



# THE IMPACT OF ELECTRONIC GOVERNANCE IN ENHANCING THE QUALITY OF ACCOUNTING INFORMATION (APPLIED STUDY IN KURDISTAN INTERNATIONAL BANK)

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Article history:	Abstract:
<b>Received:</b> 22 <sup>nd</sup> March 2023 <b>Accepted:</b> 23 <sup>rd</sup> April 2023 <b>Published:</b> 24 <sup>th</sup> May 2023	The research aims to address the foundations of knowledge of electronic governance and indicate its importance and requirements for its application in banking units, in addition to explaining its role in accounting information with the quality required by internal and external users in order to rationalize their various administrative decisions in a manner that is commensurate with the variables of the contemporary business environment. The research was applied in one of the commercial banks listed in the Iraq Stock Exchange, which is the Kurdistan International Bank, for the period from 2011 to 2020 in order to demonstrate the role of electronic governance in improving the quality of accounting information and providing appropriate information for the needs of internal and external users. The research reached a set of conclusions, the most important of which was that electronic governance represents a new method for providing banking services to the customer with the aim of raising the efficiency of operational performance in the bank, reducing routine procedures that the customer suffers from, and providing information and data in an easy way to benefit from them in various decision-making. Electronic banking units can help improve the quality of accounting information.

## Keywords:

### INTRODUCTION:

The global economy witnessed many financial collapses, and as a result of these collapses, interest came in the issue of corporate governance, especially the statement of its role in addressing financial crises and reform. Management in order to address the problems that may occur between the managers of these institutions and the owners as a result of some negative practices that may lead to adverse results. Therefore, attention and thinking increased on the need for a set of legislation and laws to protect the interests of all parties. E-governance is a set of laws, systems and decisions that aim to achieve quality and excellence in the performance of institutions by choosing appropriate and efficient methods and methods to achieve the plans and objectives of banks. E-governance aims to increase the time available to perform the service so that the service can be obtained at any time throughout the day without being bound by specific official working hours. It defines the rules and procedures related to decision-making in the economic unit and defines the structure through which goals are set, the means of achieving them, and the

means of monitoring performance, in addition to improving the quality of accounting information in order to assist internal and external users in making rational decisions.

### THE FIRST TOPIC: RESEARCH METHODOLOGY

#### 1-1 Research problem:

The problem of the research is the lack of expertise and competence required to apply electronic governance in the Iraqi banking units, which leads to the failure to provide accounting information with the quality required by internal and external users in order to rationalize their various administrative decisions. The research problem can be expressed through the following question: Is the application of Does electronic governance in Iraqi banks help improve the quality of accounting information? .

#### 1-2 Research objectives:

The research aims to address the foundations of knowledge of electronic governance and indicate its importance and requirements for its application in banking units, in addition to explaining its role in accounting information with the quality required by



internal and external users in order to rationalize their various administrative decisions in a manner that is commensurate with the variables of the contemporary business environment.

### **1-3 Research importance:**

The importance of the research came from the importance of electronic governance in improving the quality of accounting information, as electronic governance plays an important role in achieving efficiency in which scarce funds and resources are transferred to the investment project that achieves the highest returns and profits, as it is one of the determinants, initiatives and critical components for the reform of various investment institutions. It also supports the timely and accurate disclosure of all material matters related to the economic unit, including performance, financial position and property rights. It aims to increase the time available to perform the service so that the service can be obtained at any time throughout the day without being bound by specific official working hours and to define the requirements for obtaining the service and the required forms.

### **1-4 Research hypothesis:**

The research is based on the following hypothesis: The application of electronic governance in banking units can help improve the quality of accounting information.

### **1-5 Research sample:**

The research sample is one of the commercial banks listed in the Iraq Stock Exchange, which is the Kurdistan International Bank for the period from 2011 to 2020 in order to demonstrate the role of electronic governance in improving the quality of accounting information.

## **THE SECOND TOPIC: THE THEORETICAL FRAMEWORK OF THE RESEARCH**

### **2-1 The concept and importance of electronic governance:**

E-governance is seen as the use of information and communication technology to provide services by the economic unit to customers, the exchange of communication transaction information, the integration of various stand-alone systems and services between the economic unit and the customer, and between the different economic units, as well as the operations of administrative departments and interactions within an integrated framework (Zabaria, et.al., 2016: 288).

E-governance is a set of systems, procedures, and mechanisms to control the management of the

economic unit electronically through a strategic view to achieve long-term goals in an effective and efficient manner, as well as satisfy each of the shareholders, stakeholders, suppliers, and customers, and integrate with the legal requirements of the society as a whole (Wirtz, 2019: 3).

Electronic governance refers to the actions or procedures that are implemented by the parties representing shareholders and stakeholders, in order to provide appropriate methods for managing, supervising and monitoring risks by relying on legal and regulatory procedures to preserve the value of the company from the point of view of management and from the point of view of the customer and to achieve its objectives effectively and efficiently. Thus, it is a structure used to direct and manage the business and affairs of the company and to promote business prosperity and accountability to achieve the ultimate goal of the company (Sarbah, 2015:41).

Electronic governance works to protect the rights of each of the shareholders, owners and other stakeholders such as employees, creditors, customers, lenders and others, and works to recognize the right of all stakeholders as stipulated in the law, and to encourage active cooperation between companies and stakeholders in creating wealth and sustaining financially sound projects during The accounting period, as well as supports the timely and accurate disclosure of all material matters, including performance, financial position, and property rights (Katwesigye, 2013:31).

E-governance focuses on the complex links between the company and stakeholders with different objectives. Thus, it is a framework that controls and protects the interests of relevant actors in the market. It is also the structure of rights and responsibilities between parties that have an interest in the company. It supports the mechanisms through which stakeholders exercise control over Insiders and their management, and there are those who consider electronic governance as a system of checks and balances, which ensures that institutions fulfill their responsibilities to all stakeholders and act in a socially responsible manner in all areas of their business activity (Thi, 2018:13).

### **2-2 Objectives of Electronic Governance:**

Many researchers pointed to the multiplicity of goals behind e-governance, the most important of which is working to collect all services and information of importance to management and customers: (Iswaiissi & Falahati, 2017:35).



1. Increasing the time available for performing the service so that the service can be obtained at any time throughout the day without being committed to specific official working hours.
2. Determining the requirements for obtaining the service and the required forms in a way that enables them to be completed before going to the place of performing the service, and then reducing the time and effort required to perform the service.
3. Providing services to customers in an easy, fast and low-cost manner, and reducing friction between the employees of the economic unit and customers.
4. Improving the culture and awareness of customers by encouraging them to use modern technology.
5. Providing an appropriate climate for investment that works to reduce obstacles and measures that prevent investment
6. Availability of information about all government laws and regulations to customers to know the regulations governing a particular issue or issue.
7. Rationalizing spending and reducing unjustified costs as the number of employees is reduced, in addition to replacing the use of paper documents and cluttered warehouses with documents and documents by shifting towards the use of computers.
8. Getting rid of some forms of corruption and mismanagement and achieving transparency by making information available in an equal manner to all institutions and customers, and promoting the future plans of the state and its required development projects.
9. Attracting investors in a way that provides an attractive factor for companies working in the field of technology, raising the efficiency of the performance of the economic unit and preparing for integration into the global system to keep up with the modern information systems used.

### **2-3 Justifications for the shift towards electronic governance:**

There are many justifications that drive economic units to seek applications of electronic governance, and a group of developments and factors worldwide caused the emergence of what is known today as electronic government, which is seen by many specialists as a modern administrative philosophy imposed by the

digital revolution and the trends of globalization and democracy, and the most important of these justifications the following:

1. Openness, interdependence and integration in various fields and political, economic, social, administrative and legal dimensions, and it was the main means for this approach, its development and growth, as it provided the necessary tools to link human societies through various communication networks, and in particular the World Wide Web, which led to the development of various methods for Human welfare (Matthias, 2009:20).
2. Economic units are exposed to constant pressure from competitors, customers, and beneficiaries in general in order to meet the increasing demands on government services, due to the increasing number of competitors and changing customer tastes (Adman, 2020:3).
3. The global liberation movements have contributed to radical changes in the societal structure, accompanied by a rise in the level of awareness, social expectations, and the emergence of new visions for economic units of all kinds with regard to improving the level of performance in the provision of public services (Moses, 2007:360).
4. The acceleration of technological progress and the knowledge revolution associated with it, which requires keeping pace with that progress and benefiting from it in various fields of life because of the advantages it brings to a large number of scientific applications (Mulyadi & Martin, 2018:57).
5. The scarcity of resources and the urgent need for policies that contribute to the optimal utilization of resources, response and interaction with the requirements of the modern environment to catch up with development, avoid isolation and keep pace with the age of speed and informatics (Miglaniamet.al., 2014:10).

### **2-4 The relationship between electronic governance and the quality of accounting information:**

The information is the final results of the data that were subjected to processing in a specific way, in order to give a complete meaning that is used in the current and future operations of decision-making. , with the aim of processing and outputting it in the form of information that represents data and in the



form of financial statements that are useful in the decision-making process for internal and external users (Almasarwah, 2015:106).

Electronic governance helps in presenting financial statements that are prepared in order to provide adequate accounting information on the activities of the economic unit, so this information must be of the required quality through which it can meet the needs of users, because it can positively affect their various decisions such as administrative and investment decisions, Information quality is a set of means that may be in the form of a program, aiming to increase the emphasis on the final outputs of the accounting information system (Constantatos, 2018:55).

E-governance helps improve the quality of accounting information by improving a set of qualitative characteristics that must be characterized by accounting information in order to be of benefit to the parties benefiting from it. These characteristics differ from one institution to another, with consensus on three main characteristics: suitability, reliability, and portability For comparison, in a form that is commensurate with contemporary environmental changes (Al-Ahead, 2018:72).

The researchers (Dechow & Dichev) presented the accruals quality model for measuring the quality of financial reporting, which is based on the assumption that accruals (or working capital) are defined by past, current and future operating cash flows. The (Dechow & Dichev, 2002) model can be clarified through the following: (McNichols, 2002:63)

$$\text{Accruals}_{it} = \alpha + \beta_1 \text{CFO}_{it-1}/\text{TA}_{it-1} + \beta_2 \text{CFO}_{it}/\text{TA}_{it} + \beta_3 \text{CFO}_{it+1}/\text{TA}_{it+1} + \beta_4 \Delta \text{Revenue}_{it}/\text{TA}_{it} + \beta_5 \text{PPE}_{it}/\text{TA}_{it}$$

Then:

Accruals<sub>it</sub>: the quality of accruals to bank i in year t.  
 CFO<sub>it-1</sub>/TA<sub>it-1</sub>: The ratio of operating cash flow for the previous year to total assets. CFO<sub>it</sub>/TA<sub>it</sub>: The ratio of operating cash flow for the current year to total assets. CFO<sub>it+1</sub>/TA<sub>it+1</sub>: The ratio of future operating cash flow to total assets. ΔRevenue<sub>it</sub>/TA<sub>it</sub>: The percentage change in revenues to total assets. PPE<sub>it</sub>/TA<sub>it</sub>: Percentage of fixed assets to total assets.

Accordingly, electronic governance helps in providing appropriate and accurate information to its users, especially external ones, and making decisions related to the policy adopted by the economic unit known and known by delivering this information to users in a timely manner in a way that helps rationalize administrative decisions (Cheung, et.al., 2010). :148).

Table (1): Variables of the receivables quality model in Kurdistan International Bank for the period (2011-2020)

Year	CFO <sub>it-1</sub> /TA <sub>it-1</sub>	CFO <sub>it</sub> /TA <sub>it</sub>	CFO <sub>it+1</sub> /TA <sub>it+1</sub>	ΔRevenue <sub>it</sub> /TA <sub>it</sub>	PPE <sub>it</sub> /TA <sub>it</sub>
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## THE THIRD TOPIC: THE APPLIED SIDE OF THE RESEARCH

### 3-1 An introductory brief about Kurdistan International Bank:

Kurdistan International Bank was established in 2005 with a capital of (50) billion Iraqi dinars as a private joint stock company in accordance with the provisions of Companies Law No. (21) of 1997 amending the practice of comprehensive banking business. As in the year 2020, it is estimated at (400) billion Iraqi dinars, with a development rate of (800%) over the year of establishment. The bank currently has five branches and eight offices, and that the bank's mission is to provide the best service to its customers at the highest possible levels of quality, and one of the bank's strategic goals is to spread banking services for the purpose of reaching customers and communicating with them through expanding the network of branches, offices and ATMs, and comprehensiveness in banking services through the expansion of investment, financing and banking services formulas Employing the available financial resources in the best way that achieves the highest returns and profits compared to the risks arising from banking operations, and working to attract deposits and funds from institutions and individuals and achieving continuous growth rates in them, striving to apply the highest standards and levels of quality in the services and products provided by the bank.

### 3-2 Measuring the quality of accounting information in Kurdistan International Bank:

The quality of accounting information will be measured using the model (Dechow & Dichev, 2002) in the Kurdistan International Bank, which seeks to maximize the quality of receivables specified by operating cash flows. This model can be explained through the following:

$$\text{Accruals}_{it} = \alpha + \beta_1 \text{CFO}_{it-1}/\text{TA}_{it-1} + \beta_2 \text{CFO}_{it}/\text{TA}_{it} + \beta_3 \text{CFO}_{it+1}/\text{TA}_{it+1} + \beta_4 \Delta \text{Revenue}_{it}/\text{TA}_{it} + \beta_5 \text{PPE}_{it}/\text{TA}_{it}$$

Accordingly, the matter requires calculating each of the variables of this model, and it is possible to clarify the ratio of operating cash flow for the previous year to the total assets of the bank, the ratio of operating cash flow for the current year to total assets, the ratio of future operating cash flow to total assets, the ratio of change in revenues to total assets, and the ratio fixed assets to total assets, as shown in the following table:

2011	0.037817	0.263128	0.559420	-0.005836	0.073332
2012	0.096777	0.059097	0.013564	-0.004766	0.042944
2013	0.086784	0.003895	0.004032	-0.006023	0.093342
2014	0.015605	0.081732	-0.317222	-0.016924	0.173756
2015	0.051506	0.207827	0.434557	-0.010254	0.024726
2016	0.109221	0.212842	-0.082093	-0.004343	0.164970
2017	0.073718	0.124552	0.095296	-0.009918	0.126692
2018	0.030164	0.081770	0.008574	0.007666	0.055152
2019	0.100037	0.240368	0.284532	-0.012407	0.005674
2020	0.098220	0.135739	-0.049540	0.018442	0.103061

Source: Prepared by the researcher based on the data of Kurdistan International Bank.

After determining each of the operating cash flow for the previous year to the total assets of the bank, the ratio of the operating cash flow for the current year to the total assets, the ratio of the future operating cash flow to the total assets, the percentage of change in

revenues to the total assets, and the ratio of the fixed assets to the total assets, the quality of the receivables can be clarified (Accrualsit ) in Kurdistan International Bank for the period (2011-2020) through the following table:

Table (2): Accrualsit Quality in Kurdistan International Bank for the period (2011-2020)

Year	Accrualsit	Arrange
2011	0.927861	10
2012	0.207616	4
2013	0.182030	2
2014	-0.063053	1
2015	0.708362	9
2016	0.400597	6
2017	0.410340	7
2018	0.183326	3
2019	0.618204	8
2020	0.305922	5

Source: Prepared by the researcher.

It is noted from the above table that the lowest value was (-0.063053) for the year 2014 in the Kurdistan International Bank, and the highest value was (0.927861) for the year 2011 in this bank, and this indicates the quality of the accruals expressing the quality of the accounting information of the research sample bank during the extended research period From the year 2011 to the year 2020, through which the beneficiaries of the financial statements can know the accuracy of the bank's disclosure of its dues.

Accordingly, it can be said that all financial and accounting data and information required to measure the quality of accounting information are available in the Kurdistan International Bank, the research sample, and this bank has scientifically and practically qualified human cadres in order to measure the quality of accounting information and determine its suitability for the needs of users, and the information resulting from measuring the quality of Accounting information shall be auditable and reliable.

Also, the management of the research sample bank understands the results that are reached as a result of measuring the quality of financial reporting, as well as the availability of sufficient time to measure the quality of accounting information and provide appropriate information in a timely manner, for the purpose of classifying accounting information into good or not good in Kurdistan International Bank, which is expressed in the value of receivables Electives will be based on the (Jones) model, and the following mathematical model can be followed:

$$DAC_{it} / A_{it-1} = TAC_{ijt} / A_{ijt-1} - NDAC_{ijt} / A_{ijt-1}$$

Then:

DAC<sub>it</sub> / A<sub>it-1</sub>: Optional dues during the year to Kurdistan International Bank. TAC<sub>ijt</sub> / A<sub>ijt-1</sub>: Total dues on the total assets of the Kurdistan International Bank. NDAC<sub>ijt</sub> / A<sub>ijt-1</sub>: Non-optional receivables during the year on the total assets of the Kurdistan International Bank.



The absolute value of the optional dues can be clarified according to the Jones model in Kurdistan

International Bank for the period (2011-2020), as shown in the following table:

Table (3): The absolute value of optional dues according to the Jones model in Kurdistan International Bank for the period (2011-2020)

Year	The absolute value of optional accruals	Average the absolute value of optional accruals	Classification (good / not good)
2011	0.009084	0.0228347	Good
2012	0.003858	0.0228347	Good
2013	0.015306	0.0228347	Good
2014	0.012195	0.0228347	Good
2015	0.007591	0.0228347	Good
2016	0.024141	0.0228347	Not Good
2017	0.010453	0.0228347	Good
2018	0.005849	0.0228347	Good
2019	0.059233	0.0228347	Not Good
2020	0.080637	0.0228347	Not Good

Source: Prepared by the researcher based on the Jones model.

The above table shows the value of the optional accruals and the absolute value of these accruals, which were prepared according to the Jones model. If the absolute value of the optional accruals is greater than the value of the accruals themselves, this indicates that the accounting information is of the required quality and vice versa. It is noted from the above table that the accounting information was not of the required quality. During the years 2016, 2019, 2020, as for the rest of the years, the information was of high quality, as this information can be reviewed

and verified for its reliability in order to help rationalize the administrative decisions of the various users.

### 3-3 Measuring the role of electronic governance in improving the quality of accounting information in Kurdistan International Bank:

The value of the correlation coefficient (Pearson) between electronic governance and the quality of accounting information in Kurdistan International Bank for the period (2011-2020) can be clarified through the following table:

Table (4): The value of the correlation coefficient (Pearson) between electronic governance and the quality of accounting information in Kurdistan International Bank for the period (2011-2020)

Correlations			
The Variables		Electronic Governance and	Quality of Accounting Information
Electronic Governance	Pearson Correlation	1	0.902*
	Sig. (2-tailed)	0.000	0.000
	N	10	10
Quality of Accounting Information	Pearson Correlation	0.902*	1
	Sig. (2-tailed)	0.000	0.000
	N	10	10

Correlation is significant at the 0.01 level (2-tailed) \*

Source: prepared by the researcher based on the statistical program (SPSS-25).

It is noted from the above table that the relationship between electronic governance and the quality of accounting information is a strong direct relationship, which is significant at the level of 1%, and the correlation coefficient reached (0.902), and this means that the more electronic governance is used, the more

it leads to improving the quality of accounting information, so the bank, the research sample, seeks to focus on the use of possible technological means and commitment to apply governance mechanisms appropriately in a way that ultimately leads to improving the quality of accounting information in a

way that helps internal and external users to make rational and appropriate decisions. E-governance aims to increase the time available to perform the service so that the service can be obtained at any time throughout the day without being bound by specific official working hours and to define the requirements for obtaining the service and the required forms so

that they can be completed before going to the place of performing the service.

It is possible to test the correlation between electronic governance and the quality of accounting information in Kurdistan International Bank for the period from 2011 to 2020, as shown in the following table:

Table (5): Testing the correlation between electronic governance and the quality of accounting information in Kurdistan International Bank for the period (2011-2020)

The independent variable	R	SD Error of the Estimate	Durbin-Waston	The dependent variable
Electronic Governance	0.902*	0.61125618	1.92455934	Quality of Accounting Information
Correlation is significant at the 0.01 level (2-tailed) *				

Source: prepared by the researcher based on the statistical program (SPSS-25.)

It is noted from the table above, that the relationship between electronic governance and the quality of accounting information is a strong direct relationship, which is significant at the level of 1%, and the correlation coefficient reached (0.902), and this means that the more electronic governance is used, the more it leads to improving the quality of accounting information. On the other hand, it should be noted that the value of the (Durbin-Waston) test was between (1.5) and (2.5), where the value of this test was (1.92455934), which indicates that there is no self-correlation between the residuals in both research models, which confirms the validity of the results that have been reached, and confirms the impact of electronic governance on the quality of accounting information in Kurdistan International Bank for the period from 2011 to The year 2020, and therefore it can be said that the use of electronic governance whenever this leads to an improvement in the quality of accounting information, and thus the research hypothesis has been proven.

## THE FOURTH TOPIC: CONCLUSIONS AND RECOMMENDATIONS

### 4-1 Conclusions:

1. E-governance is the use of information and communication technology to provide services by the economic unit to customers, the exchange of communications transaction information and the integration of various stand-alone systems and services.
2. E-governance aims to increase the time available to perform the service so that the service can be obtained at any time throughout the day without being bound by

specific official working hours and to define the requirements for obtaining the service and the required forms so that they can be completed before going to the place of performing the service.

3. One of the most important justifications for the shift towards electronic governance is the acceleration of technological progress and the knowledge revolution associated with it, which requires keeping pace with that progress and benefiting from it in various fields of life because of the advantages it brings to a large number of scientific applications.
4. E-governance helps improve the quality of accounting information by improving a set of qualitative characteristics that must be characterized by accounting information in order to be of benefit to the parties benefiting from it, and these characteristics differ from one institution to another, with consensus on three main characteristics: relevance, reliability Comparability in a way that is commensurate with contemporary environmental changes.
5. Operational performance in the bank, reducing the routine procedures that the customer suffers from, and providing information and data in an easy way to benefit from them in making various decisions. Therefore, the application of electronic governance in banking units can help improve the quality of accounting information.

### 4-2 Recommendations:

1. Work on consolidating the culture of e-governance as well as consolidating the concept of development and activating it



within the culture of economic unity, because the success of e-government implementation depends mainly on the extent of adaptation and response of the various actors to it.

2. Spreading electronic awareness of employees and customers and providing them with modern knowledge that allows embodying the concept of electronic government. Urging the implementing agencies of the e-government initiatives to take into account the measurement criteria mentioned in the study through a central authority that supervises all sectors that implement the initiatives of transformation towards e-governance.
3. Re-improving development programs and avoiding actual problems in the future, and inviting economic units to try to develop ways to treat crises and bottlenecks and benefit from their results, even if they are negative results.
4. Intensifying training courses for workers in line with modern technological developments for the application of electronic governance, and this increases the worker's self-confidence that he is up to the level of new challenges, which reflects positively on raising morale and efficient work performance. so that the service can be obtained at any time throughout the day without being bound by specific official working hours.
5. Focusing on the satisfaction of the customer who benefits from electronic services because it is very important, while there was no positive effect on the overall dimensions of the efficiency of electronic services, which means that the Baghdad Passports Directorate did not involve the customer (the beneficiary) of those services, and therefore it contented itself with applying the shift towards electronic service.

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