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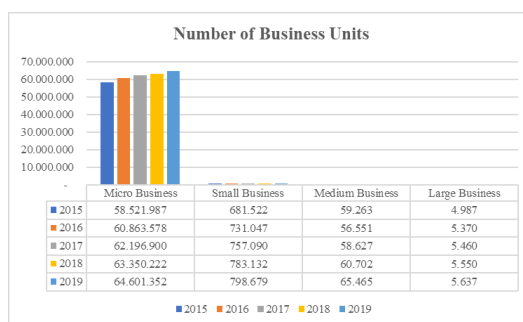
RINGKASAN PENELITIAN

The purpose of this study is to examine whether the acceptance of a financial report application affects micro, small, and medium enterprises (MSMEs) compliance in Indonesia. This study uses primary data obtained from a survey conducted in June-July 2022. The data obtained were afterward analyzed using path analysis with structural equation modeling. This research finds that the perceived ease of use and perceived usefulness of MSME actors have a positive and significant effect on the actual usage of the financial report application. Furthermore, the actual usage of the financial report application has also proven to have a positive effect on the compliance of MSME actors. The contribution of this research is to provide evidence that acceptance of financial reporting applications is a solution that can be used to overcome MSME constraints in compiling financial reports. The use of this application is also able to increase MSME compliance.

INTRODUCTION

The phenomenon of micro, small, and medium enterprises (MSMEs) in Indonesia is unique and interesting to discuss. When compared to large businesses, the number of business units in the MSME sector is much larger.

In accordance with the latest data published by the Ministry of Cooperatives and SMEs of the Republic of Indonesia (2019), it is known that the number of MSME units in 2019 was 65.465.497, while the number of large business units in the same year was only 5.637. In line with this, the amount of Indonesia's Gross Domestic Product (GDP) originating from the MSME sector is also greater than the large business sector (KemenkopUKM, [2019](#)). Even so, in general, both the MSME sector and the large business sector in Indonesia have always experienced development from year to year (KemenkopUKM, [2019](#)). This is shown by the number of business units, which always increased from 2015 to 2019, as presented in Figure 1.



Source: KemenkopUKM ([2019](#))

Figure 1. Development of MSMEs and Large Businesses from 2015-2019

When reviewed in detail, based on Figure 1, it is known that the number of MSME units is dominated by micro businesses (98.68%), followed by small businesses (1.22%), and the remaining medium businesses (0.10%). MSMEs in Indonesia have unique characteristics. In general, MSMEs have a relatively small number of employees, inadequate resources, limited capital, unclear business policy rules and administrative systems, and an unstandardized bookkeeping system.

Based on the characteristics above, this study will focus on discussing the compliance of MSME actors in preparing financial reports. In the context of bookkeeping, MSMEs have a tendency not to separate between the financial records owned by business owners and those used for business entity activities. This is in contrast to the concept of a business entity in accounting principles, where a business is an entity that is separate from owners and other stakeholders (Weygant et al., [2018](#)). The low quality of MSME financial reports can result in stakeholders having difficulty relying on the information presented in these financial reports (Baas & Schrooten, [2006](#)).

Regulators in Indonesia provide convenience for MSMEs in preparing financial reports. In this case, the Financial Accounting Standards Board of the Indonesian Institute of Accountants (DSAK IAI) has compiled and ratified the Financial Accounting Standards for Micro, Small, and Medium Enterprises (SAK EMKM) for MSME actors. This SAK has the simplest level of complexity compared to other SAKs, such as Financial Accounting Standards for Entities Without Public Accountability (SAK ETAP) and Financial Accounting Standards based on International Financial Reporting Standards (IFRS). In line with this, in the tax context, regulators also provide facilities in the form of relief and convenience to MSME taxpayers (Rachmawati & Ramayanti, [2016](#)). Thus, MSME actors are expected to find it easier to prepare financial reports for their business.

Even though the above facilities have been provided, MSME actors still face constraints in preparing financial reports (Rachmawati et al., [2022](#); Rachmawati, Ramayanti, & Setiawan, [2021](#); Rachmawati, Ramayanti, Muyassaroh, et al., [2021](#); Rachmawati & Ramayanti, [2022](#); Ramayanti et al., [2022](#)). Based on Rachmawati, Ramayanti, and Setiawan ([2021](#)), the biggest constraint faced by MSMEs in preparing financial reports is

the limited time. This time limitation is generally caused by MSME actors who are too preoccupied with efforts to develop their business or because MSME actors have other jobs outside of their business (for example, as employees in a company), so they do not have time to prepare financial reports for their business. The next biggest constraint is the limited knowledge possessed by MSME actors in preparing financial reports. The third constraint faced by MSMEs in preparing financial reports is the limited human resources. Not all MSME actors in this study have an accounting educational background, so they require additional human resources to assist in the process of preparing financial reports. The final constraint faced by MSME actors is the consideration that the costs are greater than the benefits of preparing financial reports. This is generally felt by micro business actors, who are still focused on efforts to maintain the continuity of their business. Hence, their level of readiness in preparing financial reports is relatively low. In addition, this can also be felt by business actors who have never applied for funding (both capital and debt) from a third party, considering that one of the requirements for submitting external funding is financial reports. Thus, business actors feel less benefit from the importance of financial reports.

Accounting information technology and systems can be a solution that can be used to overcome the MSME constraints above (Rachmawati et al., [2022](#); Ramayanti et al., [2022](#)). Various applications of MSME financial reports have been developed. By using the MSME financial reporting application, it is hoped that it can increase MSME compliance in preparing financial reports following applicable regulations.

Based on this background, this study aims to examine whether perceived ease of use and perceived usefulness affect actual usage of the MSME financial reporting application, according to the Technology Acceptance Model (Davis, [1989](#)). Based on Davis ([1989](#)), the Technology Acceptance Model shows that the determining factor for the acceptance or rejection of technological information is the perceived ease of use and perceived usefulness of application users. Furthermore, this study aims to examine whether the acceptance of a financial report application affects MSME compliance in Indonesia.

THEORETICAL FRAMEWORK AND HYPOTHESIS DEVELOPMENT

MSME Obligations in Preparing Financial Statements

Financial statements have many benefits, not only for MSMEs but also for stakeholders (Agustika et al., [2015](#); Maghriby & Ramdani, [2020](#); Rachmawati et al., [2022](#); Rachmawati, Ramayanti, & Setiawan, [2021](#)). The intended benefits include: 1) Providing convenience in submitting capital to third parties; 2) Providing convenience in applying for credit to third parties; 3) Providing information about the financial condition of the business; 4) Providing information about business development; and 5) Provide convenience in calculating the tax payable.

However, MSME actors still often face constraints in preparing financial reports (Rachmawati et al., [2022](#); Rachmawati, Ramayanti, & Setiawan, [2021](#); Rachmawati, Ramayanti, Muyassaroh et al., [2021](#); Ramayanti et al., [2022](#)). This happens because MSME actors have limited human resources in producing financial reports based on IFRS-based SAK and SAK ETAP. Therefore, DSAK IAI has compiled and ratified a relatively simple SAK EMKM to assist MSMEs in meeting their financial reporting needs. As for what is meant by "EMKM," it is an entity without significant public accountability, as defined in SAK ETAP, which meets the definition and criteria of micro, small, and medium enterprises as stipulated in the applicable laws and regulations in Indonesia, for at least 2 consecutive years participate (IAI, [2018](#)). Based on SAK EMKM, the financial reports presented by MSME actors must at least consist of: 1) Statement of financial position at the end of the period; 2) Statement of profit and loss during the period; and 3) Notes to the financial statements, which contain additions and details of certain relevant items.

In line with this, in the tax context, MSME taxpayers are also required to prepare financial reports. In Article 28, paragraph (1) of the Law on General Provisions and Tax Procedures (UU KUP), it is stated that "individual taxpayers who carry out business

activities or independent work and corporate taxpayers in Indonesia are required to keep bookkeeping" (Indonesia, [2021](#)). Furthermore, in Article 28, paragraph (7) of the UU KUP, it is explained that bookkeeping at least consists of records regarding assets, liabilities, capital, income, and expenses, as well as sales and purchases, so that the amount of tax payable can be calculated. This bookkeeping must be carried out in a manner or system that is commonly used in Indonesia, for example, based on SAK, unless the tax laws and regulations stipulate otherwise. There are conveniences for individual taxpayers who carry out business activities or independent work in accordance with the provisions of tax laws and regulations to calculate net income using the Net Income Calculation Norms and for individual taxpayers who do not carry out business activities or independent work. In this case, taxpayers with these criteria are exempt from the obligation to maintain bookkeeping but are required to keep records. This facility is expected to increase taxpayer compliance.

Technology Acceptance Model

Davis ([1989](#)) developed the technology Acceptance model. This model shows that the factors that determine whether technology information is accepted or rejected are perceived ease of use and perceived usefulness. Perceived ease of use is the degree to which a person believes that using a particular system would be effort-free. Perceived usefulness is the degree to which a person believes that using a particular system will enhance his or her job performance.

Technology Acceptance Model is the most widely used research model to research information technology adoption. Several previous studies have developed the Technology Acceptance Model (Bradley, [2012](#); Camilleri, [2019](#); Chatzoglou et al., [2010](#); Karahanna & Straub, [1999](#); Mathieson, [1991](#); Ritz et al., [2019](#); Sun, [2013](#); Venkatesh et al., [2003](#)). These previous studies have shown consistent results that perceived ease of use and perceived usefulness have a positive effect on the actual use of technology.

In the context of this study, if MSME actors feel that the application of financial reports facilitates their work (the greater the ease of use), the greater the tendency of MSME actors to accept or use the application. Furthermore, suppose MSME actors feel that the application of financial reports can improve their performance (the greater the perceived usefulness). In that case, the tendency for MSME actors to accept or use the application is even greater.

H₁: Perceived ease of use of the financial report application has a positive effect on MSME's actual usage.

H₂: The perceived usefulness of the financial report application has a positive effect on MSME's actual usage.

Actual Usage of the Financial Report Application on MSMEs Compliance

Based on the Technology Acceptance Model, a person's decision to accept or reject technological information is affected by perceived usefulness and perceived ease of use (Davis, [1989](#)). In the context of this study, the decision of MSME actors to use technology to prepare financial reports can be based on the perceived usefulness and perceived ease of use of the technology.

Accounting information technology and systems are thought to be a solution that can be used to overcome MSME constraints in preparing financial reports (Rachmawati et al., [2022](#); Ramayanti et al., [2022](#)). Various applications for MSME financial reports have been developed in Indonesia, such as AccounTax, Buku Warung, Buku Kas, etc. By using the application of financial reports, it is hoped that MSME actors will find it easier to prepare financial reports for their businesses Rachmawati et al., (2023).

Rachmawati and Ramayanti ([2016](#)) explained that tax incentives in the form of convenience in calculating, depositing, and reporting tax payable can increase MSME taxpayer compliance. Analogously with this research, the ease felt by MSME actors when using financial reporting applications is thought to increase their compliance in preparing financial reports in accordance with applicable regulations. The provisions in question are

SAK EMKM and/or tax regulations related to MSMEs. Based on the above arguments, the hypothesis developed in this study is as follows:

H₃: Actual usage of the financial report application has a positive effect on MSMEs compliance.

RESEARCH METHODOLOGY

Data and Sample

This study uses primary data obtained from a survey conducted in June-July 2022. The sampling technique applied in this study was purposive sampling. In this case, the criteria for respondents in this study were MSME actors based on Government Regulation (PP) Number 7 of 2021 concerning Ease, Protection, and Empowerment of Cooperatives and Micro, Small, and Medium Enterprises. Based on Article 35 of the PP, the criteria for MSMEs are based on business capital and annual sales results.

A business can be categorized as a Micro Business if it has working capital (not including land and building where the business is located) ≤ Rp1 billion and annual sales results are ≤ Rp2 billion. Meanwhile, a business can be categorized as a Small Business if it has business capital > Rp1 billion – Rp5 billion and annual sales results are > Rp15 billion. Finally, the criteria for Medium Business are having business capital > Rp5 billion – Rp10 billion and annual sales results > Rp15 billion – Rp50 billion. From the process of distributing the questionnaires, 123 questionnaires were collected for further analysis.

Once all the questions and statements in the questionnaire were understood, valid, and reliable, the questionnaires were distributed to the respondents who had set up businesses not only in Java but also outside Java. The data obtained were then analyzed using path analysis with Structural Equation Modeling.

Constructs Measurement

Actual Usage

Actual usage is the degree to which an employee actually uses the information system (self-report usage) (Chatzoglou et al., [2010](#)). This variable is measured by 3 statements related to the actual usage of financial reporting applications. The three statements are presented in Table 1. Each statement is measured with a 7 Likert scale (with 1 = strongly disagree and 7 = strongly agree).

Table 1. Actual Usage

Items	
A1	Frequency of use of the financial reporting application
A2	Use of the application for preparing financial reports in a day
A3	Assignments supported by the application of the preparation of financial reports

Perceived Ease of Use

Perceived ease of use is the degree to which a person believes that using a particular system would be free of effort (Davis, [1989](#)). This variable is measured by 5 statements related to the ease of use of financial reporting applications. The five statements are presented in Table 2. Each statement is measured with a 7 Likert scale (with 1 = strongly disagree and 7 = strongly agree).

Table 2. Perceived Ease of Use

Items	
E1	I feel that the financial reporting application is easy to learn.
E2	I feel that the financial reporting application is easy to use
E3	I feel that using the financial reporting application is easy to understand
E4	I feel that the financial reporting application can be used flexibly.

E5 Overall, the financial reporting application is easy to use

Perceived Usefulness

Perceived usefulness is the degree to which a person believes that using a particular system would enhance his or her job performance (Davis, [1989](#)). This variable is measured by 6 statements related to the use of financial reporting applications. The six statements are presented in Table 3. Each statement is measured with a 7 Likert scale (with 1 = strongly disagree and 7 = strongly agree).

Table 3. Perceived Usefulness

Items	
U1	I feel that using a financial reporting application will make my work complete quickly.
U2	I feel that using a financial reporting application will improve my performance.
U3	I feel that using a financial reporting application will increase my work productivity.
U4	I feel that using a financial reporting application will increase my work effectiveness.
U5	I feel that using a financial reporting application will make my work easier.
U6	Overall, the financial reporting application is useful in my work in preparing financial reports.

Compliance

Compliance is defined as when an individual uses the information system with the expectation of gaining rewards or avoiding punishment (Chatzoglou et al., [2010](#)). This variable is measured by four statements related to MSME compliance with current regulations (SAK EMKM and Indonesian tax regulations). The four statements are presented in Table 4. Each statement is measured with a 7 Likert scale (with 1 = strongly disagree and 7 = strongly agree).

Table 4. Compliance

Items	
C1	I will prepare financial reports following the applicable Financial Accounting Standards.
C2	I will prepare financial reports to comply with tax regulations.
C3	I will prepare financial reports on the basis of tax calculations.
C4	I will prepare financial reports to avoid sanctions (for example, tax sanctions in the form of fines/interest)

RESULTS AND DISCUSSION

Profile of Respondent

This study collected 123 questionnaires for further analysis. The profile of the respondents has been detailed in Table 5. Based on the table, 65% of the respondents are female, and others are male. Furthermore, the respondents are dominated by the millennial generation (67%) and undergraduates (55%). Thus, it can be concluded that the majority of respondents in this study are familiar with using technology, including operating financial reporting applications.

Based on the 123 questionnaires that have been collected, 84% of respondents in this study have had a business for more than 1 year. This indicates that the respondent has been in the business world for a long time. The majority of respondents in this study have a type of retail business with a percentage of 57%, and the form of business is an individual (not a legal entity) with a percentage of 77%. Based on Rachmawati, Ramayanti, and Setiawan ([2021](#)), MSMEs that are in the form of individual businesses have bigger problems regarding the preparation of financial reports compared to MSMEs that are in the form of

legal entities. Most respondents in this study have an average annual turnover of Rp2 Billion with a percentage of 76%. This means that micro-entrepreneurs dominate the number of respondents.

Table 5. Profile of Respondent

Measure	Items	Frequency	Percentage
Gender	Male	43	35%
	Female	80	65%
Age	Between 17 and 40 years	82	67%
	Over 40 years	41	33%
Education	High school	39	32%
	Undergraduate studies	68	55%
	Postgraduate studies	16	13%
Length of Business	< 1 year	20	16%
	1 until 5 years	52	42%
	Over 5 years	51	42%
Type of Business	Services	23	19%
	Manufacturing	30	24%
	Retails	70	57%
Form of Business	Individual Business	94	77%
	Business Entity	28	23%
Annual Average Turnover	Rp0 until Rp2 Billion	93	76%
	> Rp2 Billion until Rp4,8 Billion	11	9%
	> Rp4,8 Billion until Rp15 Billion	4	3%
	> Rp15 Billion until Rp50 Billion	15	12%

Validity and Reliability Analysis

The data collected were tested for validity and reliability. The validity test was carried out using the item-test correlation. Meanwhile, the reliability test used Cronbach's alpha. The results confirmed that the statements submitted in the questionnaire were both valid and reliable.

Descriptive Analysis

Each statement in the questionnaire was measured with a 7 Likert scale (with 1 = strongly disagree and 7 = strongly agree). The variables used in this study are Actual Usage, Perceived Ease of Use, Perceived Usefulness, and Compliance. Based on Table 6, in general, the degree to which MSME actors use the financial reporting application is quite frequent. This happens because the application supports quite a lot of their assignments. In this case, the mean was 4,83, and the standard deviation was 1,97.

Furthermore, the Perceived Ease of Use variable indicates that MSME actors feel the application for compiling financial reports is relatively easy to use. In this case, respondents felt that the financial reporting application was easy to learn and understand and could be used flexibly anywhere and anytime. This is indicated by almost all items in the Perceived Ease of Use variable having a mean value above 5.

Table 6. Descriptive Statistics

Latent Construct	Item	Mean	SD
Actual Usage	A1	4,18	2,02
	A2	4,36	2,28
	A3	4,83	1,97
Perceived Ease of Use	E1	5,33	1,45
	E2	5,37	1,44
	E3	5,34	1,57

	E4	5,35	1,51
	E5	5,43	1,41
Perceived Usefulness	U1	6,17	1,06
	U2	6,07	1,10
	U3	5,95	1,19
	U4	6,04	1,14
	U5	6,05	1,18
	U6	6,07	1,09
Compliance	C1	5,03	2,09
	C2	5,19	1,93
	C3	5,27	2,01
	C4	5,41	1,98

When viewed from the Perceived Usefulness variable, MSME actors generally feel that the application is useful in their work in compiling financial reports. In this case, respondents felt that the use of a financial reporting application could make their work complete quickly, improve their performance, increase their work productivity, increase their work effectiveness, and make their work easier. In Table 6, it is shown that most items in the Perceived Usefulness variable have a mean value above 6.

Finally, the table shows that respondents, on average, are relatively compliant with applicable regulations regarding the preparation of financial reports (SAK EMKM and Indonesian tax regulations). The biggest motivation is to avoid sanctions (such as tax sanctions in the form of fines/interest). In this case, the mean was 5,41, and the standard deviation was 1,98.

Overall Model Fit

Figure 2 shows the results of the path analysis used to test the hypotheses. The overall model fit was performed to ascertain whether the structural model formed is fit or not. The overall model fit was assessed by the Comparative Fit Index (CFI) and the Tucker-Lewis Index (TLI). The result shows that the value of CFI is 0,915. Meanwhile, the value of TLI is 0,901. Because the CFI and TLI values are close to 1, it can be concluded that the structural model formed is fit (Sarwono, [2010](#)).

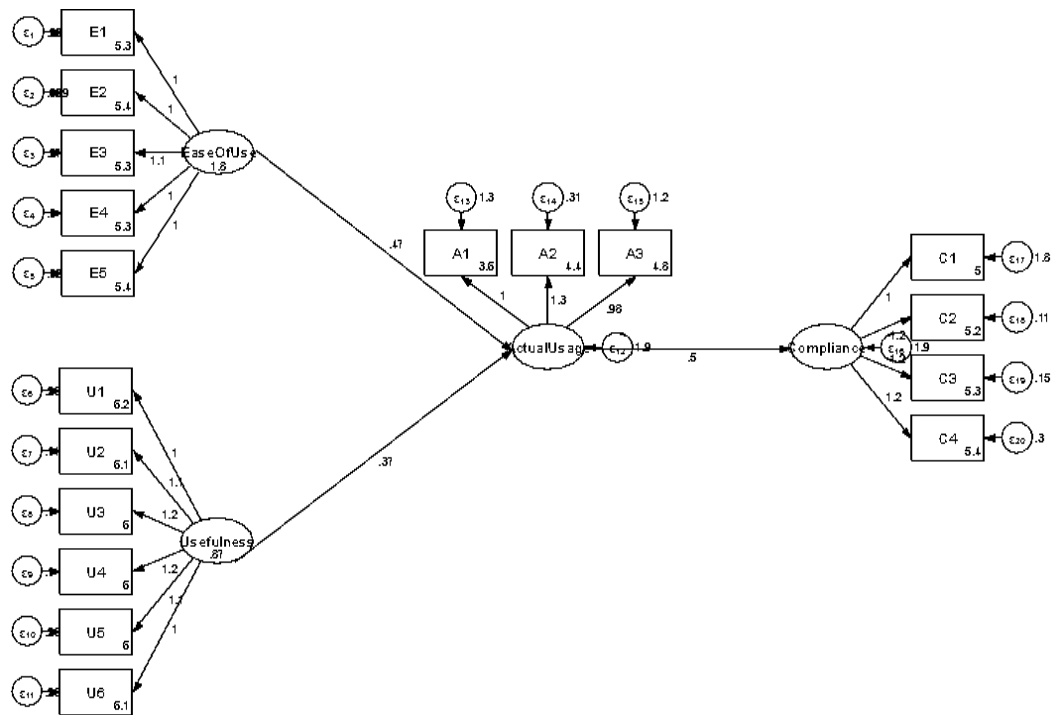


Figure 2. Path Analysis

The Effect of Perceived Ease of Use of The Financial Report Application on MSMEs Actual Usage

This section is used to analyze the results of the H_1 test. Based on Table 7, it is known that the coefficient value is 0,466, and the P-value is 0,002. It indicates that the Perceived Ease of Use variable has a positive and significant effect on the Actual Usage variable at the 99% confidence level. That is, if MSME actors feel that the application for compiling financial statements is easier to use, then the level of actual use of the application is higher. Thus, H_1 is accepted.

Table 7. Structural Model

Path	Prediction	Coefficient	z	P-value
Perceived Ease of Use $\rightarrow$ Actual Usage	+	0,466	5,840	0,002***
Perceived Usefulness $\rightarrow$ Actual Usage	+	0,369	3,300	0,049**
Actual Usage $\rightarrow$ Compliance	+	0,498	10,680	0,000***

Notes: *, **, and *** indicate significance at 10%, 5% and 1%, respectively.

The result of this study is in accordance with the Technology Acceptance Model (Davis, [1989](#)). The decision of MSME actors to use financial reporting applications can be based on the perceived ease of use of this technology. In the context of this study, if MSME actors feel that the application of financial reports facilitates their work (the greater the ease of use), the greater the tendency of MSME actors to accept or use the application. The convenience that can encourage the use of the intended application includes ease of learning the application, ease of use, ease of understanding the use of the application, as well as the level of flexibility in using the application. The results of this study are also consistent with several previous studies which have developed the Technology Acceptance Model (Bradley, [2012](#); Camilleri, [2019](#); Chatzoglou et al., [2010](#); Karahanna & Straub, [1999](#); Mathieson, [1991](#); Ritz et al., [2019](#); Sun, [2013](#); Venkatesh et al., [2003](#)).

The Effect of Perceived Usefulness of The Financial Report Application on MSME's Actual Usage

This section is used to analyze the results of the H_2 test. Based on Table 7, it is known that the coefficient value is 0,369, and the P-value is 0,049. This indicates that the Perceived Usefulness variable has a positive and significant effect on the Actual Usage variable at the 95% confidence level. That is if MSME actors feel that the greater the benefits of the financial reporting application, the higher the level of actual use of the application. Thus, H_2 is accepted.

The results of this study are also in line with the Technology Acceptance Model (Davis, [1989](#)). Apart from Perceived Ease of Use, Perceived Usefulness is also one of the determinants of decisions for MSME actors to use financial reporting technology. Suppose MSME actors feel that the application of financial reports can improve their performance (the greater the perceived usefulness). In that case, the tendency for MSME actors to accept or use the application is even greater. The benefits that can be felt by MSME actors when using financial reporting applications include: time to complete tasks is faster, performance increases, work productivity increases, work effectiveness increases, and work becomes easier to do. The results of this study are also in line with previous research that has developed a Technology Acceptance Model (Bradley, [2012](#); Camilleri, [2019](#); Chatzoglou et al., [2010](#); Karahanna & Straub, [1999](#); Mathieson, [1991](#); Ritz et al., [2019](#); Sun, [2013](#); Venkatesh et al., [2003](#)).

The Effect of Actual Usage of The Financial Report Application on MSMEs Compliance

Finally, this section is used to analyze the results of the H_3 test. Based on Table 7, it is known that the coefficient value is 0,498, and the P-value is 0,000. This indicates that the Actual Usage variable has a positive and significant effect on the Compliance variable at the 99% confidence level. That is, the more frequently the level of use of the financial reporting application is used, the level of compliance of MSME actors will increase. Thus, H_3 is accepted.

Accounting information technology and systems are thought to be a solution that can be used to overcome MSME constraints in preparing financial reports (Rachmawati et al., [2022](#); Ramayanti et al., [2022](#); Rachmawati et al., 2024; Rachmawati et al., 2025). Various applications for MSME financial reports have been developed in Indonesia, such as AccountTax, Buku Warung, Buku Kas, etc. By using the financial reporting application, MSME actors can prepare financial reports in accordance with SAK UMKM. This also increases the compliance of MSME taxpayers in fulfilling their tax obligations. As stipulated in the UU KUP, one of the obligations of MSME taxpayers is to maintain bookkeeping or record keeping. This will be used as the basis for calculating the amount of income tax payable for MSME businesses. If the financial reports prepared are in accordance with applicable regulations, MSME actors will avoid the imposition of tax administration sanctions.

This result is in line with the research of Rachmawati and Ramayanti ([2016](#)). In this case, tax incentives in the form of convenience in calculating, depositing, and reporting tax payable can increase MSME taxpayer compliance. Analogously with this research, the ease felt by

MSME players when using financial reporting applications is thought to increase their compliance in preparing financial reports in accordance with applicable regulations.

CONCLUSION

Based on the test results above, it can be concluded that the perceived ease of use and perceived usefulness of MSME actors have a positive and significant effect on the actual usage of the financial report application. These results are in line with the Technology Acceptance Model as developed by Davis (1989) and studies that have developed the theory (Bradley, 2012; Camilleri, 2019; Chatzoglou et al., 2010; Karahanna & Straub, 1999; Mathieson, 1991; Ritz et al., 2019; Sun, 2013; Venkatesh et al., 2003). Furthermore, the actual usage of the financial report application has also proven to have a positive effect on the compliance of MSME actors.

IMPLICATIONS AND LIMITATIONS

For MSME actors, the results of this study have implications that accounting information technology and systems are a solution that can be used to overcome MSME constraints in compiling financial reports. In this case, the application for compiling financial reports has provided convenience and benefits for MSME players in preparing their business financial reports. Thus, the compliance level of MSMEs in compiling financial reports based on applicable regulations is increasing. For regulators, the results of this study have implications that any incentives provided by the government, whether in the form of convenience in financial or tax reporting, can encourage MSME compliance in compiling their business financial reports.

The scope of this research is limited to testing the Technology Acceptance Model and its effects on MSME taxpayer compliance. Other theories, such as the Unified Theory of Acceptance and the Use of Technology Model, can be used to suggest further research. This model combines several theories of previous technology acceptance and identifies four main factors that influence user behavior: Performance expectancy, Effort expectancy, social influence, and facilitating conditions. Thus, research will continue to develop.

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