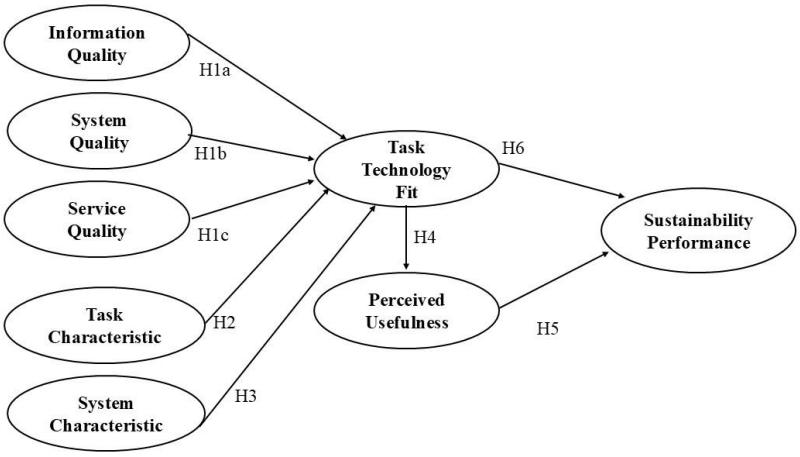

Figure 1. Research Model

2. Literature Review

2.1 Related Work

Task–Technology Fit (TTF) theory [6] contends that information technology will be adopted only when its functions and benefits directly support users' tasks. Accordingly, performance improves when the technology offers features and capabilities that align precisely with those tasks, when a strong task–technology fit exists. In the context of Computerized Accounting Information Systems (CAIS), TTF is especially salient because such systems are designed to help accountants and managers process and manage financial information efficiently. When task–technology fit is high, employees complete their work more effectively because the information system meets task requirements [7]. TTF theory asserts that an information system enhances performance only when it aligns closely with users' tasks. The model comprises four key constructs, task characteristics and technology characteristics, which jointly shape TTF, and TTF, which in turn influences performance and/or system utilization [8]. Accordingly, a Computerized Accounting Information System (CAIS) that matches task characteristics enables users to accomplish their work more efficiently. Effective implementation of an accounting information system can optimize organizational performance [3]. A Computerized Accounting Information System (CAIS) comprises three quality dimensions: information, system, and service quality. High levels of information, system, and service quality are pivotal for efficient resource utilization, accurate service planning, and sound decision-making, all of which enhance sustainability performance [2].

Task–Technology Fit (TTF) is shaped not only by system sophistication but also by critical contextual factors, most notably task characteristics. Task characteristics represent an individual's appraisal of the task's nature, associated authority, and inherent conditions, all of which can positively influence employee performance [9]. Technology characteristics encompass the attributes of computer systems (hardware, software, data, and networks) that facilitate task

execution and enhance user performance [10]. Empirical studies show that these characteristics significantly shape Task–Technology Fit (TTF) [11]. Prior research [12] found a positive association between technology characteristics and TTF, suggesting that users with advanced technological capabilities complete their tasks more efficiently when the technology aligns closely with task requirements.

Perceived usefulness reflects a system's ability to furnish information that is accurate, timely, relevant, reliable, and valid. When technology consistently provides such high-quality information, user performance improves, leading to greater organizational efficiency, lower costs, and higher customer satisfaction, outcomes that ultimately enhance sustainability performance [2]. According to TTF theory [6], superior fit is rooted in the interplay among task characteristics, information-technology characteristics, and user attributes, all of which jointly shape system performance and implementation outcomes. When task–technology fit (TTF) is high, business operations benefit through faster task completion, higher productivity, increased revenue, and cost efficiencies. Savings generated from greater efficiency can then be reallocated to social and environmental initiatives, thereby advancing the economic, social, and environmental pillars of sustainability performance. Empirical evidence supports this linkage, [11] show that TTF has a positive effect on performance impact, while [2] report a direct positive relationship between TTF and sustainability performance.

2.2 Research Gap

Identify any research gaps that your study will address.

3. Methodology

3.1 Data Collection

This study adopts a quantitative research design and relies exclusively on primary data gathered through a survey. Structured questionnaires were administered directly to the respondents. The target population comprises all employees of Taman Wisata Candi (TWC) Borobudur. Purposive sampling was employed, with respondents selected according to the following criteria: (i) a minimum tenure of one year at TWC Borobudur; (ii) at least a senior-high-school diploma; (iii) routine use of computers or laptops in their work; and (iv) regular operation of the Enterprise-Resource-Planning-based CAIS applications—Run System and GOERS

3.2 Analysis Techniques

The data were analyzed using Partial Least Squares Structural Equation Modelling (PLS-SEM). Based on Ghozali and Latan [13] advise a minimum sample of 200–800 for covariance-based SEM (AMOS/LISREL) and 30–100 for variance-based SEM-PLS. With only 80 observations, this study therefore employs SEM-PLS. In the measurement model (outer model), convergent validity is evaluated through indicator loadings, average variance extracted (AVE), and cross-loadings, while reliability is confirmed via composite reliability. In the structural model (inner model), relationships among latent constructs are assessed by analyzing R-squared values and the significance (t-statistics) of the structural path coefficients.

4. Results and Discussion

4.1 Respondent Profile

Using purposive sampling, the study surveyed 80 TWC employees, of whom 41.3 % were male and 58.7 % female. The largest age group was 31–40 years (37.5 %). Educational attainment was dominated by senior high-school graduates (57.5 %), followed by bachelor's degree holders (32.5 %). Most respondents had worked at the company for more than five years, and 53.8 % had used the CAIS for two to three years.

4.2 Outer Model Test

All indicators exhibit factor loadings above 0.70 and average variance extracted (AVE) values exceeding 0.50, confirming convergent validity. Discriminant validity was assessed through cross-loadings and the Fornell–Larcker criterion. Both require that (i) cross-loading values surpass 0.70 and (ii) the square root of each construct's AVE be greater than its correlations with any other construct in the model. Because the square root of the AVE for every construct exceeds the corresponding inter-construct correlations, the model satisfies the requirements for discriminant validity.

4.3 Inner Model Test

Hypotheses were tested using the bootstrapping procedure. Decisions were based on both the path-diagram output and the numerical path-coefficient results: an exogenous variable is deemed to exert a significant effect on an endogenous variable when $p < 0.05$ ($\alpha = 5\ \%$) and the t-statistic exceeds 1.960.

Table 1. Hypothesis Testing Results

Variable	*Path Coefficient*	T values	P *Values*	Decision
Information Quality → TTF	0.672	3.197	0.001	H1a Supported
System Quality → TTF	0.276	1.142	0.254	H1b Not Supported
Service Quality → TTF	0.355	1.548	0.122	H1c Not Supported
Task Characteristic → TTF	-0.221	1.349	0.178	H2 Not Supported
Technology Characteristic → TTF	-0.101	0.781	0.435	H3 Not Supported
TTF → *Perceived Usefulness*	0.959	67.724	0.000	H4 Supported
PU → Sustainability Performance	0.645	5.787	0.000	H5 Supported
TTF → Sustainability Performance	0.347	3.041	0.002	H6 Supported

Based on Table 1, only four of the study's eight proposed hypotheses found empirical support. Information quality exerts a strong positive effect on task–technology fit ($\beta = 0.672$, $t = 3.197$, $p = 0.001$), **confirming H1a**. Neither system quality ($\beta = 0.276$, $t = 1.142$, $p = 0.254$) nor service quality ($\beta = 0.335$, $t = 1.548$, $p = 0.122$) significantly influences TTF; H1b and H1c are therefore rejected. Task characteristics show a negative, non-significant coefficient ($\beta = –0.221$, $t = 1.349$, $p = 0.178$), providing no support for H2. Technology characteristics also fail to predict TTF ($\beta = –0.101$, $t = 0.781$, $p = 0.435$); H3 is rejected. TTF shows a very large, positive effect on perceived usefulness ($\beta = 0.959$, $t = 67.724$, $p < 0.001$), strongly **supporting H4.** Perceived usefulness positively influences sustainability performance ($\beta = 0.645$, $t = 5.787$, $p < 0.001$), **confirming H5.**

TTF also directly enhances sustainability performance ($\beta = 0.347$, $t = 3.041$, $p = 0.002$), **supporting H6.** The findings indicate that, among the CAIS dimensions, only information quality enhances task–technology fit, whereas task characteristics and technology characteristics do not. Moreover, both TTF and perceived usefulness serve as key determinants of sustainability performance, with TTF exerting a direct impact as well as an indirect impact through perceived usefulness.

5. Discussion

The findings reveal that CAIS information quality positively influences task–technology fit (TTF) and, in turn, enhances sustainability performance. Consistent with TTF theory, a CAIS that meets the specific demands of accounting tasks encourages optimal system use. At Taman Wisata Candi Borobudur, the CAIS is user-friendly, easy to learn, and effectively integrates data across functions, thereby improving the quality of information and overall organizational efficiency, which ultimately supports sustainability outcomes. This result aligns with prior research [14] but contrasts with [2] who found no significant link between CAIS information quality and TTF.

The analysis indicates that CAIS system quality does not influence task–technology fit (TTF) or, consequently, sustainability performance. This finding diverges from the theoretical expectation articulated by TTF theory, which posits that a well-designed system should facilitate task completion by supplying relevant data. Survey responses show that many participants disagreed with the statement that CAIS delivers comprehensive information, suggesting the system has yet to meet users' expectations for breadth and depth of coverage. The result aligns with [14] who likewise found no significant link between system quality and TTF, but contradicts with [2] who reported a positive relationship.

CAIS service quality does not influence task–technology fit (TTF) or, by extension, sustainability performance. This outcome contradicts TTF theory, which posits that effective support should enhance the alignment between technology and users' tasks. Survey data indicate that many respondents disagreed with the statement that IT technicians provide timely CAIS support, suggesting service delays undermine perceived fit. The finding is consistent with previous research that reported no significant relationship between service quality and TTF (or system use) [15], [2].

The results show that technology characteristics do not affect task–technology fit (TTF) or, consequently, sustainability performance. This finding contradicts TTF theory, which maintains that information technology is adopted only when its features and benefits support users' tasks. Survey responses indicate that many participants disagreed with the statement that the system delivers fast, real-time service; frequent CAIS updates were viewed as hampering work effectiveness. The result aligns with [16] but diverges from [12], who reported a positive effect of technology characteristics on TTF.

Task–technology fit (TTF) positively affects perceived usefulness, thereby enhancing sustainability performance. This finding aligns with TTF theory, which holds that information technology is adopted—and yields performance gains—only when its features effectively support users' tasks. At Taman Wisata Candi Borobudur, the ERP-based CAIS delivers real-time information and expedites work processes, leading users to perceive it as highly useful. These results corroborate prior studies [2], [17] both of which demonstrate that stronger TTF significantly predicts higher perceived usefulness. In short, the closer the match between the application's capabilities and task requirements, the greater the perceived utility of the system.

The results show that perceived usefulness has a positive effect on sustainability performance. Because perceived usefulness reflects the relevance and consistency of the

information a system supplies, higher perceived usefulness increases users' ability to obtain decision-relevant knowledge, thereby improving both individual and organizational outcomes. This finding is consistent with the Technology Acceptance Model, which posits that information systems enhance performance by helping users complete their tasks more efficiently. In the present study, the CAIS boosted work effectiveness and productivity, enabling the firm to strengthen its sustainability performance. The result confirm [18], [19], but contrasts with [2] who found no significant link between perceived usefulness and sustainability performance.

Task–technology fit (TTF) positively influences sustainability performance. When technology aligns with task requirements, individuals perform their duties more efficiently, leading to higher productivity, increased revenue, and cost savings. These efficiencies free up resources that firms can reallocate to social and environmental initiatives, thereby advancing the economic, social, and environmental pillars of sustainability. This result accords with TTF theory, which attributes superior performance to the interaction among task characteristics, information-technology attributes, and user capabilities. Consistent evidence from [11] supports this positive relationship, whereas [15] report no significant effect.

6. Conclusion

This study investigates the influence of task–technology fit (TTF) and perceived usefulness on sustainability performance. Using purposive sampling, we surveyed 80 respondents who met predefined criteria and analyzed the data with SmartPLS, applying bootstrapping for hypothesis testing. The findings show that among the CAIS dimensions, only information quality enhances task–technology fit, while system quality, service quality, task characteristics, and technology characteristics have no significant effect. In addition, both task–technology fit and perceived usefulness exert a positive influence on sustainability performance.

The empirical results reveal that the information-quality dimension of the Computerized Accounting Information System (CAIS) exerts a positive and significant effect on TTF. By contrast, system quality, service quality, task characteristics, and technology characteristics show no significant influence on TTF. Further, PU demonstrates a positive impact on sustainability performance, and TTF itself positively predicts sustainability performance.

The findings indicate that deploying Computerized Accounting Information Systems (CAIS)—particularly those with superior *information quality*—significantly strengthens Task–Technology Fit (TTF). A higher TTF, in turn, enhances perceived usefulness, which ultimately translates into improved sustainability performance. Accordingly, the study extends TTF theory by highlighting information quality as a pivotal causal mechanism linking CAIS adoption to organisational sustainability outcomes.

7. Recommendation

This study advances TTF theory by establishing information quality within CAIS as a pivotal antecedent that elevates task–technology fit, thereby strengthening perceived usefulness and, ultimately, driving sustainability performance. Practically, this research demonstrates that organizations can enhance sustainability outcomes by engineering CAIS solutions that deliver high-quality, real-time information, thereby optimizing task–technology fit and perceived usefulness. Managers should prioritise the design and implementation of CAIS platforms capable of delivering real-time, decision-relevant information. Such systems will not only optimise the

alignment between task requirements and technological capabilities but also foster users' perceptions of usefulness, thereby driving superior sustainability performance.

The study tests only direct effects within a single firm that uses two CAIS platforms: Run System (ERP) and GOERS. Future studies should examine the mediating roles of TTF and perceived usefulness, explore additional drivers of sustainability performance across a wider range of organizations, and perform in-depth analyses focusing on a single CAIS.

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