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Financial literacy and work performance of local managers of the Adventist corporate in Cuba

Nivel de conocimiento financiero y desempeño laboral de directivos del corporativo adventista en Cuba

Ainota Prevall[1], Karla Saraí Basurto-Gutiérrez[2]

Abstract

The objective of the study was to know if there is a significant evaluation between the financial literacy necessary for daily administrative tasks and the performance levels of administrators within the Adventist corporate network in Cuba. This research was non-experimental, quantitative, transversal and correlational. A stratified sampling was used, incorporating 123 directors of the Adventist corporate network in Cuba, out of a total population of 242. The Cronbach's alpha coefficient was 0.721 for the 15-item financial literacy instrument, and 0.870 for the work performance instrument. of 19 articles, both considered acceptable for this study. Spearman's correlational rank test was applied due to the non-normal distribution of the data. A Spearman estimation coefficient (*r*) of .311 and a significance level (*p*) of .001 was found. Given this level of significance ($p < .05$), the null hypothesis suggesting that there was no relationship between the variables is rejected, supporting the alternative hypothesis of a positive compensation of medium strength. The findings suggest that improving financial literacy necessary for daily tasks correlates with better performance among Adventist corporate managers in Cuba participating in this study.

JEL Code:

Keywords: financial knowledge, financial performance, financial competencies, organizational efficiency

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Resumen

El objetivo del estudio fue conocer si existe una correlación significativa entre la alfabetización financiera necesaria para las tareas administrativas diarias y los niveles de rendimiento de los administradores dentro de la red corporativa adventista en Cuba. Esta investigación fue no experimental, cuantitativo, transversal y correlacional. Se utilizó un muestreo estratificado, incorporando a 123 directores de la red corporativa adventista en Cuba, de una población total de 242. El coeficiente alfa de Cronbach de 0.721 para el instrumento de alfabetización financiera de 15 ítems, y 0.870 para el instrumento de rendimiento laboral de 19 ítems, ambos considerados aceptables para este estudio. Se aplicó la prueba de rango correlacional de Spearman debido a la distribución no normal de los datos. Se encontró un coeficiente de correlación de Spearman (r) de .311 y un nivel de significancia (p) de .001. Dado este nivel de significancia ($p < .05$), se rechazó la hipótesis nula que sugería que no había relación entre las variables, apoyando la hipótesis alternativa de una correlación positiva de fuerza media. Los hallazgos sugieren que mejorar la alfabetización financiera necesaria para las tareas diarias, se correlaciona con un mejor rendimiento entre los administradores corporativos adventistas en Cuba que participaron en este estudio.

Código JEL:

Palabras clave: conocimiento financiero, rendimiento financiero, competencias financieras, eficiencia organizacional

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Introduction

This research aims to investigate whether there is a significant relationship between the level of financial knowledge required for daily tasks and the performance level of administrators at the Adventist Corporate in Cuba.

The sudden and widespread impact of the coronavirus pandemic has plunged the international economy into the worst recession since World War II, leading to an unprecedented economic slowdown for businesses (Khademian et al., 2020). However, the inherent need for competitiveness, profitability, and efficient goal attainment remains crucial (Trisnawati et al., 2023). Therefore, it has become essential to adopt good business practices. One of the most important practices is ensuring that employees are familiar with their tasks' objectives, responsibilities, and policies, as this guarantees effective and secure performance.

Financial management plays a crucial role in the decision-making process of any organization. It involves the planning, organizing, directing and controlling of financial resources to achieve organizational objectives (Kisdayanti & Pertiwi, 2021). Therefore, it is essential for local managers to possess a strong

level of financial knowledge to manage their organization's finances effectively (Bazrkar et al., 2021). Several studies have been conducted to determine the relationship between financial knowledge and job performance among local managers (Bilti et al., 2022).

Literature Review

Proper knowledge of each responsibility positively impacts performance by promoting uniformity in work, avoiding duplication of functions, facilitating the induction of new employees, and minimizing risks that affect organizational continuity. Choo an Proper knowledge of each responsibility positively impacts performance by promoting uniformity in work, avoiding duplication of functions, facilitating the induction of new employees, and minimizing risks that affect organizational continuity. Choo and Díaz (1999) define knowledge as the set of capabilities, knowledge, and mental processes that an individual has acquired to help them solve problems, interpret reality, and guide behavior.

Thomas (2005) views knowledge as the collection of information acquired through experience, learning, or reflection. Nonaka and Takeuchi (1995) classify knowledge primarily as explicit and tacit, emphasizing that knowledge is managed more in the social, psychological, and pedagogical realms, including the experience gained by each employee within an organization.

Castro-Gómez (2007) classifies knowledge into empirical, practical, and theoretical categories. He defines each of them in a simple manner as follows: (a) empirical knowledge: It is obtained from the universe and forms the basis of our understanding of the functioning of the universe; (b) practical knowledge: It is directed towards an end or the accomplishment of an action. It shapes behavior (e.g., technical knowledge, ethical knowledge, etc.); and (c) theoretical knowledge: It refers to experiences that we haven't had personally but have been transmitted to us (e.g., scientific knowledge, philosophical knowledge).

Furthermore, he recognizes the avenues through which knowledge is accessed: intuition, experience, tradition, authority, and finally, scientific experimentation. He concludes by stating that only by acquiring knowledge, cherishing it, transmitting it, and organizing it, can we shape what we have and learn from it.

Putri Hartono et al. (2023), and Sharkey (2015) notes that financial literacy involves having the confidence, understanding, and appropriate skills to make financial decisions that promote independence, stability, and financial well-being. These skills encompass the ability to identify, analyze, and effectively use information, resources, and services, as well as make informed decisions about financial commitments, budgets, credit, debt, and long-term planning.

However, tacit knowledge is entirely lost when an employee leaves, as this knowledge is not found in a manual or guide. It is acquired day by day and results from experience. Therefore, when a collaborator departs, the company not only incurs additional costs for training and recruitment but also

loses the knowledge acquired by that employee over time. This may force the new employee to make the same mistakes to acquire the knowledge, resulting in multiple levels of loss for the company.

It is in this sense that companies consider their employees' knowledge as the most precious tangible asset. They understand that this type of asset encompasses creativity, problem-solving abilities, education, professional qualifications, job-related knowledge, occupational assessment, and job-related competencies.

Without doubt, knowledge management is critical to the success of organizations in today's competitive and constantly evolving business environment (Namdarian et al., 2020). Organizations that prioritize the transfer and utilization of knowledge to enhance their innovation capacity are more likely to achieve long-term organizational performance (Zein & Hadijah, 2018). This is particularly true in terms of financial performance, where knowledge management has been found to have a direct impact on the organization's bottom line (Zajkowski & Żukowska, 2021).

Research has confirmed that informed and systematic knowledge management within organizations positively impacts corporate financial performance, while another author suggests that the application of knowledge management practices results in improved financial performance (Mubaraq et al., 2021). In addition, companies that prioritize knowledge sharing and utilize their collective expertise to drive innovation are better equipped to compete in the global market (Li et al., 2021).

However, possessing financial knowledge alone is not sufficient to guarantee effective financial management. Bawono et al. (2022) have shown that financial literacy does not necessarily translate to improved financial management in SMEs.

Regarding performance, Acosta Castillo et al. (2018) define it as the ability assumed by the employee while carrying out their work. They add that when specific objectives are created for the job and the procedures for carrying it out are clearly established, satisfaction is experienced by both the employer and the employee.

Días Chimba (2011) views performance as a set of actions and behaviors expected by the company from its employees, based on a scale that encompasses dimensions such as productivity, responsibility, competence, commitment, and interpersonal relationships in the workplace.

Ortiz García (2016) conceives it as the ability of a company or individual to: fulfill its objectives and goals, adapt to the environment, make rational use of the resources provided, and comply with its strategic guidelines.

Machin Hernández et al. (2015) state that professional performance in contemporary society has become a very important social need due to scientific, technical, technological advancements, knowledge production, and generalization. For them, performance is the capacity of an individual to carry out actions, duties, and obligations specific to their position or professional functions that a job requires. This is expressed in the actual behavior or conduct of the worker in relation to other tasks to be

fulfilled during the exercise of their profession, that is, what the professional does and not just what they know how to do.

Due to the relevance of these elements in the competitiveness and profitability of the entire organization, as well as the impact of these local executives on the management and stewardship of local financial resources amidst the general uncertainty that surrounds our environment, and finally, the lack of a tool in this Adventist corporate to ensure the custody and updating of explicit and tacit knowledge that guarantees performance in line with organizational guidelines and in accordance with the exhortation of White (2004) to work tirelessly to establish a solid financial system, it is through this study that we aim to explore the relationship between the level of knowledge and performance. It should address the following questions: Is there a significant relationship between the levels of financial knowledge of local executives in the Adventist corporate in Cuba? Are there any differences in this relationship concerning factors such as gender, age, educational level, years of experience, and the profession of those working there?

Materials and Methods

Study Design

According to the objectives outlined in this research, the present study was quantitative, descriptive, correlational, and cross-sectional. It was non-experimental since the variables were not manipulated or controlled. It was quantitative because there are numerical values and hypothesis testing, correlational because the relationship between two variables was sought, and cross-sectional because the data were collected at a single point in time.

Ethics

In conducting this study, ethical rules and considerations for research involving humans currently applied in Mexico were followed, as well as those outlined by the University of Montemorelos. This study upholds principles that govern conduct, ensuring that it does not harm others by respecting values such as respect when collecting information that supports the researcher, as well as obtaining and gathering information applied to the study sample through instruments such as surveys or interviews. Similarly, honesty is maintained regarding the information presented to be useful in the respective field of study. Truthfulness is maintained in the application of instruments to ensure reliable research that can be used for the target audience. The aspects are fundamental as they seek to gather important information from organizations through employees who participate in providing information for the research.

Population and Sample

To select the participants, a stratified probability method was followed, involving 123 directors of the Adventist Corporate in Cuba from the total population of 242 in this research. Regarding the

distribution of the participants of the Adventist Corporation of Cuba: 18% belong to the Pinar Del Río area, 15% to the Western and Central regions of the country respectively, 31% are made up of the directors of the Eastern zone and the rest 20% by those in the East of the island. Regarding sex, the majority are women 67.5%; regarding age, the highest frequency is 50 years or older 47.2%; regarding the school level, the highest frequency is the middle level 46.0%. The majority have worked for their respective organizations between 1 and 5 years 51.2%. Regarding profession, the highest frequency is profession or trade 46.0%.

Measuring Instrument

The survey technique was used for data collection, and the base instrument was the "Financial Inspection Oversight Service Inter-American Division Questionnaire" for the treasury area. The following sections of the questionnaire were used: (a) financial literacy level consisting of 15 items, and (b) work performance level consisting of 19 items.

To calculate the reliability of the instrument, the Cronbach's alpha method was used. The reliability value for the instrument measuring the financial literacy level was 0.721 for 15 items, and the reliability value for the instrument measuring work performance was 0.870 for 19 items, both of which are acceptable for this research.

Procedures

Participants received an informed consent letter and were informed about the study's characteristics and confidentiality. Only administrators who decided to participate were given instructions on how to respond. Subsequently, participants independently completed the measurement instruments. Data collection took place approximately from January to December 2021 and was conducted by the researcher. Upon receiving the questionnaire, the researcher allotted 15 minutes for participants to respond.

Data Analysis

A descriptive statistical analysis was performed presenting arithmetic means and standard deviations using a statistical program. To test the relationship hypothesis, the Rho Spearman statistical test was used, since the assumption of normality was not met. Nonparametric tests were also used to address hypotheses about differences.

The Mann-Whitney test was applied to assess the difference between gender and levels of financial knowledge and performance. The Kruskal-Wallis test was utilized to examine differences in age, educational level, years of experience, and profession concerning levels of financial knowledge and performance.

Results

Hypothesis Testing

There is a significant relationship between the level of financial knowledge required for daily tasks and the level of performance of the administrators of the Adventist Corporate in Cuba.

In this use, the Rho Sperman statistical test was used because the assumption of normality is not met, and it was decided to use a non-parametric test. The variables considered in the study are the level of financial knowledge and the level of performance.

When running the statistical test, an r value of .311 and a p significance level of .000 were found. For this level of significance ($p < .05$), the null hypothesis of independence between the variables will be rejected and the hypothesis of a relationship between them will be accepted. A positive compensation was found to a medium degree.

The Mann-Whitney test was applied to evaluate the difference between gender and levels of financial knowledge. When running the statistical test used in this analysis, a Z value of -.769 and a bilateral asymptotic significance level of p equal to .442 were found. Since the p value was greater than .05, it allows us to conclude that gender does not make a significant difference on the level of financial knowledge perceived by administrators. The mean rank for males was equal to 65.40 and for females 65.409. Regarding the level of financial performance, a Z value of -.898 and a bilateral asymptotic significance level of p equal to .369 were found. Since the p value was greater than .05, it is concluded that gender does not have a significant difference with respect to the administrators' financial performance level. The mean rank for males is 66.15 and females 60.00.

The Kruskal-Wallis test was used to examine differences between age, academic level, years of experience, and profession in relation to levels of financial knowledge and performance. When carrying out the analysis, a significant difference was found in the level of financial knowledge according to the academic level. A significant difference was found between the level of financial knowledge and the academic level ($p = 0.046$). The university students showed a greater mean rank of 74.82, the mean rank for middle school was 54.18, and the mean rank for college was 63.73. A significant difference was also found between the level of financial performance and the educational level (p = .001), a difference was found between the university students and the other groups ($p = .002$), a mean rank of 80.64 was obtained for university students, middle school educational level has a mean rank of 45.14, for college educational level a mean rank of 66.95 a higher education showed a higher level of financial performance.

Regarding the level of knowledge and years of experience, no significant difference was shown ($p = .909$); There was also no difference between financial performance and years of experience ($p = .519$). Regarding the level of knowledge and profession, there was no significant difference ($p = .162$); There was also no difference between financial performance and profession ($p = .652$). Regarding the level of knowledge and age, there was no significant difference ($p = .107$); There was also no difference between financial performance and age ($p = .794$).

Discussions

In this research, a significant positive relationship was found between the level of financial knowledge required for daily tasks and the level of performance of the administrators of the Adventist Corporate in Cuba. This result agrees with specialists who have previously made contributions on this topic. In this sense, it is noted that administrators must have the necessary knowledge about financial management, since this plays a crucial role in the decision-making process of any organization. It involves the planning, organization, direction, and control of financial resources to achieve organizational objectives (Kisdayanti & Pertiwi, 2021). Therefore, it is crucial that local managers possess a solid level of financial knowledge to manage their organization's finances effectively (Bazrkar et al., 2021).

Namdarian et al. (2020) consider knowledge management to be critical to the success of organizations in today's competitive and constantly evolving business environment. This is particularly true in terms of financial performance, where financial management has a direct impact on the organization's results (Zajkowski & Żukowska, 2021).

The application of knowledge management practices was found to result in better financial performance (Mubarak et al., 2021). Furthermore, companies that prioritize knowledge sharing and using their collective experience to drive innovation are better equipped to compete in the global market (Li et al., 2021).

Conclusions

In conclusion, the study carried out on the relationship between the level of financial knowledge necessary for daily functions and the performance of administrators in the Adventist Corporate in Cuba reveals a statistically significant and positive relationship of medium magnitude. These findings indicate that as the level of financial knowledge among manager's increases, a corresponding improvement is observed in their performance within the Adventist corporate entity. This connection suggests the importance of strengthening financial competencies among professionals in charge of management since it could directly impact the effectiveness and efficiency of their daily functions in the financial context.

For Future Research

In the construction of this scientific article, it is crucial to acknowledge the specificity and potential limitations inherent to the research methodology and sample selection. This study is meticulously centered on a niche demographic, specifically the administrators within the Adventist Corporate in Cuba. Such a focused approach, while enriching the depth of insights into this particular group, inherently restricts the applicability of the findings beyond this specific organizational and geographical context. Moreover, the reliance on a relatively small sample of administrators from the Adventist Corporate in

Cuba introduces additional constraints on the study's generalizability. These limitations suggest that the results, while significant within their immediate context, may not seamlessly extend or be applicable to broader populations or differing organizational environments. This consideration is vital for interpreting the study's outcomes and understanding the scope within which these findings hold relevance.

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Financial Management Quality and Mission Fulfillment of Religious Organizations in the Dutch Caribbean Union

Calidad de la administración financiera y cumplimiento de la misión de las organizaciones religiosas de la Unión Holandesa del Caribe

Gerline Cherona Eustaquia Camelia[1*], Soledad Arlene Murillo Campos[2]

Abstract

The primary aim of this study was to ascertain the presence of a significant correlation between the quality of financial management (FMQ) and institutional mission fulfillment (IMF) among the Seventh-day Adventist Churches of the Dutch Caribbean Union. This analysis was conducted based on the perceptions provided by the pastor, first elder, and treasurer of these churches.

The methodology used to conduct the study was a quantitative, descriptive, cross-sectional, and correlational design. The sample chosen was non-probabilistic. The instrument used to collect the necessary data on the variables of the study was a questionnaire developed by Meza, Borraz and Gumeta (2013) reporting a Cronbach Alpha of .903 and Charnichart (2018) reporting a Cronbach Alpha of .952; effective and efficient questionnaires to collecting data within a relatively short timeframe.

Based on the statistical test conducted, it can be concluded that there is a significant correlation between FMQ and the IMF, with the income administration dimension having a higher correlation. Furthermore, based on the responsibility of the three groups: "first elder", "pastor" and "treasurer", this study also concludes that the pastor group held a higher perception of the FMQ compared to both the first elder and treasurer groups. There is a significant difference regarding the FMQ between the pastors and treasurer's groups. Regarding the IMF, the study also concluded that among the groups of pastors, first elder, and treasurer, the group of pastors had a higher perception of IMF compared to the group of first elder and treasurer. In the case of their perception of the IMF, there is a significant difference between the pastors and the first elders and between the pastors and the treasurers.

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Keywords: financial management, mision fulfillment, religious organizations, quality

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Resumen

El objetivo principal de este estudio fue determinar si existe una correlación significativa entre la calidad de la gestión financiera (FMQ) y el cumplimiento de la misión institucional (FMI) entre las Iglesias Adventistas del Séptimo Día de la Unión Holandesa del Caribe, según la percepción del pastor, primer anciano y tesorero.

La metodología utilizada para realizar el estudio fue un diseño cuantitativo, descriptivo, transversal y correlacional con una muestra no probabilística. El instrumento utilizado para recolectar los datos necesarios sobre las variables del estudio fue un cuestionario desarrollado por Meza, Borraz and Gumeta (2013) reportando un Alpha de Cronbach de .903 y Charnichart (2018) reportando un Alpha de Cronbach de .952, siendo útil y eficiente para recopilar datos en un tiempo relativamente corto.

De la prueba estadística realizada se puede concluir que existe una correlación significativa entre el FMQ y el FMI, siendo la dimensión de administración del ingreso la que presenta la mayor correlación, partiendo también de la responsabilidad de los tres grupos: "primer anciano", "pastor" y "tesorero", este estudio también concluye que la percepción del grupo pastor de la FMQ es mayor en comparación con el grupo del primer anciano y tesorero. Existe una diferencia significativa con respecto al FMQ entre los grupos de pastores y tesoreros. Y respecto al FMI, el estudio también concluyó que, entre los grupos de pastor, primer anciano y tesorero, el grupo de pastores tiene una mayor percepción de FMI en comparación con el grupo del primer anciano y tesorero. En el caso de la percepción del FMI, hay una diferencia significativa entre los pastores y los primeros ancianos y entre los pastores y los tesoreros.

Código JEL: G00, M10, M20
Palabras clave: administración financiera, cumplimiento de la misión, organizaciones religiosas, calidad

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Introduction

Financial management is and will always be an essential aspect of any business, for the simple fact that it is impossible to do business without having the required resources to conduct the operations of the organization. It is also a significant component of the management of any business or organization. According to Cabrera-Bravo et al. (2017), financial management is a traditional area of management that applies to all types and sizes of organizations, regardless of their sector. It is important to make necessary analyses and decisions towards the evaluation process related to strategy and financial means to sustain the organization's operation. This is because the financial function encompasses all the tasks related to the achievement, use, and control of resources. The objective of financial management is to ensure that the organization is managed efficiently and effectively. Developing a model of the following three sequential and logical phases: planning, execution, and analysis, and a last phase related to control

and decision, can help in the fulfillment of the purpose of the organization.

Every organization wants to have financial stability and maintain economic growth during their business process to ensure the durable existence of the organization. To achieve this, according to Al Breiki and Nobanee (2019), high-quality financial management is crucial for organizations should they desire to establish financial stability and growth of the organization.

The financial system of a religious organization, like that of secular businesses, holds paramount importance in fulfilling its mission, which is to spread the eternal gospel of Jesus Christ. Most religious organizations rely on the fidelity of their members in returning tithe and offering as the main source of income for the organization. This means that finances are a scarce resource that must be managed properly to increase members' trust in the financial system, which in turn assures its existence, stability, and mission fulfillment as a religious organization. Additionally, other factors can contribute to members' commitment such as spirituality, transparency, leadership capacity, and financial management.

Religious organizations rely on funds from their members, which implies that the administrators (pastor, first elder, and treasurer) and executive committee members must manage all aspects of the organization with a particular focus on financial resources. This ensures that the members make their general and financial commitment to God and the church by contributing tithes, offerings, and donations, which are crucial to achieving the church's mission. Failure to effectively manage financial resources can erode trust among members, which negatively affects the organization's financial resources and its ability to fulfill its mission. Proper financial management provides the necessary information to help administrators in taking action and achieving the organization's goals and objectives. "The church will be successful in achieving its overall goal of spreading the gospel to the world only if it addresses its financial shortages" (Barnes, 2016, p.156).

Yohana et.al. (2021), stated that:

"The church should have a high level of transparency and accountability to reduce or prevent the misuse of church money (fraud) because fraud in the church is against the Word of God which is the foundation of church life" (p. 979).

According to Maxson and Lézeau (2006), many congregations struggle with their local church finances because they are simply paying operational bills. Effective congregational finances must include solid mission connection, clear biblical vision, strategic planning and budgeting, and systematic communication strategy.

That is why this study will be very meaningful and useful for religious and non-profit organizations, including the Seventh Day Adventist Church organization, that rely on the members' contribution via tithe, offerings, and other donations as income to sustain all their activities, including their prime mission of preaching the gospel around the world. This research aims to offer valuable insights into the financial management quality degree and the fulfillment of the mission in the aforementioned organizations.

Literature Review

Financial Management

Several authors have researched financial management and have provided different approaches to the concept of financial management in both for-profit and non-profit organizations. For instance, Bartolomé Elizabeth (2021), states that both types of organizations use it as a means to realize their objectives or mission; and in the case of religious organizations, their finances can be affected if the members are not faithful in returning tithes and offerings accordingly to sustain the church operations and development.

In order to achieve success in fulfilling its mission, every organization, regardless of its type or size, must effectively manage its financial administration. Financial stability and sustained economic growth are crucial for the longevity and prosperity of any organization throughout its operations. To achieve this, according to Al Breiki and Nobanee (2019), high-quality financial management plays a pivotal role in establishing financial security and fostering growth within an organization. Al Ahbabi and Nobanee (2019), further emphasize that financial management serves as an instrument that can be effectively utilized in the institution's business functioning activities to support or enhance an institution's sustainable practices and financial growth. Honore (2019), suggests that the procedure used by an organization to define its main goals and objectives, and the strategies employed to achieve them can be interpreted as financial management.

Ayensu et al. (2023), suggest church financial management as the way the church leaders used the resources entrusted to them for the intended purpose and for the benefit of the members or donors who entrusted them with the financial care and control of the church's financial resources. Members or donors expect that the money given to the church to achieve the mission would be used properly to ensure the church's financial stability, church growth and also comply with its core mission of saving souls for the kingdom of God. To succeed in financial management, Mawudor (2021), emphasizes that it is necessary to have financial plans and financial controls in place and make financial decisions, which in most church-related organizations is not the case.

Managing financial resources is to analyze the decisions and actions regarding the necessary financial means in the tasks of that organization, which also includes its achievements, use, and control. It also can help organizations meet their objectives by converting their mission and vision into monetary operations. The necessity to establish the goals of an organization can also be identified as the necessity for financial management; and financial management can be expressed as the operations of an organization that has to do with obtaining, using and management of the available funds to meet the goals of the organization, but this can only be achieved when there exists good financial management, which aims to fulfill the organization goals (Sukenti, 2023).

Quality

Quality management is considered by Martin et al. (2020), as dealing efficiently with changes and improvements as well as effective accomplishing of objectives, regardless of their nature, through successful efforts.

There are also several studies about the financial management quality degree according to the perception of the pastor, first elder, and treasurer of the Seventh-day Adventist churches. The investigation of Bodden Pagoada (2017), about this topic at the Southwest Region Conference revealed that the pastors, treasurers, and first elders' perceptions of the financial management quality degree were similar and within a range of good and very good. With the critical level associated with the statistic F (p = .430 >.05) and the following arithmetic means to the evaluator: pastors 5.27; first elders 5.32; treasurers 5.69. The results of the investigation conducted by Randeles Rascon (2015), done at the Northeast Conference of Mexico show that the financial management quality degree regarding the perception of the pastors, first elders, and the treasurers was not similar. The findings indicated that the first elders' perceptions were superior to that of pastors and treasurers. The arithmetic mean to the evaluator was the following: pastors 5.3; first elders 6.13; treasurers 5.47. One recent study, conducted by Bartolomé Elizabeth (2021), focused on the degree of financial management quality within the Seventh Day Adventist Conference of Curaçao among its church board members. The result, based on the perception of the church board members in Curaçao, indicated a good level of financial management quality, with an arithmetic mean of 5.36.

It is essential to understand that the term "quality" is subjective. In the context of this study, quality refers to the perception of church leaders regarding the effectiveness and safety of managing financial resources to fulfill their intended purpose.

Mission

According to the literature, there is evidence that non-profit organizations' mission fulfillment and growth can be weakened due to confrontation with exceptional challenges and risks; and to avoid this situation it is necessary to give special attention to substantial unexpected losses that can endanger the fulfillment of the mission (Griswold & Jarvis, 2014). This is very true since they are reliant on charitable donations in contrast with corporate entities that receive their income from commerce. Non-profit organizations rely on the resources received from donors and members so they can fulfill their mission and maintain the confidence of the donors in the organization by continuing to give the necessary resources the organization needs to have good governance practices (Williams Tate, 2023).

Each organization needs to have a clear understanding of its mission or objectives as they serve as the guiding principles for the organization's future direction and decisions. Mahama and Sausa (2022), delineates mission as the reason for an institution's existence. It is usually presented in the form of

a mission statement, to develop an awareness of the objective among employees and stakeholders. Furthermore, it indicates the organization's objective, the reason for its existence, values and beliefs, principles, and behavioral guidelines, which support the capacity and strategies peculiar to its competitive position.

An organization's mission captures its identity, uniqueness, and the role it plays in society. It thus helps maintain focus on objectives while inspiring and motivating. The institutional mission for Ullúa (2020), must be understandable and feasible (realistic/achievable), be confirmed and projected by the management team and their work teams, and constitute the axis backbone of all institutional documents. Mission statement: A company's or organization's mission statement is a document that states what they aim to achieve and the kind of service they intend to provide.

Fulfill: if you fulfill something such as a promise, dream, or hope, you do what you said or hoped you would do. It's like to carry out (Reverso Dictionary, 2024).

Every organization has a mission for which it exists and operates to achieve; it may be community social well-being, financial growth (personal or for stakeholders), etc. However, the most important mission of all Christians, and in the case of the SDA church, is to be disciples of Jesus and to spread the gospel to all people around the world—Revelation 12:6.

Seeing that this study is focused on the Seventh-day Adventist church underscores the significance of mentioning the church's mission statement: "to make disciples of all people, communicating the everlasting gospel in the context of the three angels' messages of Revelation 14:6-12, leading them to accept Jesus as personal Saviour and unite with His remnant Church, discipling them to serve Him as Lord and preparing them for His soon return" (Inter-American Division of the General Conference, 2018, p. 38).

A recent study among teachers in North American Seventh-day Adventist schools about their perceptions of the mission of the church conducted by Jackson (2019), reveals the following "These findings suggest that there is a clear grasp of the worldwide scope of the mission of the church. Nevertheless, there is a danger in focusing predominantly on this broad goal, in that it enables individuals to separate themselves from the mission and their role in it" (p. 128). This statement provides a crucial understanding of how the church's mission is being perceived. However, it also emphasizes the risk of members not feeling actively engaged in fulfilling the church's mission.

Importance of this Study

All organizations aiming to achieve their objectives must understand that effective management plays a pivotal role in directing human resources and financial assets towards the fulfillment of these objectives. This is especially true for the worldwide Seventh-day Adventist Church organization and even more so for a young and relatively small Union like the Dutch Caribbean Union, which has existed

for only 8 years. However, there is limited literature available on how financial management and mission achievement are linked, both in the Seventh-day Adventist community and in general. Consequently, it is a challenge to investigate the following question: Is there a significant correlation between the financial management quality degree and mission fulfillment according to the perception of the pastor, first elder, and treasurer of the Seventh-day Adventist churches of the Dutch Caribbean Union?

This study aims to be useful for the treasury department at the local fields and union levels. It highlights the significance of understanding the correlation between financial management and mission fulfillment. By doing so, it can serve as a guide for accurate financial resource management while planning mission fulfillment. This can help achieve a balanced model between these two aspects, thereby ensuring financial stability while effectively spreading the gospel around the world, especially within their territory.

Another benefit of this study lies in its capacity to assist church organizations in evaluating the quality of financial management perceived by the pastor, first elder, and treasurer of the local churches. This evaluation can lead to programs and guidelines that will help them improve their financial management knowledge. This will, in turn, help them be more cautious, responsible, and critical when dealing with the resources entrusted to them to reach the church's objectives.

The study will be beneficial for the members of the organization. If the findings are effectively used by the treasury department to enhance the management of financial resources, members will feel a higher sense of confidence and satisfaction in their association with the group. This may increase their willingness to contribute financially and provide support for the mission of the church.

Additionally, the literature review, findings, and discussions of the study can serve as a useful resource for future research.

All the above mentioned gives us a better understanding of the terms used in this study and also their possible interactions with each other concluding the importance of studying these variables within the context of the Seventh-Day Adventist church organization. Such investigation is crucial in helping with the future development of strategies to sustain the church mission and financial management.

Research Hypothesis

As mentioned before, the primary goal of this study is to determine whether there exists a significant correlation between the quality of financial management and the fulfillment of the mission, as perceived by the pastor, first elder, and treasurer of the Seventh-day Adventist churches of the Dutch Caribbean Union. This has resulted in the formation of the following hypothesis:

H_1. There is a significant correlation between the financial management quality degree and the mission fulfillment of the Seventh-day Adventist churches of the Dutch Caribbean Union according to the perception of the pastor, first elder, and treasurer.

Additionally, the research will also verify two other hypotheses, which are:

H_2. There is a significant difference between the perception of the pastor, treasurer, and first elder in the financial quality management of the Seventh-day Adventist churches of the Dutch Caribbean Union.

H_3. There is a significant difference between the perception of the pastor, treasurer, and first elder in the mission fulfillment of the Seventh-day Adventist churches of the Dutch Caribbean Union.

Methods

Design

This study adopts a quantitative, descriptive, cross-sectional, and correlational design. It aims to measure or gather information independently or interrelatedly about the concepts under investigation. The data is collected at a single point in time, and the study seeks to determine if there is any relationship between financial management and mission fulfillment.

Population

The research population consisted of 23 pastors, 46 first elders, and 46 treasurers of the local churches that are part of the Dutch Kingdom, in the territory of the Inter-American Division of the Seventh-day Adventists. These are the islands of Aruba, Bonaire, Curaçao, Saba, Sint Eustatius, and Sint Maarten (Dutch side).

Sample

The sampling conducted in this study is non-probabilistic, purposive, intentional, and for convenience. The Caribbean Union was ultimately selected as the study population due to it being a small and one of the newest organized unions in the territory of the IAD, where this study can provide great support in their development, as no such research has been done in this area yet. It therefore includes 18 pastors (some evaluating between two and four churches), 40 first elders, and 40 treasurers of all Seventh-day Adventist churches in Aruba, Bonaire, and Curaçao, which together form the Dutch Caribbean Union.

Instruments

To gather the required data on the study's variables, a questionnaire was used as it is an efficient means of data collection in a relatively short timeframe. The questionnaire is divided into three sections which include general and geographical information, financial management, and institutional mission fulfillment.

The financial management quality section is a tool consisting of 44 statements, which was developed by Dr. Manuel Ramón Meza Escobar, Professor Rodrigo Borraz Suárez, and student Lucía

Miriam Gumeta Pérez for a postgraduate thesis in 2013 (Gumeta Pérez, 2013). It has a Cronbach Alpha of .903, indicating high internal consistency. The tool was originally written in Spanish but was later translated into English for administration among participants. The study was conducted in English (the second most spoken language after Papiamentu, which is the native language of all three islands) and Spanish.

The institutional mission fulfillment section of the questionnaire consists of 23 questions. It was taken from a study conducted by Carlos Enrique Charnichart Castañares in 2018 for a doctoral thesis (Charnichart Castañarez, 2018). The study measured the institutional mission fulfillment section with a variance of 75.40% and a Cronbach Alpha of .952.

Data collection took place between August 2022 and June 2023. Participants were provided with a Google Form link to complete the survey electronically.

Data Analysis

To process the data collected for this research, specific techniques and procedures were implemented. For reliable data analysis, the software "Jamovi 2.3.28 Solid" was used, where several analyses were performed. The main purpose of this study was to determine if there is a significant correlation between the degree of quality of financial management and the fulfillment of the mission as perceived by the pastor, first elder, and treasurer of the Seventh-day Adventist churches of the Dutch Caribbean Union.

The Gpower software was used to compare the effective correlation between the variables, which is the effect size. The interpretation of the effect size based on Cohen's (1988) criteria is as follows: a) < 0.1 = trivial effect, b) 0.1 - 0.3 = small effect, c) 0.3 - 0.5 = moderate effect, and d) > 0.5 = large difference effect. The following procedures were done to collect the necessary data for this investigation: obtaining permission from both the Dutch Caribbean Union and the local fields to conduct this investigation in their territory among the pastors, first elders, and treasurers of the Seventh Day Adventist Churches.

Ethical Disclosure

There is no risk with the participation of respondents because the information required from the participants does not contain sensitive information of a physical nature, psychological, social, or financial. The sole objective of this information is to analyze them for process statistics; all information collected for this study will be managed confidentially and with due safeguard.

Results

Sample Demographic Data

Analysis of Table 1, which presents the demographic data of the participants, reveals several key findings. Firstly, the participant composition is predominantly male, accounting for 69.2% of the total. Regarding age distribution, participants were categorized into different age groups. Notably, the age group of 51 to 60 years had the highest representation, comprising 27.6% of the total participants; followed closely by the 41 to 50 age group which accounted for 23.4% of the participants. Examining years of experience, the majority of participants (65.3%) reported having between 0 and 10 years of experience in their respective roles. Geographically, the study drew participants from multiple locations. The largest representation was from Curacao, with 66.3% of the participants originating from this region. Aruba accounted for 22.5% of the participants, while Bonaire had a smaller representation of 11.2%.

Tabla 1

Demographic data of the sample

Variables	***n***	**%**
Gender		
Female	37	30.8
Male	61	69.2
Age		
20 – 30	8	8.2
31 – 40	16	16.3
41 – 50	23	23.4
51 – 60	27	27.6
61 – 70	21	21.4
71 >	3	3.1
Responsibility		
First elder	40	40.8
Pastor	18	18.4
Treasurer	40	40.8
Years of experience		
0 – 10	64	65.3
11 – 20	19	19.4
21 – 30	10	10.2
31 – 40	5	5.1

Variables	*n*	%
Field		
Aruba	22	22.5
Bonaire	11	11.2
Curaçao	65	66.3

Arithmetic mean, standard deviation, and Alpha of Financial Management Quality (FMQ) and Institutional Mission Fulfillment (IMF)

Table 2 provides information regarding the constructs and dimensions of Financial Management Quality (FQM) and Institutional Mission Fulfillment (IMF). It shows the total number of items, arithmetic means (M), standard deviation (SD), and reliability coefficient (α). For FQM, the income administration dimension (15 items) has the highest mean score of 3.96, with an SD of 0.477 and an α of 0.846. On the other hand, the fixed asset administration dimension (11 items) has the lowest mean score of 3.14, with an SD of 0.798 and an α of 0.882. The mean score for all FQM dimensions combined (44 items) is 3.67, with an SD of 0.552 and an α of 0.944.

For IMF, the member's attitude dimension (4 items) has the highest mean score of 3.68, with an SD of 0.656 and an α of 0.889. Meanwhile, the procedure dimension (4 items) has the lowest mean score of 3.42, with an SD of 0.756 and an α of 0.843. The mean score for all IMF dimensions combined (23 items) is 3.53, with an SD of 0.644 and an α of 0.957.

The mean score represents the average score of each dimension. SD indicates the dispersion of scores within each dimension. The α (Alpha) measures the extent to which the items within each dimension of the variables are correlated.

Tabla 2

Arithmetic mean, standard deviation, and Alpha of FMQ and IMF

Dimensions	*Items*	Mean	SD	α
Income Administration	15	3.96	.477	.846
Expenditure Administration	18	3.92	.620	.906
Fixed Asset Administration	11	3.14	.798	.882
Member's Attitude	4	3.68	0.656	.889
Internal Policies	4	3.51	0.751	.865
Attributes	7	3.48	0.742	.898
Communication	4	3.57	0.779	.833
Procedures	4	3.42	0.756	.843
Total FMQ	44	3.67	.552	.944
Total IMF	23	3.53	0.644	.957

Normality Test

For the normality test as seen in Table 3, the Shapiro-Wilk test was used for the FMQ and IMF as a whole and they are normally distributed ($p > .05$).

Tabla 3

Normality Test (Shapiro-Wilk)

	W	P
FMQ	0.988	0.351
IMF	0.988	0.348

Note. A low p-value suggests a violation of the assumption of normality.

Correlation Matrix FMQ-IM

H_1. There is a significant correlation between the financial management quality degree and the mission fulfillment of the Seventh-day Adventist churches of the Dutch Caribbean Union according to the perception of the pastor, first elder, and treasurer.

To test this hypothesis, it is important to note that both FMQ and IMF have a normal distribution, which enables the use of Pearson's correlation coefficients to determine the correlation between the two variables. In Table 4, the correlation coefficient (r = 0.748) and the p-value ($p = < .001$) for the FMQ to the IMF can be observed. It can be concluded that there is indeed a strong correlation of .748 between the FMQ and IMF, with a significant value of less than .001. As a result, the null hypothesis is rejected, and it is determined that there is a significant correlation between the FMQ and the IMF.

Tabla 4

Correlation Matrix FMQ - IMF

		FMQ	IMF
IMF	Pearson's r	0.748***	—
	df	118	—
	p-value	<.001	—
	N	120	—

*Note. * p < .05, ** p < .01, *** p < .001*

Statistical Power

To calculate statistical power, the G*Power program was used, inserting the correlation (.748), the sample size of 120, error probability of 0.05, Means (3.67 FMQ / 3.53 IMF), and SD (.552 FMQ / .664 IMF) of each variable which resulted in an effect size of .315 and a statistical power of .93. This means that the strength of the relationship between FMQ and IMF of .315 is modest and the statistical power of .93 indicates that the null hypothesis can be rejected with a 93% certainty because it is also false by 93% under the population. The results are shown in Table 5 below.

Table 5

*G*Power Statistical Power and Effect Size test*

t tests - Means: Difference between two dependent means (matched pairs)			
Analysis:	Post hoc: Compute achieved power		
Input:	Tail(s)	=	Two
	Effect size dz	=	0,3152049
	α err prob	=	0,05
	Total sample size	=	120
Output:	Noncentrality parameter §	=	3,4528967
	Critical t	=	1,9800999
	Df	=	119
	Power (1- ß err prob)	=	0,9285306

Statistical Difference

H_2. There is a significant difference between the perception of the pastor, treasurer, and first elder in the financial quality management of the Seventh-day Adventist churches of the Dutch Caribbean Union.

To test this hypothesis, a One-Way ANOVA was conducted. The results, presented in Table 6, indicate that the F-value is 4.55 with degrees of freedom (df1 = 2, df2 = 117) and a p-value of < .05. This suggests that there is a statistically significant difference between the groups being compared, and thus the null hypothesis is rejected. Therefore, it can be concluded that hypothesis H2 is true and accepted, and there is indeed a significant difference between the perception of the pastor, treasurer, and first elder in the financial quality management of the Seventh-day Adventist churches in the Dutch Caribbean Union.

Tabla 6

One-Way ANOVA (Fisher's)

	F	df1	df2	p
FMQ	4.55	2	117	.012

Table 7 shows the group descriptives for "Responsibility in church" based on the three groups: "First Elder," "Pastor," and "Treasurer." The "Pastor" group has the highest mean score (3.87), indicating a higher perception of FMQ compared to the other two groups, whereas the "Treasurer" group has the lower mean score (3.52).

Tabla 7

Group Descriptives

	Responsibility in the church	N	Mean	SD	SE
FMQ	First Elder	40	3.63	.622	.0984
	Pastor	40	3.87	.441	.0698
	Treasurer	40	3.52	.529	.0837

Table 8 displays mean differences and associated p-values for comparisons between three positions within the group: First Elder, Pastor, and Treasurer related to their perception of FMQ. From the comparison between the Pastor and Treasurer, can be observed that the mean difference between the Pastor and the Treasurer, that there is a difference of .353 in the perception of FMQ between these two positions, and the p-value associated with this comparison is .011, suggesting that this mean difference is statistically significant at the conventional significance level.

According to hypothesis H3, there is a significant difference in the perception of the pastor, treasurer, and first elder regarding the mission fulfillment of the Seventh-day Adventist churches of the Dutch Caribbean Union.

Tabla 8

Tukey Post-hoc Test-FMQ

		First Elder	Pastor	Treasurer
First Elder	Mean difference	—	-.245	.108
	p-value	—	.106	.643
Pastor	Mean difference		—	.353
	p-value		—	.011
Treasurer	Mean difference			—
	p-value			—

Note. The "—" in the table indicates that comparisons with the same position (e.g., First Elder vs. First Elder) are not applicable and are thus not presented. Similarly, the blank cells indicate comparisons that are not provided in the table.

To test this hypothesis, a One-Way ANOVA was conducted. As per Table 9, the F-value recorded was 14.3 with degrees of freedom (df1 = 2, df2 = 117) and a p-value of < .001. This indicates a statistical difference between the groups being compared, thereby rejecting the null hypothesis. Consequently, it can be concluded that the H3 hypothesis is correct, and there is a significant difference between the perception of the pastor, treasurer, and first elder regarding the financial quality management of the Seventh-day Adventist churches of the Dutch Caribbean Union.

Tabla 9

One-Way ANOVA (Fisher's)

	F	df1	df2	p
IMF	14.3	2	117	<.001

Table 10 shows the group descriptives for "Responsibility in church" based on the three groups: "First Elder," "Pastor," and "Treasurer." The "Pastor" group has the highest mean score (3.90), indicating a potentially higher perception of IMF compared to the other two groups, whereas the "Treasurer" group has the lower mean score (3.21).

Tabla 10

Group Descriptives

	Responsibility in the church	N	Mean	SD	SE
IMF	First Elder	40	3.48	.661	.1045
	Pastor	40	3.90	.552	.0873
	Treasurer	40	3.21	.524	.0829

Table 11 presents a comparison of the perceptions of Institutional Mission Fulfillment (IMF) among three positions within the group: First Elder, Pastor, and Treasurer. For the comparison between the First Elder and Pastor, the mean difference of -.416 suggests that, on average, there is a difference in the perception of IMF between these two positions. The associated p-value of .005 indicates that this difference is statistically significant at the conventional significance level (typically $p < .05$). For the comparison between the First Elder and Treasurer, the mean difference of .275 indicates that, on average, there is a difference in the perception of IMF between these two positions. However, the *p* of .092 shows that this difference is not statistically significant at the conventional significance level. Finally, for the comparison between the Pastor and Treasurer, the mean difference of .691 suggests that, on average, there is a difference in the perception of IMF between these two positions. The associated *p* of .001 indicates that this difference is statistically significant at the conventional significance level.

Tabla 8

Tukey Post-hoc Test-FMQ

		First Elder	Pastor	Treasurer
First Elder	Mean difference	—	-.416	.275
	p-value	—	.005	.092
Pastor	Mean difference		—	.691
	p-value		—	<.001
Treasurer	Mean difference			—
	p-value			—

Note. The "—" in the table indicates that comparisons with the same position (e.g., First Elder vs. First Elder) are not applicable and are thus not presented. Similarly, the blank cells indicate comparisons that are not provided in the table.

Discussions and conclusions

This research aimed to determine whether there is a significant relationship between the quality of financial management (FMQ) and the fulfillment of institutional mission (IMF) as perceived by the pastor, first elder, and treasurer of the Seventh-day Adventist Churches in the Dutch Caribbean Union. The study involved administering a questionnaire to all pastors, first elders, and treasurers of the Seventh-day Adventist Churches in the Dutch Caribbean Union, which includes the islands of Aruba, Bonaire, and Curaçao.

Analyzing the collected data, it was possible to determine whether there is a significant correlation between FMQ and IMF. Other analyses were also conducted, including identifying any possible differences between the perceptions of the groups investigated, namely the pastor, first elder, and treasurer.

The main objective of this investigation was to determine whether the hypothesis suggesting a significant correlation between Financial Management Quality (FMQ) and Institutional Mission Fulfillment (IMF) as perceived by the pastor, first elder, and treasurer of the SDA Churches of the Caribbean Union is true or false. The results of the investigation revealed a significant correlation between FMQ and IMF, where r = 0.748, indicating an acceptable correlation between FMQ and IMF. The p-value was found to be less than 0.001, which indicates a significant and positive correlation between FMQ and IMF.

Within the management of nonprofit organizations, according to Billups (2024), there is a complicated relationship between several factors that contribute to its failure, and it is imperative to emphasize two central elements, namely: effective strategic planning and rigorous financial management.

The dimension of FMQ (Financial Management Quality) that received the highest average score was income administration (Appendix A). The items 'trust in the person who counts the tithes and offerings' and 'trust in the person who collects the tithes and offerings' had the highest mean scores within this dimension. Bodden Paogada (2017), investigated using the same instrument to measure the Financial Management Quality between the pastor, first elder, and treasurer in the Southwest Region. The investigation also identified 'trust in the person who collects the tithes and offerings' as one of the items with the highest mean score. A survey among the church board members of the Seventh-Day Adventist churches of the Curaço Conference done by Bartolomé Elizabeth (2021), also gave the same results regarding the items with the higher mean score, respectively "confidence in the persons that recollect tithes and offerings", and "confidence in the persons that count the tithes and offerings". The higher mean scores in the income administration dimension are positive, as trust is a crucial aspect of ensuring that members participate in returning tithes and offerings, especially trust in the treasurer.

In contrast, the items with the lowest mean score in this current study were from the dimension of fixed asset management, specifically, the list of the inventory delivered to the manager/elder at the

beginning of the ecclesiastical cycle' and 'inventory control by the secretary or treasurer'; indicating poor management of equipment and inventory (Appendix A). These factors must be paid attention to as poor management of the Church's fixed assets can lead to significant losses and affect the Church's ability to expand and invest in new assets. But it is also important to note that from the dimension 'expenditure management' the items that scored the lowest mean are respectively 'the process of preparing the annual operating budget' and 'the management of the annual budget in all its areas' (Appendix A). If a church does not have an annual budget or fails to keep itself within its budget, it is a very dangerous situation for the operation and therefore the survival of that church. An annual church budget is necessary to achieve the mission and vision of the church as it helps in estimating future income and estimating expenditure for the same (Stolarzyck, 2019).

From the analysis carried out to investigate potential variations between the perceptions of the three groups consisting of pastor, first elder, and treasurer, depending on their responsibility towards the quality of financial management, it turned out that there is a statistically significant (p is .012) difference between at least two of the groups; this statistically significant difference was found between the pastor's and treasurer's groups.

Based on the Likert scale used to obtain the data, the group of pastors and elders had a similar perception of 'good', while the group of treasurers had a ''regular" perception of the financial management of the churches in the Dutch Caribbean Union. The 'pastor' group has the highest mean score (3.87), indicating that they potentially have a better perception of the quality of financial management compared to the other two groups.

Similar research on the quality of financial management concerning the perception of the pastors, first elders, and treasurers, conducted by Randeles Rascon (2015), at the Northeast Conference of Mexico, concludes that the quality of financial management concerning the perception of the pastors, the first elders, and the treasurers were not comparable; the perception of the 'first elders' (average 6.13) was better than the perception of the pastors and treasurers.

Another purpose of this research was to investigate how pastors, first elders, and treasurers perceive Institutional Mission Fulfillment (IMF) since no similar study has been conducted before this one. The study found that pastors had a higher perception score of IMF compared to first elders and treasurers. The mean score of the pastors' group was the highest at 3.90, indicating a potentially better perception of the IMF compared to the other two groups. Furthermore, the research revealed a significant difference in the perception of IMF between pastors and first elders, as well as between pastors and treasurers.

According to this study, the dimension 'member's attitude' scored the highest mean score, while the dimension 'procedure' scored the lowest mean score in the IMF. The items that scored the highest

mean score on the member attitude dimension were 'motivates the members' and 'encourages/promotes a high sense of cooperation among the members'. On the other hand, the items that scored the lowest mean score on the 'procedure' dimension were 'develops effective strategic plans' and 'defines high departmental goals' (Appendix A). In summary, the church is doing well in motivating and encouraging members towards fulfilling its mission; however, the church needs to focus on developing effective strategic plans and setting high departmental goals, which in turn can improve member cooperation and commitment to mission fulfillment.

Pereira (2023), states that any organization or business must have a strategic plan because it is an important tool to achieve success since it has to do with implementing structured plans to reach the organization's goals and objectives. It is an integral part of the organization's management system.
The results and discussion above provide insights to the church leaders of Aruba, Bonaire, and Curaçao on how the local church leaders perceive the quality of financial management in their churches. Purvis (2024), says that if nonprofit leaders are to effectively address and manage their financial vulnerabilities, it is critical that they understand and also develop strategies to address these issues.

The study highlights factors that contribute to a positive or negative perception of financial management and how it affects the fulfillment of the church's mission. Amble's (2023), research about efficacy and nonprofit organizations, shows that many nonprofits do not distribute their money efficiently; inefficiencies, in this case, relate to nonprofits' unnecessary expenses, or the use of risky financial practices. Furthermore, it states that by eliminating these inefficiencies, nonprofits can function more efficiently and significantly increase their chances of achieving their goals. Importantly, the study also establishes a correlation between financial management quality and mission fulfillment.

Limitations

As with most studies, the findings of this study must also be viewed in light of some limitations. The first limitation relates to existing literature. To the researcher's knowledge, to date, little or no prior research has been conducted in the same context as this study on the quality of financial management and the fulfillment of institutional missions, neither in the for-profit *nor non*-profit sectors.

The second limitation is regarding the use of the term financial resources and mission fulfillment in this study. The term financial resources refer to income, expenses, and fixed assets management, while institutional mission fulfillment refers to members' attitudes, internal policies, attributes, communication, procedures, and use of social media.

The third limitation is the geographic area, which was limited to the ABC Islands (Aruba, Bonaire, and Curaçao) which implies that the findings may not be transferable to other geographic locations.

Delimitations

For this study, the participation was limited to the pastor, first elder, and treasurer of the churches, even if the church council consisted of more members. This selection was necessary for comparability with other studies conducted on the FMQ according to the perception of the pastor, first elder, and treasurer.

Another delimitation was to exclusively include Seventh-day Adventist churches, excluding other denominations in the specified geographical area. This decision was made to prioritize contributions to the development of the Seventh-Day Adventist Church.

Recommendations

According to the findings of this study, there is a significant correlation between the quality of financial management (FMQ) and the fulfillment of institutional mission (IMF). This indicates that it is crucial for the local areas involved in this research, namely Aruba, Bonaire, and Curaçao to:

1. Monitor how local churches manage their finances towards fulfilling their mission, which is their primary purpose.
2. Identify the components of financial management that need development and strengthen them through training, seminars, and education.
3. Identify the areas that need improvement across various dimensions of the IMF and take proactive measures to address them.
4. To educate and inform local church leaders that there is a correlation between FMQ and IMF. This will help them manage their financial resources more responsibly to fulfill the church's mission of spreading the eternal gospel of salvation primarily in their territory, regionally, and globally.

It would be beneficial for future research to investigate the correlation between the variables FMQ and IMF, and to determine if one variable predicts the other. Future studies can also be done in this same context in other territories of the Seventh-Day Adventist Organization to see whether there are comparisons or contrasts. These studies would contribute to a better understanding of financial management and its impact on fulfilling missions in local churches. Administrators would be able to use this knowledge to plan effective strategies and ultimately achieve the goal of reaching more people for the kingdom of God.

Final consideration

The objective of this investigation was to determine the potential correlation between financial management quality and mission fulfillment among the SDA churches of the Dutch Caribbean Union,

according to the perception of the pastor, first elder, and treasurer. Such findings can help the leaders to get a better understanding of the possible interaction between those variables and help in the future development of strategies that will sustain the financial management to achieve the church mission.

With the result of the investigation showing that there exists a significant correlation between FMQ and IMF, the leaders must ensure that the financial resources are being mobilized towards mission fulfillment, by equipping the local church leaders with the necessary tools to enhance their service and achieve excellency in their ministry to God and reaching others for the eternal kingdom soon to come, which is our core objective as a church organization.

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Appendix A

Tabla 3

Arithmetic mean, median, and standard deviation of the dimension of income administration of FMQ

	Mean	Median	SD
1. Trust in the people who collect tithes and offerings	4.58	5.00	0.560
2. Safety during the collection of tithes and offerings	4.27	4.00	0.867
3. Trust in the person who counts tithes and offerings	4.63	5.00	0.517
4. Safety to store cash	4.18	4.00	0.979
5. Handling cash in a bank account	4.50	5.00	0.745
6. Managing excess cash in a temporary investment account	3.55	3.00	0.969
7. The process of making the bank deposits	4.19	4.00	0.853
8. The return of tithe and offering receipts to members	4.02	4.00	0.898
9. Control of the tithe books/program	4.03	4.00	0.809
10. The work of the financial commission	3.50	3.50	1.004
11. The promotion of personal generosity	3.43	3.00	0.817
12. The church's participation in the collection plan	3.02	3.00	0.939
13. The promotion of the offering of first fruits (gratitude offering)	3.37	3.00	1.020
14. The administration work of the local church treasurer	4.22	4.00	0.727
15. The financial audit work of the Association / Mission auditor	3.98	4.00	0.814

Tabla 4

Arithmetic mean, median, and standard deviation of the dimension of expenditure administration of FMQ

	Mean	Median	SD
1. The administration of petty cash	4.01	4.00	1.226
2. The endorsement, with notes or invoices, of each expense	3.96	4.00	0.873
3. Reconciliation of the checking account with the bank	4.08	4.00	0.945
4. Reports from the local treasury to church members	3.67	4.00	0.982
5. Sending of tithes and offerings to the Association / Mission	4.47	5.00	0.686
6. The use of online payment to pay major expenses.	3.89	4.00	1.308
7. The process of preparing the annual operating budget	3.43	4.00	1.288
8. The management of the annual budget in all its areas	3.50	4.00	1.264
9. The respect of the church board to the established annual budget	3.57	4.00	1.308
10. Authorization of expenses by the church board	4.21	4.00	0.755
11. The needs of each department taken into account	3.99	4.00	0.804
12. Financial decisions based on the church manual	4.11	4.00	0.731

	Mean	Median	SD
13. Control of operating expenses based on the annual budget.	3.60	4.00	1.239
14. The purchase of material and equipment for each department or area of the church	3.69	4.00	0.868
15. Collection of materials (Sabbath school material, children's divisions or youth ministry).	3.51	3.00	0.870
16. Payment of operating expenses (water, electricity, telephone, property, etc.).	4.43	5.00	0.707
17. Payment of debts/services with suppliers	4.30	4.00	0.846
18. Payment of debt with the Association / Mission	4.17	4.00	0.876

Tabla 3

Arithmetic mean, median and standard deviation of the dimension of fixed asset administration of FMQ

	Mean	Median	SD
1. The periodic realization of the inventory of furniture and equipment	2.66	3.00	1.134
2. The preservation of copies of the inventory by those responsible in the church	2.79	3.00	1.166
3. Donating the property in the name of the Seventh-day Adventist Church	3.17	3.00	1.266
4. The safeguard of the scriptures of the temple	4.00	4.00	0.979
5. Insurance of furniture and valuable equipment by insurance companies (Advent Risk Management or others)	3.42	4.00	1.351
6. Building property insurance by insurance companies (Advent Risk Management or others)	3.80	4.00	1.097
7. The list of the inventory delivered to the manager / elder at the beginning of the ecclesiastical cycle	2.52	2.00	1.223
8. Inventory control by the secretary or treasurer	2.63	2.50	1.277
9. Control of loan of furniture or equipment	3.21	3.00	1.236
10. The replacement of any decomposed, broken or lost furniture from the inventory	3.07	3.00	1.113
11. The maintenance of the physical plant of the temple	3.25	3.00	1.071

Tabla 6

Arithmetic mean, median, and standard deviation of the dimension of IMF

		Mean	Median	SD
	Dimension Member's Attitude			
1.	Emotionally commits its members	3.52	3.00	0.733
2.	Encourages/promotes a high sense of members collaboration	3.73	4.00	0.777
3.	Motivates members	3.77	4.00	0.753
4.	Encourage exemplary members behavior	3.69	4.00	0.765
	Dimension internal policies			
5.	Effectively designs members training programs	3.33	3.00	0.938
6.	Describes church leaders functions clearly	3.62	4.00	0.918
7.	Assign church leaders with the required skills	3.56	4.00	0.896
8.	Efficiently designs the giving of services	3.52	4.00	0.799
	Dimension Attributes			
9.	Anticipate market trends	3.18	3.00	0.979
10.	Permanently evaluates departmental activities	3.28	3.00	0.972
11.	Manages to be recognized for her mission	3.39	3.00	1.031
12.	Serves to Redeem	3.70	4.00	0.940
13.	Leads the promotion of values	3.63	4.00	0.841
14.	Encourages members to support institutions mission fulfillment	3.88	4.00	0.795
15.	Permanently evaluates extra activities of the church departments	3.29	3.00	1.016
	Dimension Communication			
16.	Uses institutional meetings to spread the mission	3.58	4.00	0.856
17.	Displays the mission in the church departments	3.64	4.00	0.896
18.	Spreads the mission by social media	3.48	4.00	1.092
19.	Gives systematic information to the members	3.58	4.00	0.958
	Dimension Procedures			
20.	Establishes high standards of institutional performance	3.48	3.00	0.840
21.	Develops effective strategic plans	3.36	3.00	0.960
22.	Equally distributes resources in the church departments	3.52	4.00	0.935
23.	Defines high departmental goals	3.35	3.00	0.932

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Grado de calidad de la administración financiera de las iglesias adventistas del séptimo día de la Asociación Sureste de Veracruz

Degree of quality of Financial Administration of Seventh-day Adventist Churches in the South-eastern Veracruz Conference

Osiel Caamal Turrubiates[1], Omar Arodi Flores Laguna[2*]

Resumen

El objetivo de esta investigación es evaluar la percepción que tienen los pastores de distrito, los encargados de iglesia y los tesoreros, respecto al nivel de calidad en la administración financiera de la región sureste de Veracruz. La investigación fue de corte no experimental, de enfoque cuantitativo y con alcance correlacional de diferencia de grupos. Se evaluaron 342 iglesias, agrupadas en 26 distritos, mediante una muestra no probabilística por conveniencia. Se seleccionó una muestra de 26 pastores (uno por distrito), 128 ancianos/encargados de iglesia y 112 tesoreros, totalizando 266 encuestados. Para abordar la heterogeneidad de los grupos, se tomaron tres muestras: 26 pastores, 35 ancianos o encargados y 35 tesoreros, con el fin de aumentar la homogeneidad. La selección de ancianos y tesoreros se realizó aleatoriamente según el tamaño del ingreso de las iglesias. En los resultados del estudio, se identificaron diferencias entre las percepciones del pastor y el tesorero en relación con la calidad de la administración financiera. En la primera muestra, esta discrepancia no alcanzó significancia estadística (p = 0.094). Sin embargo, en las muestras dos y tres, se observaron diferencias estadísticamente significativas entre pastores y tesoreros en su evaluación de la calidad de la administración financiera (p = 0.003 y p = 0.009 respectivamente), mostrando un tamaño de efecto mediano en ambas muestras.

Código JEL:

Palabras clave: administración financiera, administración financiera eclesiástica, gestión financiera, calidad de la administración financiera

Abstract

The objective of this research is to evaluate the perception of district pastors, church administrators and treasurers regarding the level of quality in financial administration in the southeastern

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region of Veracruz. The research was non-experimental, quantitative in approach and correlational in scope with group differences. A total of 342 churches, grouped in 26 districts, were evaluated by means of a non-probabilistic convenience sample. A sample of 26 pastors (one per district), 128 church elders/wardens, and 112 treasurers was selected, totaling 266 respondents. To address the heterogeneity of the groups, three samples were taken: 26 pastors, 35 elders/wardens, and 35 treasurers, in order to increase homogeneity. The selection of elders and treasurers was done randomly according to the size of the churches' income. In the results of the study, differences were identified between the perceptions of the pastor and the treasurer in relation to the quality of financial administration. In the first sample, this discrepancy did not reach statistical significance (p = 0.094). However, in samples two and three, statistically significant differences were observed between pastors and treasurers in their evaluation of the quality of financial management (p = 0.003 and p = 0.009 respectively), showing a medium effect size in both samples.

JEL Code:
Keywords: financial administration, ecclesiastical financial administration, financial management, quality of financial management

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Introducción

El campo de las finanzas es amplio y dinámico, y desempeña un papel fundamental en las organizaciones. Las finanzas constituyen la disciplina encargada de administrar de manera eficiente el dinero. De hecho, todas las organizaciones tienen como objetivo la obtención y generación de recursos monetarios para su posterior utilización o inversión.

Ponce Solé (2022) menciona que la administración financiera se define como el segmento de la disciplina económica que se dedica a la dirección y mejora de los movimientos monetarios asociados con la inversión, la obtención de fondos, así como las entradas provenientes de los cobros y las salidas derivadas de los pagos.

La administración financiera se define como el proceso integral de planificación, organización, dirección y control de todas las actividades relacionadas con los recursos financieros de una entidad, independientemente de su naturaleza jurídica o propósito operativo (Vázquez Vidal, 2023). Este ámbito de gestión abarca una amplia gama de organizaciones, tanto del sector privado como del público, caracterizadas por su diversidad en tamaño y objetivos institucionales. Desde grandes corporaciones hasta pequeñas empresas y entidades sin fines de lucro, todas comparten la necesidad de una gestión financiera eficaz para alcanzar sus metas y asegurar su viabilidad a largo plazo.

Pérez Conde et al. (2023) llevaron a cabo una investigación en Cuba con el propósito de examinar la gestión financiera a corto plazo en una empresa dedicada a la avicultura. Los hallazgos indicaron que las prácticas de análisis financiero no están siendo ejecutadas de manera adecuada, evidenciando problemas de liquidez, obstáculos para obtener financiamiento y una serie de dificultades adicionales.

Appiadu (2019) realizó un estudio con el objetivo de examinar las prácticas de gestión financiera en el entorno eclesiástico de Sudáfrica, centrándose específicamente en las iglesias pentecostales. Se identificaron múltiples desafíos, entre los cuales se destaca la elaboración de registros financieros por parte de voluntarios no capacitados, en lugar de personal especializado para esta tarea. Además, se detectaron déficits presupuestarios que amenazan la viabilidad financiera a largo plazo de estas instituciones religiosas.

Es evidente que la gestión financiera interna ejerce una influencia significativa en todas las organizaciones empresariales y sin fines de lucro, incluyendo las entidades eclesiásticas. Esta influencia conlleva una serie de desafíos administrativos que también se hacen presentes en las iglesias locales asociadas a la Iglesia Adventista del Séptimo Día, específicamente en la Asociación Sureste de Veracruz. En estas iglesias se lleva a cabo la gestión de recursos financieros vitales para mantener sus operaciones en funcionamiento.

Este tema reviste una importancia fundamental, dado que la gestión financiera en el ámbito eclesiástico podría haber recibido menos atención en comparación con otras áreas de la gestión financiera en entornos comerciales.

Según la observación de White (2020b), existe margen considerable para mejorar la gestión financiera en ciertas instituciones de la Iglesia Adventista del Séptimo Día. Se destaca la necesidad de implementar un enfoque más prudente y reflexivo en estas entidades. Es crucial adoptar métodos prácticos para controlar el crecimiento de los gastos, ya que estos pueden desembocar en la acumulación de deudas.

El objetivo de esta investigación es evaluar la percepción que tienen los pastores de distrito, los encargados de iglesia y los tesoreros, respecto al nivel de calidad en la administración financiera de la región sureste de Veracruz.

Revisión de literatura

Se realizó una revisión literaria que se presenta a continuación, enfocándose en el análisis de los elementos fundamentales de la administración financiera en el ámbito eclesiástico.

Administración financiera en el ámbito eclesiástico

De acuerdo con la afirmación de White (2020a), actualmente se observa una disminución de

la importancia de los valores morales y éticos, debido a una sociedad que cede ante la influencia de conceptos relativistas y teorías que minimizan dichos valores. En este contexto, los intereses personales y las ventajas individuales prevalecen en las transacciones tanto organizacionales como financieras. Sin embargo, las instituciones religiosas, así como sus líderes, deben mantenerse por encima de estas prácticas que no se alinean con los principios cristianos.

Argumedo (2023) señala que el concepto cristiano de la administración no está limitado al ámbito financiero como tradicionalmente se cree; más bien incluye todos los ámbitos de la vida de una persona, de cada miembro del cuerpo de Cristo, que es su iglesia. Por ello, es indispensable tener buenos administradores, personas que sepan cuáles son sus virtudes y limitantes no solo a nivel personal sino en el ámbito espiritual de todo aquello que administran.

Briscoe (2022) afirma que la administración financiera eclesiástica está formada por un discípulo financiero que aprende a administrar el dinero y los bienes como Dios quiere, aplicando principios bíblicos a cada área de su vida: la familia, el trabajo, la iglesia y los círculos sociales, entre otras.

Argumedo (2023) señala que la perspectiva sobre la administración financiera debe ser integral y para ello debe ser necesariamente teológica. La implicación de esta aseveración es que la perspectiva ha de estar en armonía con la misión y el carácter de Dios porque solo de esta forma se puede entender adecuadamente la administración y habilita para ejercerla bíblicamente.

Investigaciones de administración financiera en iglesias adventistas

Gumeta Pérez (2013) realizó una investigación sobre la calidad de la administración financiera de las Iglesias Adventistas del Séptimo Dia de la Asociación Centro de Chiapas. El propósito de esta investigación fue conocer si existe diferencia en la percepción que tiene el pastor distrital, el tesorero(a) de iglesia y el primer anciano/encargado de la calidad de la administración financiera en las principales iglesias adventistas. El tipo de investigación fue descriptivo, transversal, de campo y cuantitativo. Los instrumentos fueron aplicados a las principales iglesias de los 41 distritos que tiene la Asociación del Centro de Chipas. La muestra estuvo compuesta por 41 pastores, 41 primer ancianos/encargados y 41 tesoreros de los 41 distritos principales, haciendo un total de 123 personas encuestadas. En los resultados se observó que la percepción del pastor, primer anciano y tesorero fue muy similar, ya que el nivel de significación p fue de .884, .992 y .938, respectivamente, al comparar los grupos, por lo que se decidió retener la hipótesis nula. Las medias aritméticas fueron de 5.079 para el pastor, 5.091 para el anciano y 5.103 para el tesorero.

Randeles Rascón (2015) realizó una investigación similar sobre la calidad de la administración financiera en las iglesias de la Asociación del Noreste de los adventistas del séptimo día. En esa investigación se pretendió conocer si existe diferencia en la percepción que tiene el pastor distrital, el tesorero(a) de iglesia y el primer anciano/encargado de la calidad de la administración financiera en las

principales iglesias adventistas de la Asociación del Noreste. El tipo de investigación fue descriptivo, transversal, de campo y cuantitativo. Los instrumentos fueron aplicados a las principales iglesias de los 35 distritos que tiene la Asociación del Noreste. La muestra estuvo compuesta por 30 pastores, 30 primeros ancianos/encargados y 30 tesoreros, haciendo un total de 90 personas encuestadas. La variable dependiente fue el grado de calidad de la administración financiera. Para los resultados se utilizó la prueba ANOVA de un factor, con F (2,87) = 12.517 y $p < .001$ como este valor es menor de .05, se infiere que existe diferencia significativa en la percepción de la administración financiera de las iglesias adventistas, según los pastores, ancianos/encargados y tesoreros. Como existió diferencia se aplicó la prueba pos hoc de Games-Howell y se encontraron diferencias significativas entre: (a) pastor y anciano ($p < .001$) y (b) anciano y tesorero ($p = .001$). Las medias aritméticas fueron 5.31 para el pastor, 6.13 para el anciano y 5. 48 para el tesorero.

Booden Pagoada (2017) llevó a cabo un estudio con el fin de examinar la eficacia de la administración financiera en las congregaciones de la Iglesia Adventista del Séptimo Día, desde la perspectiva de los líderes eclesiásticos en la Conferencia de la región suroeste de Dallas, Texas. Se encuestó a un total de 90 líderes (30 pastores de distrito, 30 ancianos y 30 tesoreros). Los resultados revelaron que no hubo diferencias significativas en la percepción del nivel de calidad de la administración financiera. Las medias aritméticas fueron: 5.27 para los pastores, 5.32 para los primeros ancianos y 5.69 para los tesoreros.

Caculo (2020) llevó a cabo una investigación sobre la gestión financiera en las Iglesias Adventistas del Séptimo Día en el Distrito de Malanje Central en Angola. El diseño del estudio fue de naturaleza transversal y descriptiva. La muestra incluyó a 37 tesoreros y a otros 252 miembros de la iglesia, entre los que se encontraban pastores, ancianos y otros miembros. En la percepción, tanto de los miembros de la iglesia como de los tesoreros, se observó un alto nivel de competencia en algunos aspectos de la labor de los tesoreros, particularmente en lo concerniente a los registros y los informes financieros. Sin embargo, el promedio de evaluación de los miembros de la iglesia hacia los tesoreros fue de 3.38 en una escala de 1 a 5, lo que sugiere que existen áreas de mejora, incluyendo la elaboración anual del presupuesto de la iglesia. En cuanto a la autoevaluación de los tesoreros, estos se calificaron con un promedio de 3.58.

Metodología

La investigación fue de corte no experimental, de enfoque cuantitativo y con alcance correlacional de diferencia de grupos (Hernández Sampieri et al., 2014).

Población y muestra

La población total fue de 342 iglesias, que conforman 26 distritos. La muestra fue no probabilística

por conveniencia, se tomó una muestra de 26 pastores (uno por distrito), 128 ancianos o encargados y 112 tesoreros, la muestra total fue de 266 encuestados.

Variables e instrumentos

En este estudio la variable dependiente fue administración financiera y la independiente el tipo de encuestado (pastor, anciano y tesorero). Se actualizó el instrumento creado por Gumeta Pérez (2013) para medir el constructo administración financiera que se divide en las dimensiones: (a) administración del ingreso (AF1-AF15), (b) administración del egreso (AF15-AF32) y (c) administración del activo fijo (AF33-AF43). Se usó la escala tipo Likert de 11 puntos desde 0 *pésimo* hasta 10 *excelente*. La confiabilidad del instrumento por el alfa de Cronbach fue: administración del ingreso, .860; administración del egreso, .915; administración del activo fijo, .930 y en total en el instrumento tuvo una confiabilidad .959.

Recolección de datos

El procedimiento que se siguió para la recolección de los datos fue el siguiente:

1. Se preparó el instrumento para su aplicación y se actualizaron algunos ítems que no aplicaban a la administración financiera actual.
2. Se solicitó el permiso correspondiente a la administración de la Asociación del Sureste de Veracruz para aplicar el instrumento en una reunión mensual de trabajo a los pastores de cada distrito.
3. En una reunión de capacitación a los ancianos/encargados y tesoreros en representación de los 26 distritos que conforman la asociación, se aplicó el instrumento.

Análisis de datos

Se realizó un análisis estadístico descriptivo de las variables sexo, tipo de encuestado y tamaño de la iglesia en cuanto a su ingreso anual.

También se realizaron las pruebas de hipótesis para verificar las posibles diferencias entre los grupos: pastores (26), ancianos/encargados (128) y tesoreros (112). Como los grupos son muy heterogéneos, se tomaron tres muestras las cuales se conformaron por 26 pastores, 35 ancianos o encargados y 35 tesoreros, para que las muestras fueran más homogéneas. Los ancianos y los tesoreros fueron elegidos en forma aleatoria acorde al tamaño del ingreso de las iglesias de 26 distritos, representados por los pastores. Se aplicó la prueba de Shapiro Wilk ($n \leq 50$) para revisar la normalidad del constructo administración financiera, el criterio para determinar normalidad (p mayor a .05) permite que se acepte la hipótesis nula y los datos provienen de una distribución normal. En los tres grupos (pastor, anciano y tesorero) de la muestra seleccionada, la variable administración financiera no fue normal, por lo tanto, se aplicó

la prueba estadística no paramétrica de Kruskal Wallis. Por último, se aplicaron las pruebas posteriores (Scheffe y Games Howell) para conocer en que grupos existía diferencia significativa.

Con respecto al tamaño del efecto en la prueba ANOVA, se utilizó la formula $F^2 = \frac{R^2}{1-R^2}$, siendo *F* el tamaño del efecto. Se considera un tamaño del efecto pequeño cunado *F* es igual a .10, un tamaño del efecto mediano cuando *F* es igual a .25 y un tamaño del efecto grande cuando *F* es igual o mayor a .40

Resultados

Variables demográficas

Respecto a las variables demográficas, se encontró que el 62.0% son hombres, mientras que el 38% son mujeres. Con respecto al tipo de encuestados, se observa que el 48.1% son ancianos o encargados de la iglesia, el 42.1% son tesoreros y el 9.8% son los pastores de los distritos. Con respecto al ingreso de la iglesia la gran mayoría de los encuestados (61.7%) contestó que el ingreso era menor a $300,000 por año, el 26.9% mencionó que tenían ingresos entre $300,001 y $500,000 y en un pequeño grupo de 30 encuestados (11.4%) dijo que sus iglesias tenían un ingreso por encima de $500,001 (ver Tabla 1).

Tabla 1

Datos demográficos de la muestra

Variable	*n*	%
Sexo		
Hombre	165	62.0
Mujer	101	38.0
Tipo de encuestado		
Pastor	26	9.8
Anciano/encargado	128	48.1
Tesorero	112	42.1
Ingreso en la iglesia		
0-300,000	163	61.7
300,001-500,000	71	26.9
500,001-	30	11.4

Medias aritméticas, desviación estándar

En la Tabla 2 se describen las medias aritméticas de la percepción de la administración financiera para el pastor, anciano y tesorero.

Las medias aritméticas más altas para el pastor fueron: "El envío de diezmos y ofrendas a la Asociación/Misión (AE19)" (*M* = 9.77) y "El trabajo de auditoría financiera del auditor de la Asociación/ Misión (AI15)" (*M* = 9.73). Mientras que los ítems con las medias aritméticas más bajas fueron: "El uso de cheques para el pago de gastos mayores (AE20)" (*M* = 5.24) y "La donación de la propiedad a nombre de la Iglesia Adventista del Séptimo Día (AA35)" (*M* = 6.73).

Las medias aritméticas más altas para el anciano fueron: "La confianza en las personas que recogen los diezmos y ofrendas (AI1)" (*M* = 9.77) y "La confianza en la persona que cuenta los diezmos y ofrendas (AI3)" (*M* = 9.71). Los ítems que presentaron las medias aritméticas más bajas fueron: "La promoción de la ofrenda de primicias (AI13)" (*M* = 7.41) y "El uso de cheques para el pago de gastos mayores (AE20)" (*M* = 7.33).

Con respecto al tesorero, las medias aritméticas más altas fueron:" Las necesidades de cada departamento tomadas en cuenta (AE25)" (*M* = 9.92) y "El envío de diezmos y ofrendas a la Asociación/Misión (AE19)" (*M* = 9.75). Los ítems con la media aritmética más baja fueron: "El uso de cheques para el pago de gastos mayores (AE20)" (*M* = 8.04) y "La promoción de la ofrenda de primicias (AI13)" (*M* = 8.39).

Tabla 2

Media aritmética de los ítems de administración financiera

Ítems	M1 (M)	M2	M3
1. La confianza en las personas que recogen los diezmos y ofrendas.	9.54	9.77	9.70
2. La seguridad durante la recolección de diezmos y ofrendas.	9.54	9.64	9.56
3. La confianza en la persona que cuenta los diezmos y ofrendas.	9.54	9.71	9.49
4. La seguridad para guardar el efectivo y los cheques.	9.08	9.34	9.34
5. El manejo de efectivo en un fondo confiado, caja fuerte, bóveda, etc.	7.58	8.84	9.12
6. El conocimiento del efectivo con el que dispone la iglesia. mensualmente.	8.62	8.76	9.04
7. El proceso para hacer los depósitos bancarios.	8.65	9.26	9.07
8. La devolución de los recibos de diezmo y ofrendas a los miembros.	8.23	8.18	9.02
9. El control de los libros de diezmo.	9.12	9.02	9.34
10. El trabajo de la comisión de mayordomía.	7.42	8.28	8.79
11. La promoción de dadivosidad personal.	7.54	7.89	8.71
12. La participación de la iglesia en el plan de recolección.	7.80	8.32	8.72
13. La promoción de la ofrenda de primicias.	7.15	7.41	8.39
14. El trabajo de administración del tesorero (a) de la iglesia local.	8.96	9.25	9.48
15. El trabajo de auditoría financiera del auditor de la Asociación/Misión.	9.73	9.38	9.60
16. La administración de la caja chica para gastos menores.	8.54	8.35	9.12

Ítems	M1 (M)	M2	M3
17. El respaldo, con notas o facturas, de cada gasto.	8.92	9.37	9.26
18. Los informes de la tesorería local a los miembros de la iglesia.	8.77	8.61	9.22
19. El envío de diezmos y ofrendas a la Asociación/Misión.	9.77	9.64	9.75
20. EL uso de cheques para el pago de gastos mayores.	5.24	7.33	8.04
21. El proceso de elaboración del presupuesto operativo anual.	7.73	7.94	8.97
22. El manejo del presupuesto anual en todos sus rubros.	7.81	8.07	9.09
23. El respeto de la junta directiva al presupuesto anual establecido.	8.38	8.30	9.26
24. La autorización de los gastos por la junta directiva.	8.58	9.09	9.31
25. Las necesidades de cada departamento tomadas en cuenta.	8.65	8.94	9.92
26. Las decisiones financieras basadas en el manual de la iglesia.	8.69	8.52	9.14
27. El control de los gastos operativos con base en el presupuesto anual.	8.31	8.24	9.22
28. La compra de material y equipo para cada departamento de la iglesia.	8.46	8.76	8.92
29. La cobranza de materiales (material escuela sabática, etc).	8.27	8.73	9.11
30. El pago de los gastos operativos (agua, luz, teléfono, predial, etc.).	9.42	9.29	9.44
31. El pago de las deudas con los proveedores (construcción, etc).	9.11	8.93	9.12
32. El pago de las deudas con la Asociación/Misión.	9.04	9.19	9.41
33. La realización periódica del inventario de mobiliario y equipo.	7.58	8.13	8.72
34. La conservación de copias del inventario.	7.85	8.09	8.70
35. La donación de la propiedad a nombre de la IASD.	6.73	8.35	8.91
36. El resguardo de las escrituras del templo.	8.15	7.94	8.95
37. El seguro del mobiliario y equipo de valor por Adventist Risk.	7.81	8.16	8.85
38. El seguro de propiedad del edificio por Adventist Risk.	8.08	8.06	8.43
39. La relación del inventario entregada al encargado al inicio del ciclo eclesiástico.	7.62	7.98	8.71
40. El control del inventario por parte del secretario o tesorero.	7.69	7.94	8.86
41. El control de préstamo de mobiliario o equipo.	7.73	7.87	8.51
42. La reposición de algún mobiliario descompuesto o perdido del inventario	8.00	7.93	8.47
43. El mantenimiento de la planta física del templo.	8.27	8.60	9.01
TOTAL	8.32	8.62	9.07

M1: pastor, M2: anciano y M3: tesorero

Prueba de hipótesis nula

H_o: No existe diferencia significativa en la percepción del grado de la calidad de la administración financiera, evaluado por el pastor, anciano y tesorero de las Iglesias Adventistas de la Asociación del Sureste de Veracruz, México.

Para probar la hipótesis se conformaron tres muestras con 26 pastores, 35 ancianos y 35 tesoreros. En la Tabla 3 se observa la normalidad del constructo administración financiera en las tres muestras en el grupo de los pastores ($p > .05$), pero no existe normalidad en los ancianos y tesoreros ($p < .05$), por lo que el constructo administración financiera no es normal en las tres muestras.

Tabla 3

Normalidad (p>.05) de los datos de las tres muestras

Muestra	Pastor	Anciano	Tesorero
Muestra 1	.088	.000	.000
Muestra 2	.076	.000	.000
Muestra 3	.110	.000	.001

En la Tabla 4 se observa que las medias aritméticas más bajas son las que percibe el pastor, aunque está próximo a una calificación promedio de 8.5, el anciano tiene una percepción más cercana al 9.0 de calificación y la evaluación del tesorero está por encima de 9.0. En promedio el pastor, anciano y tesorero perciben una muy buena administración financiera en las iglesias.

Tabla 4

Medias aritméticas de las tres muestras

Muestra	Pastor	Anciano	Tesorero
Muestra 1	8.56	8.69	9.01
Muestra 2	8.31	9.21	9.43
Muestra 3	8.32	8.47	9.11
Muestras (promedio)	8.40	8.79	9.20

Como las tres muestras no siguen una distribución normal en los tres grupos, se utilizó la prueba no paramétrica de Kruskal Wallis. En la Tabla 5 se muestra los valores del estadístico utilizado y la significación de las tres muestras. Como el valor de p es menor de .05 en las tres muestras se concluye que existe una diferencia significativa en los grupos de las tres muestras analizadas.

Tabla 5

Prueba de hipótesis con el estadístico de Kruskal Wallis

Muestra	H de Kruskal Wallis	*p* Valor
Muestra 1	9.53	.009
Muestra 2	14.62	.001
Muestra 3	9.54	.008

Al existir una diferencia significativa en las tres muestras, se aplicaron los estudios posteriores para conocer en que grupos existe diferencia significativa, en las muestras uno y dos se aplicó la prueba de Scheffe porque se tenían varianzas homogéneas y en la muestra tres se aplicó la prueba de Games Howel porque las varianzas fueron diferentes. En las tres muestras las diferencias en los grupos fueron entre el pastor y el tesorero, en la muestra uno hubo diferencia, pero no resultó significativa, mientras que en las muestras dos y tres la diferencia entre estos dos grupos fue significativa (p = .003 y p = .009, respectivamente) de casi una unidad, las diferencias de medias y el tamaño del efecto para pastor y tesorero en la muestra dos fue de .34 (tamaño del efecto mediano) y para la muestra tres fue de .26 (tamaño del efecto mediano).

Tabla 4

Comparaciones post hoc de tres muestras

Muestras	Grupos	Diferencia de medias	pValor	Tamaño del efecto
Muestra 1	Pastor-anciano	-.37	.503	NA
	Pastor- tesorero	-.69	.094	NA
	Anciano- tesorero	-.32	.542	NA
Muestra 2	Pastor-anciano	-.50	.155	NA
	Pastor- tesorero	-.90	.003	.34
	Anciano- tesorero	-.40	.244	NA
Muestra 3	Pastor-anciano	-.16	.894	NA
	Pastor- tesorero	-.79	.009	.26
	Anciano- tesorero	-.63	.125	NA

Discusión

El objetivo de esta investigación es evaluar la percepción que tienen los pastores de distrito, los encargados de iglesia y los tesoreros, respecto al nivel de calidad en la administración financiera de la región sureste de Veracruz.

Tras finalizar el análisis descriptivo pertinente, se pudo observar que, en los diversos grupos examinados, los pastores mostraron una percepción positiva, mientras que la percepción de los ancianos/encargados fue muy positiva, y la de los tesoreros también fue favorable. Esto indica que, en términos de proximidad al trabajo de administración de recursos, tanto los ancianos como los tesoreros perciben una eficacia mayor en comparación con los pastores, cuya percepción de administración financiera parece ser más distante. En el estudio llevado a cabo por Randeles Rascón (2015), se hallaron resultados similares donde se evidencia que tanto los ancianos como los tesoreros tienden a percibir de manera más favorable la gestión financiera de las iglesias en comparación con los pastores. Por otro lado, en la investigación realizada por Gumeta Pérez (2013), se observó una percepción muy similar entre pastores, ancianos y tesoreros, aunque nuevamente los pastores mostraron la percepción más baja en cuanto a la administración financiera.

Con respecto a los resultados de las pruebas de hipótesis en esta investigación, se identificaron diferencias significativas en dos de las tres muestras entre los pastores y los tesoreros de las iglesias pertenecientes a la Asociación Sureste de Veracruz. Similarmente, Randeles Rascón (2015) reportó diferencias significativas en la percepción entre pastores y tesoreros, así como entre pastores y ancianos/encargados, en las Iglesias Adventistas del Séptimo Día de la Asociación del Noreste. En contraste, en un estudio similar, Gumeta Pérez (2013) no encontró diferencias significativas en la percepción de pastores, ancianos y tesoreros en cuanto al grado de administración financiera en las Iglesias Adventistas del Séptimo Día en la Asociación Centro de Chiapas.

Conclusión y limitaciones

La conclusión extraída de este estudio indica que tanto los tesoreros como los ancianos tienen percepciones muy similares respecto al nivel de gestión financiera en la Asociación Sureste de Veracruz, mientras que los pastores la perciben en un nivel inferior. Se observaron diferencias significativas en las percepciones entre tesoreros y pastores en dos de las tres muestras analizadas.

Algunas de las limitaciones de esta investigación incluyen: (a) la validación del instrumento se limitó a la validez de contenido, sin abordar su validez de constructo; (b) existe una escasez de estudios previos sobre administración financiera en el contexto eclesiástico; (c) la recopilación de información no logró obtener una representación completa de todas las iglesias en relación con sus ancianos/encargados y tesoreros y (d) la muestra fue de tipo no probabilístico, lo que impide la generalización de los resultados.

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Predictors of Supermarket Performance in a Small Developing Country. The Case of Trinidad

Predictores del desempeño de los supermercados en un pequeño país en desarrollo. El caso de Trinidad

Stephen W. Pilgrim[1], Keston M. Quow[2], Jorge A. Hilt[3]

Abstract

This study examines the factors affecting the performance of supermarkets in a small developing country. The retail industry in Trinidad and Tobago is quite substantial and impactful; however, there is a shortage of research in this area that makes this research necessary.

Using a quantitative, non-experimental, cross-sectional, correlational, and predictive design, data were collected from a sample of 142 supermarkets in Trinidad. Instruments were created for the variables measuring marketing performance, management/leadership, and economic factors, and an instrument for measuring supermarket performance was adapted. A multiple linear regression model was analyzed in which supermarket performance was the dependent variable and the others mentioned were the independent variables.

The multiple linear regression model showed the general management/leadership (ß = .316), and economic factors (ß = .276) variables are significant predictors of supermarket performance. The model explained 39.4% of the variance of the dependent supermarket performance. It is concluded that supermarket management drives efficiency by managing economic factors to establish the most optimal performance.

The final model provided valuable information on the supermarket sector, but the sample used was mainly composed of small and medium-sized supermarkets. Consequently, the model may be limited in its application.

JEL Code: C21, C25, C52

Keywords: supermarket performance, marketing, economy, management, Trinidad

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Resumen

Este estudio examina los factores que afectan el desempeño de los supermercados en un pequeño país en desarrollo. La industria minorista en Trinidad y Tobago es bastante importante e impactante; sin embargo, la falta de investigación en esta área hace que esta sea necesaria.

Utilizando un diseño cuantitativo, no experimental, transversal, correlacional y predictivo, se recolectaron datos de una muestra de 142 supermercados en Trinidad. Se crearon instrumentos para las variables que miden el desempeño de marketing, la gestión/liderazgo y los factores económicos, y se adaptó un instrumento para medir el desempeño de los supermercados. Se analizó un modelo de regresión lineal múltiple en el que el desempeño del supermercado era la variable dependiente y las demás mencionadas eran las variables independientes.

El modelo de regresión lineal múltiple mostró que las variables de gestión/liderazgo general (ß = .316) y factores económicos (ß = .276) son predictores significativos del desempeño del supermercado. El modelo explicó el 39,4% de la varianza del desempeño dependiente del supermercado. Se concluye que la gestión del supermercado impulsa la eficiencia mediante la gestión de factores económicos para establecer el desempeño óptimo.

El modelo final proporcionó información valiosa sobre el sector de supermercados, pero la muestra utilizada se compuso principalmente de supermercados pequeños y medianos. Como consecuencia, el modelo puede estar limitado en su aplicación.

Código JEL: C21, C25, C52

Palabras clave: desempeño de supermercados, marketing, economía, gestión, Trinidad

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Introduction

The supermarket industry globally, is considered to be a huge dynamic growth nexus both in scope and structure and varies drastically based on the country being researched.

For example, as the industry continues to evolve due to pressures from the global economy, competition, and technology, similarities may be observed in some developed countries such as USA and UK. Large store retailer formats are common in the USA, as they are heavily discounted and survive on low profit margins. Typically, consumers prefer premium offerings, including but not limited to organic and all-natural brands. In the UK, consumer preferences have changed with the economic downturn, and new-entrant-competition have intensified (Ibisworld, 2016).

Closer home, in South America, it is seen that shopping at supermarkets is a group effort with families and friends (Mora & González, 2016). Technology also has affected the structure of supermarket

performance. For example, in Australia, there have been major shifts toward e-commerce. In 2019, legal reform was executed, directing regulatory bodies to promote greater transparency and fairness as it relates to pricing. Greater consciousness for the environment was recorded, leading to a total ban on plastic bags. Lastly, the "Grocerant" was introduced which is a food hall within supermarkets through partnerships with food retailers (Euromonitor Australia, 2024).

Even supermarket sizes have taken a hit, as in some territories there has been a surge in smaller units. For example, India has displayed a dominance of smaller retail formats known as Kirana shops which are small family-owned retail stores selling grocery items. So, although there are approximately 9000 established supermarkets in India, there are also over 15 million Kirana shops (Minhas, 2022), where discount searching behaviour is prevalent (Euromonitor India, 2021).

Trinidad's supermarket retail channel has been mirroring the trends of developed markets in tandem with changing consumer behaviours (Gopee Scoon, 2019). With a population of 1.3 million persons, there are approximately 2,473 supermarkets which comprise large chains, medium sized establishments, and small/micro retail formats (Babwah & Associates, 2015). The industry has seen an overall 450% growth over an eleven-year period from 2004 to 2015, which accounted for more than 50% of the Gross Domestic Product (GDP) distribution over the various economic sectors. In 2015, the supermarket industry in Trinidad and Tobago represented 15% of total GDP and 61% of distribution GDP (Logan, 2005; Gonzalez, 2012; Gonzalez, 2016).

While the industry employs many persons, the problem associated with Trinidad and Tobago, and by extension the Caribbean and other developing markets is that there is a shortage of proper research, record keeping and publishing, as it pertains to this sector (Rajic & Dado, 2013). This limitation in knowledge can contribute to an increased failure rate among businesses within the sector, which can have detrimental spin-off effects for the local economy. These effects can include a decrease in GDP, employment rates and could possibly result in major food shortages as seen in Venezuela (Brodzinsky, 2016). If the industry is properly regulated, it can result in inequalities and unfair practices (Butler, 2016). There is, therefore, a rational need to study this channel and understand the contributing factors to its performance and success.

The performance of supermarkets in Trinidad would be the key factor for consideration in this study. There are financial and non-financial indicators that determine the performance of retail establishments (Zuberi & Rajaratnam, 2020). The non-financial indicators ultimately contribute to the financial indicators in the long run. Many factors can directly impact supermarket performance, such as an extensive marketing strategy (Berkhout, 2016), experienced management and influential leadership (Vidic, 2018), operational efficiencies (O'Brien, 2016) and finally, how well the establishment reacts to prevailing economic conditions (Huang et al., 2016). The supermarket industry in Trinidad, having

adopted the trends of developed countries speaks to the impact of managerial and marketing influences. It must also be considered that micro-economic influences impact consumer spending in a developing country like Trinidad. For this reason, the relationship between management capabilities, marketing and economic factors will be explored in relation to supermarket performance in Trinidad.

There seems to be an obvious gap between the current literature, concerning the evolving food market regarding consumer and retail relations in the Caribbean, and the extent to which relevant variables affect supermarket performance in Trinidad (Iton, 2015). In this paper, the primary objective is to examine the extent to which marketing factors, management capabilities/influences and economic factors affect supermarket performance.

As a result of the void in literature, the aim of this paper therefore will be to better understand the key factors on a micro and macro level that can influence supermarket performance, thereby offering guidance to practitioners in the field to better manage their businesses.

Methodology

Research Type, Population and Sample

This quantitative research is exploratory, non-experimental, cross-sectional, correlational, and predictive. The population of interest consisted of 851 supermarket managers in Trinidad and Tobago.

The sampling used in this study was non-probability, intentional, and convenient. A total of 253 supermarkets of different sizes from different geographic areas of Trinidad and Tobago were selected from a general list. The final sample consisted of 151 supermarket managers. However, in the regression analysis we identified 9 faulty responses that were discarded, leaving a sample of 142 participants.

The following inclusion and exclusion criteria were used to choose the participants of this study: only managers who were managing supermarkets in Trinidad and Tobago with more than two years of experience were considered. On the other hand, those participants who did not complete all the questionnaires sent were discarded.

Instruments

An instrument was developed with the aim of collecting data on the variables: Marketing Performance (19 statements), Management/Leadership (14 statements), and Economic Factors (12 statements). The instrument to measure Supermarket Performance (20 statements) consisted of an adaptation of the High-Performance Organization (HPO) framework by Waal (2012). The final questionnaire consisted of 65 statements that were evaluated using a five-point Likert scale, where '1' meant "strongly disagree" and '5' represented "totally agree".

The process of creating the instruments used in the study is summarized below:

Defining key concepts: Clear definitions were established for all important factors, including

marketing performance, management styles, economic influences, and supermarket effectiveness.

Breaking down the factors: Each key factor was further broken down into specific aspects or dimensions. Experts were consulted to ensure that these aspects accurately captured the intended concepts.

Expert review: Once the survey was drafted, industry professionals reviewed it for clarity, relevance and appropriateness to the target audience.

Final instrument: The final survey consisted of six sections: General Instructions, Demographic Questions, Marketing Performance (19 statements), Management/Leadership (14 statements), Economic Factors (12 statements), Supermarket Performance (21 statements, adapted from the HPO framework).

Marketing Performance

To measure marketing performance, 19 items were drafted. Firstly, the value of KMO was analyzed, which was equal to .861, with significant Bartlett's sphericity (χ^2 = 864.053, df = 66, p < .001). These results indicate that the data is appropriate for conducting factor analysis. Prior to factor analysis, item 17 was recoded. Subsequently, exploratory factor analysis was conducted using the principal axis method and promax rotation. Seven items were eliminated for having factor loadings below 0.3. The resulting 12 items were grouped into three factors (see Table 1), which together explained 57.48% of the variance of marketing performance, and the reliability measured by Cronbach's alpha was .880.

The first factor (F1), named Accessibility and Convenience, consisted of 4 items (MP8, MP9, MP2, and MP3) with a factorial loading of between .886 (MP8) and .490 (item MP3). The Cronbach's alpha score of this factor was .844, which was satisfactory.

The second factor (F2), named Product Information, was comprised of 3 items (MP1, MP18, and MP14) with a factorial loading of between .647 (MP1) and .513 (MP14). The Cronbach's alpha score of this factor was .695, which was close to the threshold of 0.7.

The third factor (F3), named Shopping Experience, was made of 5 items (MP4, MP19, MP6, MP5, and MP15) with a factorial loading between .752 (MP4) and .408 (MP15). The Cronbach's alpha score of this factor was at an acceptable level of .828.

Tabla 1

Exploratory Factor Analysis of Marketing Performance

Items	Factor		
	1	2	3
MP8. The location of this store is a key reason for its success compared to our competitors	.886		
MP 9. This store is strategically located near to the customers we target	.810		
MP 2. Prices in this store are comparable to other stores	.549		
MP 3. Prices are a good reflection of quality	.490		
MP 1. Price tags of merchandise in store are visible at all times		.647	
MP 18. In-store lighting facilitates customer shopping experience in this store		.609	
MP 14. Point-of-sale materials are easily noticeable from anywhere in-store		.513	
MP 4. In-store announcements of any type can be heard anywhere within the store			.752
MP 19. In-store music facilitates customer shopping experience in this store			.741
MP 6. Advertising of discounts through various medium e.g. newspapers are important to our customers			.595
MP 5. Loyalty programs are an important part of our marketing program			.462
MP 15. The store layout allows customers to move around without challenges			.408
Cronbach´s alfa	.844	.695	.828

Note. F1: Accessibility and Convenience, F2: Product Information, F3: Shopping Experience

Management/Leadership

To measure Management/Leadership, 14 items were drafted, of which three were removed due to low levels of communality. The remaining 11 items were grouped into three dimensions: (a) Customer Strategies (5 items: ML13, ML1, ML10, ML11, and ML14), (b) Human Resources (3 items: ML7, ML5 y ML6), and (c) Supply Chain Management (3 items: ML3, ML4, and ML8).

The value of KMO was analyzed, which had a value of .779, close to .8. Bartlett's sphericity was significant (χ^2 = 1385.876, df = 55, p < .001). Both values indicate that the data is appropriate for factor analysis. Exploratory factor analysis was conducted using the principal axis method and promax rotation, with eigenvalues greater than one, which grouped the 11 items into three factors (see Table 2), which together explained 73.51% of the variance. The scale achieved a Cronbach's alpha value of .877, indicating a high internal reliability of the instrument.

The first factor (F1), named Customer Strategies, showed factorial loadings between .967 (ML13) and .586 (ML14). The Cronbach alpha score of this factor was .911. The second factor (F2), named Human Resources, exhibited factorial loadings between .922 (ML7) and .747 (ML6). The Cronbach alpha score of this factor was .863. Finally, the third factor (F3), named Supply Chain Management, with a factorial loading of between .992 (ML3), and .567 (ML8). The Cronbach alpha score of this factor was acceptable at .861.

Tabla 2

Exploratory Factor Analysis for Management/Leadership

Items	Factor		
	1	2	3
ML13. Warehouse management system/inventory control system to improve cost reduction	.967		
ML1. Effective integrated warehouse management/inventory control system	.912		
ML10. Automated tools for order processing	.894		
ML11. Compatible communication information system	.776		
ML14. We have a structured approach in dealing with customer complaints	.586		
ML7. Personnel are always eager to provide service		.922	
ML5. Personnel highly trained in customer service		.822	
ML6. Personnel are always courteous		.747	
ML3. Satisfactory level of trust among supply chain members			.992
ML4. Various ways to improve the supply chain function in our stores			.959
ML8. Building the company's brand			.567
Cronbach´s alfa	.911	.863	.861

Note. F1: Customer Strategies, F2: Human Resources, F3: Supply Chain Management

Economic Factors

To measure the Economic Factors variable, a scale with 12 items was designed. One of these items was removed due to low levels of commonality and three were recoded. The 11 items were grouped into two dimensions: (F1) Customer Behavior (7 items: E1, E2, E3r, E4r, E5, E6r and E7), and (F2) Retailer Adaptation (4 items: E8, E9, E11 and E12).

The Kaise-Meyer-Olkin (KMO) test was performed to evaluate the suitability of the data for factor analysis and a value of .854 was obtained, indicating good internal consistency. In addition, Bartlett's sphericity test was significant (χ^2 = 1188.919, df = 55, p < .001).

An exploratory factor analysis was carried out using the principal axis method with promax rotation, preserving those items with eigenvalues greater than one (see Table 3). The two resulting factors explained 67.08% of the variance and the reliability measured with Cronbach's alpha was equal to .744.

Tabla 3

Exploratory Factor Analysis for Economic Factors

Items	Factor 1	Factor 2
E6r. My customer base has decreased	.917	
E1. Consumer spending in my store has not been affected	.876	
E5. The frequency of shopping trips has remained unchanged	.868	
E7. My business operation was not affected at all	.823	
E2. Customers continue to buy products they like	.806	
E4r. Customers shopping carts have not been reduced	.775	
E3r. Customers focus only on value for money	.590	
E12. We have increased our marketing activities to retain customers		.926
E11. We have tried to seek out new business opportunities that never existed before		.824
E8. We have modified product lines to help our customers cope with the recession		.792
E9. We have tried to cut costs as effectively as possible		.686
Cronbach´s alfa	.927	.881

Note. F1: Customer Behavior, F2: Retailer Adaptation

Supermarket Performance

To measure the Supermarket Performance variable, a scale with 21 items was created, of which five were eliminated due to low communalities. The remaining 16 items were grouped into three dimensions: (F1) Differentiation and Innovation (7 items: S2, S4, S1, S9, S5, S3 and S16), (F2) Employee-Centric Leadership (7 items: S8, S21, S7, S10, S14, S15 and S6), and (F3) Employee-Centric Leadership (2 items: S11r and S13r) (see Table 4).

The Kaise-Meyer-Olkin (KMO) test was performed, which obtained a value of .895. In addition, Bartlett's sphericity test was significant (χ^2 = 1572.130, df = 120, p < .001).

An exploratory factor analysis was carried out using the principal axis method with promax rotation, preserving dimensions with eigenvalues greater than one. The three resulting factors explained 62.67% of the variance, with a reliability measured with Cronbach's alpha equal to .921.

Tabla 4

Exploratory Factor Analysis for Supermarket Performance

Items	Factor		
	1	2	3
S2. In the supermarket, processes are continuously improved	.934		
S4. The supermarket continuously innovates the things it does well	.929		
S1. The supermarket has adopted a strategy that sets it clearly apart from other supermarkets	.822		
S9. The supermarket is performance driven	.771		
S5. Management frequently engages in a dialogue with employees	.745		
S3. In the supermarket, everything that matters to performance is explicitly reported	.669		
S16. Employees want to be inspired to accomplish extraordinary results	.359		
S8. Management welcomes change		.923	
S21. The supermarket maintains good and long-term relationships with all stakeholders		.905	
S7. Management allows employees to make mistakes		.823	
S10. Management is trusted by all employees		.761	
S14. Employees look up to management		.670	
S15. Employees want to be held responsible for their results		.583	
S6. Employees are always involved in important processes		.477	
S11r. Management applies fast decision making			.843
S13r. Management is decisive with regards to non-performers			.775
Cronbach´s alfa	.908	.909	.728

Note. F1: Differentiation and Innovation, F2: Employee-Centric Leadership, F3: Deliberative Decision-Making

Results

Demographic data of the sample

Table 5 describes the demographic data of the 142 participants. According to this table, 54.9% of the participants manage independent supermarkets. Most of the supermarkets are small (45.8%), with a covered area of less than 10,000 square feet. Additionally, a significant portion (42.3%) is in the central region of Trinidad; has 2 cash registers (31.7%); and has been in the market for less than 24 years (24.6%). Of the total participants, 54.9% serve in the capacity of a manager. Finally, 30.3% of the participants have experience in the supermarket industry of between 1 to 7 years.

Tabla 5

Demographic Data

Variables	n	%
Type of Supermarket		
Chain	35	24.6
Independent	70	49.3
Chinese	37	26.1
Total	142	100.0
Square feet of the Supermarket		
Up to 10,000 square feet	65	45.8
10,000 to 20,000 square feet	60	42.3
More than 20,000 square feet	17	12.0
Total	142	100.0
Location of Supermarket		
West	16	11.3
East	55	38.7
Central	60	42.3
South	11	7.7
Total	142	100.0
Number of Cash Registers		
1	39	27.5
2	45	31.7
3 to 4	24	16.9
More than 4	34	23.9
Total	142	100.0
Years of Existence		
1 to 6	39	27.5
7 to 11	33	23.2
12 to 24	35	24.6
More 24	35	24.6
Total	142	100.0

Variables	n	%
Respondent´s Role		
Supervisor	33	23.2
Manager	78	54.9
Owner	31	21.8
Total	142	100.0
Number of years the manager has been working in the supermarket industry		
1 to 7	43	30.3
More 7 to 15	39	27.5
More 15 to 22	26	18.3
More 22	34	23.9
Total	142	100.0

Arithmetic Means of the Variables

Table 6 presents descriptive statistics for the variables and dimensions relevant to the supermarket analysis. The table shows the following measures: mean, standard deviation, skewness and kurtosis.

Tabla 6

Descriptive Statistics

Variables/Dimension	*M*	*DE*	Skewness	Kurtosis
Economic Factors	2.59	0.61	0.37	1.39
Customer Behavior	2.05	0.93	1.11	0.41
Retailer Adaptation	3.54	1.03	-0.48	-0.59
Management/Leadership	3.21	0.92	0.35	-0.75
Customer Strategies	3.20	1.23	-0.02	-1.14
Human Resources	4.16	0.87	-0.76	-0.27
Supply Chain Management	2.29	1.39	0.67	-0.98
Marketing Performance	3.22	0.81	0.63	-0.33
Accessibility and Convenience	3.93	0.72	-0.27	-0.32
Product Information	3.77	0.97	-0.60	-0.37
Shopping Experience	2.33	1.14	0.95	-0.16
Supermarket Performance	3.30	0.68	-0.10	-0.41

Null Hypothesis Test

Two null hypotheses were tested, which are as follows:

$H0_1$: The level of Marketing Performance, Management/Leadership, and Economic Factors are not significant predictors of Supermarket Performance, perceived by supermarket managers in Trinidad in the year 2019.

$H0_2$: The level of the dimensions of Marketing Performance (F1: Accessibility and Convenience, F2: Product Information, F3: Shopping Experience), Management/Leadership (F1: Customer Strategies, F2: Human Resources, F3: Supply Chain Management), and Economics (F1: Customer Behavior, F2: Retailer Adaptation) are not significant predictors of Supermarket Performance, perceived by supermarket managers in Trinidad in the year 2019.

Null Hypothesis Test 1

The enter method was used to test the H01. First, the assumptions of multiple linear regression were tested: residual independence (Durbin-Watson = 1.502), residual normality, noncollinearity (FIV between 1.283 and 2.202), homoscedasticity (with cloud-like error dispersion) and linearity.
Once the assumptions of the multiple linear regression model were met, it was concluded that the data were suitable for analysis.

In H01, the level of Marketing Performance, Management/Leadership, and Economic Factors were considered as predictors. The criterion variable or dependent variable was Supermarket Performance.

The linear regression results showed that the best predictive model includes Management/Leadership (ML) and Economic Factors (EF) (F (3,138) = 31.548, $p < .001$, R = .638, R^2 = .407, $R^2adj.$ = .394), which explain 39.4% of the variance of Supermarket Performance.

Significant standardized beta values (ß) show the effect of independent variables on the criterion variable. Thus, the Management/Leadership (ML) variable obtained a ßst value equal to .316 (p = .001), and the Economic Factors (EF) variable a ßst value equal to .276 ($p < .001$).

The prediction equation was constructed with the non-standardized beta values, which is as follows: Supermarket Performance = 1.249 + .316 (ML) + .276 (EF).
These results allow us to reject the null hypothesis and conclude that the level of Management/Leadership and the level of Economic Factors are significant predictors of the level of Supermarket Performance, according to the perception of supermarket managers in Trinidad in 2019.

Null Hypothesis Test 2

After checking the regression assumptions, we analyzed whether the dimensions of Marketing Performance, Management/Leadership, and Economic Factors are significant predictors of Supermarket Performance level.

Linear regression, using the enter method, showed that the model is significant (F (11,130) = 16.560, p < .001, R = .706, R^2 = .499, $R^2adj.$ = .469) and explains 46.9% of the variance of the Supermarket Performance level.

The results show that the predictive dimensions were Customer Behavior (ßst = 228, p = .001) and Retailer Adaptation (ßst = .295, p < .001) belonging to the Economic Factors variable; and the Human Resources dimension (ßst = .292, p < .001), belonging to the Management/Leadership variable. The prediction equation, constructed with non-standardized beta values, was as follows: Supermarket Performance = .408 + .168 (Ec_F1) + .197 (Ec_F2) + .229 (ML_F2).

These results allow us to reject the null hypothesis and conclude that two dimensions of the Economic Factors (Customer Behavior and Retailer Adaptation) variable and one dimension of the Management/Leadership (Human Resources) variable are significant predictors of the level of Supermarket Performance, according to the perception of supermarket managers in Trinidad in 2019.

Supplementary Analysis

In the competitive world of retail, supermarket performance can be affected by a variety of factors, not the least of which is the size of the store. To understand how performance varies by store size, a ONEWAY ANOVA analysis of variance has been performed, followed by multiple comparisons using Tukey's post hoc test with three size categories based on square footage (sq ft): less than 10,000 square feet, 10,000 to 20,000 square feet, and more than 20,000 square feet.

The ANOVA reveals that there are significant differences in supermarket performance between the groups (F (2, 139) = 7.725, p = .001). Larger stores (over 20,000 sq ft, M = 3.88) typically have better returns than smaller stores (less than 10,000 sq ft, M = 3.11; between 10,000 and 20,000 sq ft, M = 3.36).

Also, through the ONEWAY ANOVA analysis, it was found that another factor that significantly affects the performance of supermarkets is the number of cash registers (F (3, 138) = 10.304, p < .001). Tukey's post hoc comparisons indicate that supermarkets with the highest number of cash registers (more than 4 registers, M = 3.78) have higher yields than the other groups with fewer registers (one register, M = 3.04; and 2 registers, M = 3.12).

In addition, the ONEWAY ANOVA analysis provided information showing that the age of the supermarket produces statistically significant differences in its performance (F (3,138) = 3.234, p = .024). The age of the supermarket was categorized into quartiles: (1) from 1 to 5.75 years, (2) from 5.76 to 11 years, (3) from 11.01 to 24.25 years, and (4) more than 24.25 years. Tukey's post hoc comparisons indicate that the performance of older supermarkets (group 4, M = 3.57) is higher than newer ones (group 1, M = 3.10).

Finally, the last factor analyzed that affects the performance of the supermarket is the number of years that the manager has worked in the supermarket industry (F (3,138) = 7,756, p = .024). Seniority in the category was categorized by quartiles: (1) from 1 to 7 years, (2) more than 7 years to 15 years, (3) more than 15 years to 22 years, and (4) more than 22 years. Tukey's post hoc comparisons indicate that there are significant differences between groups 1 and 3 (and between groups 1 and 4), with the performance of supermarkets with managers who work longer in the supermarket sector (group 3, M = 3.71; group 4, M = 3.47) being higher than those with fewer years in it (group 1, M = 3.01). Significant differences were also observed between group 2 (M = 3.18) and group 3 (M = 3.71).

Discussion and Conclusion

This Study confirmed that Management/Leadership and Economic Factors are predictors of, and contributors to supermarket performance in Trinidad.

The results of this study are in line with those obtained by Castillo Díaz and Roman Huamani (2022), who found that the leader's behavior had a positive impact on the work performance of administrative employees in supermarkets in Lima, Peru. Research conducted in the Netherlands in 50 supermarkets highlighted the impact of leadership on financial performance and organizational climate (Koene et al., 2002). In addition, a study conducted in Indonesia found that leadership style significantly influences employee performance in a branch of a retail chain, emphasizing the importance of leadership over employee productivity (Fitrianti & Ubaidillah, 2023). These findings emphasize the importance of leadership in predicting supermarket performance.

In today's world, leaders with the ability to adapt to changing economic conditions and make informed strategic decisions play a critical role in improving the performance of their companies. Strategic leadership positively influences company performance by fostering adaptability to evolving markets, technological advancement, and consumer preferences (Chen et al., 2022; Meng, 2022).

Therefore, we can conclude that based on perceptions of supermarket management in Trinidad, management/leadership and economic factors are predictors of supermarket performance. Therefore, if supermarket management does not adapt to the prevailing economic conditions, the supermarket's performance will be negatively affected.

Application

This study places the responsibility on supermarket management to fully understand their target audience and therefore adapt their offers to the prevailing conditions. This can be in the form of value-added offers, discounts and new product offers.

When considering the individual constructs, specific implications emerge for the management of supermarkets in Trinidad. For example, supermarket management should pay attention to their supply

chain effort to improve supermarket performance. This includes effectively managing stock levels to ensure adequate and available supply for customers. Management must also involve and motivate its staff members, who in turn will seek the interest of the establishment, thus positively impacting performance and production.

Limitations and research directions

In fact, the supermarket industry has experienced many shocks during the Covid-19 pandemic, some of which resulted in panic buying. This study draws data from that period, in which unusual trends in supermarket stock movements and shopper behavior may have been observed (Treadgold & Reynolds, 2020). Since then, there could be new purchasing behaviors in households, for example with much more options to cook at home than before. This opens new areas of research on new consumer trends since COVID. In general, according to some researchers, such as Iton (2015), there is a shortage of research in the food industry in developing countries. This indicates the need to possibly replicate this study for other retail formats in different developing country jurisdictions. A key limitation is that the issuance of the instruments occurred at the beginning of the Covid-19 pandemic before supermarkets were disrupted in many ways. Without a doubt, the industry would have evolved a lot since COVID, thus offering an opportunity to replicate this Study in a post-pandemic context.

The findings can be considered limited as the feedback and conclusions that were formulated were based solely on management perceptions. Owners/managers may have a myopic view of their establishment, thus dramatically distorting results. There may be another limitation because most of the sample taken came from smaller supermarkets. Please note that the challenges experienced between smaller establishments compared to larger ones can vary dramatically. Therefore, the outcome of this research may have been biased to reflect the challenges experienced with smaller supermarkets only.

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Influencia de los procesos contables en la calidad de la información financiera de organizaciones con fines no lucrativos

Influence of accounting processes and the quality of financial information of non-profit organizations

Ismael López López [1], Karla Sarai Basurto Gutierrez[2*]

Resumen

El objetivo del presente estudio fue conocer si el nivel de la efectividad de los procesos contables influye en el grado de la calidad de la información financiera percibido por los contadores de la Unión Mexicana Interoceánica. El estudio fue cuantitativo, transversal, descriptivo y predictivo explicativo. El muestreo utilizado fue no probabilístico por conveniencia. La población total fue de 300 contadores. La muestra fue de 121 contadores de diversas organizaciones sin fines de lucro de la Unión Mexicana Interoceánica. La técnica estadística para analizar la hipótesis fue la regresión lineal simple. La variable nivel de la efectividad de los procesos contables explicó el 58.1% de la varianza de la variable dependiente grado de calidad de la información financiera. El valor de R2 corregida fue igual a .581. De igual manera se obtuvo el valor F igual a 163.499 y el valor de p igual a 0.001 infiriendo que existe una influencia lineal positiva y fuerte entre nivel de la efectividad de los procesos contables y el grado de calidad de la información financiera para esta muestra poblacional. En conclusión, cuando los procesos contables son más efectivos, la calidad de la información financiera tiende a ser más alta y esta relación se caracteriza como fuerte y positiva. Por lo tanto, la mejora en los procesos contables contribuye a la mejora de la calidad de la información financiera.

Código JEL:

Palabras clave: procesos contables, calidad de la información, corporativo sin fines de lucro

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Abstract

The objective of this study was to know if the level of effectiveness of accounting processes influences the degree of quality of financial information perceived by accountants of the Mexican Interoceanic Union. The study was quantitative, cross-sectional, descriptive, and predictive explanatory. The sampling used was non-probabilistic for convenience. The total population was 300 counters. The sample was 121 accountants from various non-profit organizations of the Mexican Interoceanic Union. The statistical technique to analyze the hypothesis was simple linear regression. The variable level of effectiveness of accounting processes explained 58.1% of the variance of the dependent variable degree of quality of financial information. The corrected R2 value was equal to .581. In the same way, the F value equal to 163.499 and the p value equal to 0.001 were obtained, inferring that there is a positive and strong linear influence between the level of effectiveness of accounting processes and the degree of quality of financial information for this population sample. In conclusion, when accounting processes are more effective, the quality of financial information tends to be higher, and this relationship is characterized as strong and positive. Therefore, improvement in accounting processes contributes to improving the quality of financial information.

JEL Code:

Keywords: accounting processes, information quality, non-profit corporation.

Introducción

El proceso contable es un conjunto de pasos y actividades que se llevan a cabo para registrar, clasificar, analizar e interpretar las transacciones financieras de una entidad. Estos procesos son fundamentales para mantener un registro preciso de las actividades financieras. En este sentido, el tema de la efectividad de los procesos contables y su influencia en la calidad de la información financiera en las organizaciones ha ganado atención significativa en los últimos años debido a sus implicaciones. Como señala Trischler (1998), la mejora continua es esencial para la competitividad de las organizaciones. La comprensión de la efectividad en los procesos contables y la calidad de la información financiera son cruciales. La necesidad de información actualizada impulsa la importancia de registrar los movimientos financieros cronológicamente en sistemas confiables.

Asimismo, resulta fundamental examinar la eficacia de los procedimientos contables y la excelencia de los datos financieros. En este contexto, Pacheco Coello (2016) destaca que esto posee una relevancia significativa y proporciona utilidad en la toma de decisiones interna de la entidad, al revelar el rendimiento financiero experimentado.

Alarcón González (1998) señala que los procesos son actividades coordinadas que buscan eficiencia en los objetivos organizativos. Flores Sánchez (2016) destaca la relevancia como una cualidad clave de la información financiera, indicando que los estados financieros influyen en las decisiones de los usuarios, facilitando la evaluación de eventos contables pasados, la acción presente y la predicción futura.

El corporativo adventista en México está compuesto por sedes administrativas llamadas Uniones, que son unidades afiliadas a la Iglesia Adventista del Séptimo Día global y cuyas oficinas están situadas estratégicamente en el territorio de la Asociación General de los Adventistas del Séptimo Día, División Interamericana. Los propósitos, reglamentos y procedimientos de las Uniones están en armonía con el reglamento operativo y los procedimientos de la Asociación General de los Adventistas del Séptimo Día, División Interamericana y de la Asociación General de los Adventistas del Séptimo Día. En México existen cinco uniones: (1) Unión Mexicana del Norte, ubicada en Montemorelos, Nuevo León; (2) Unión Mexicana Central, ubicada en la Ciudad de México; (3) Unión Mexicana Interoceánica, ubicada en Puebla, Puebla; (4) Unión Mexicana de Chiapas, ubicada en Tuxtla Gutiérrez, Chiapas y (5) Unión Mexicana del Sureste, ubicada en Mérida, Yucatán. Las Uniones prosiguen con la misión de la Iglesia Adventista del Séptimo Día, en armonía con las pautas doctrinales, programas e iniciativas adoptadas y aprobadas por la Asociación General de los Adventistas del Séptimo Día en sus sesiones. Por lo tanto, el presente estudio pretende conocer si el nivel de efectividad de los procesos contables influye en el nivel de la calidad de la información financiera percibido por los contadores de la Unión Mexicana Interoceánica.

Revisión literaria

Proceso contable

El proceso contable es de trascendental importancia para diversas entidades, ya sean empresas, organizaciones sin fines de lucro o a nivel personal. En este sentido, es un marco estructurado que se inicia debido a la existencia de una realidad económica en la empresa, derivada de las relaciones establecidas con otros entes económicos, como sostiene Caraballo-Esteban et al. (2012). Esta relación entre la actividad económica y la contabilidad es destacada por Palomino Hurtado (2017), quien compara el proceso contable con la audacia de las guerras, buscando recopilar información sobre los eventos financieros y presentarla en cambios o títulos económicos.

Montaguano Olvera y Muentes Álvarez (2017) aportan la perspectiva de que el control de las operaciones económicas es esencial para evaluar el rendimiento de cualquier empresa y para la presentación de la información generada por estas operaciones. Este control se manifiesta en el llamado ciclo contable, un procedimiento ordenado y sistemático que comienza con la recepción de documentación, seguido del registro en los libros contables, cuya información se refleja en los estados financieros, según lo expuesto por Latorre (2013).

Elizondo (2013) concibe el proceso contable como el conjunto de fases mediante el cual la contaduría pública obtiene y verifica la información financiera, destacando su naturaleza repetitiva y organizada. Similarmente, De la Cruz Vivanco de Barrenechea y De la Cruz Vivanco (2022) describen el proceso contable como la organización repetitiva y sistemática de información sobre transacciones, sintetizándola para obtener detalles del estado financiero.

Horguen et al. (2003) definen el proceso contable como la recopilación, clasificación y resumen de datos con el propósito de obtener la información financiera de la entidad para un período específico. Traverso Rosado (2014) agrega que la valoración o cálculo de activos, pasivos o patrimonios es parte integral del proceso contable.

Finalmente, Bravo (2013) coincide al referirse al proceso contable, también conocido como ciclo contable, como una serie de pasos o secuencia que guía la información contable desde el origen de la transacción hasta la presentación de los estados financieros. Este proceso implica la designación de valor a activos, pasivos o patrimonios, conocido como valoración o cálculo.

Información financiera

El propósito principal de la información financiera es preparar información de calidad y, para lograr esa calidad, debe cumplirse con una serie de características básicas que le confieren valor e importancia. En este sentido, la información financiera generada por la contabilidad constituye un elemento esencial para examinar e interpretar los estados financieros (Álvarez Medina y Ochoa Jaime, 2009).

Flores Sánchez (2016) destaca que la relevancia es una de las cualidades esenciales de la información financiera, ya que los estados financieros tienen la capacidad de influir en las decisiones de los usuarios, permitiendo la evaluación de eventos contables pasados, la toma de decisiones en el presente y la predicción de futuros sucesos.

En línea con este enfoque, Picazo Cornejo (2012) señala la necesidad de que las empresas controlen sus operaciones económicas para evaluar su desempeño. La adaptación constante a los cambios es fundamental y las empresas que logran el éxito son aquellas administradas de manera profesional, basándose en información precisa, objetiva y oportuna sobre diversos aspectos.

Guajardo Cantú y Andrade de Guajardo (2014) subrayan la importancia de conocer los fundamentos conceptuales en la preparación y uso de la información financiera. Mejorar y modernizar los procesos de elaboración de información es esencial para satisfacer las necesidades de directivos, inversores, patrocinadores y obreros.

El objetivo principal de la información financiera, según Guajardo y Andrade (2008), es generar y comunicar información útil de tipo cuantitativo para la toma de decisiones oportuna de los diferentes usuarios. Además, Bonson et al. (2014) aseguran que la información empresarial es crucial para

determinar el valor de la entidad, su situación financiera y su rentabilidad, siendo la fuente indispensable para conocer la realidad económico-financiera y la evaluación previsible de la empresa.

Estupiñan (2013) destaca la importancia de la información periódica sobre la posición financiera de una organización, incluyendo la presentación de resultados y actividades desarrolladas. Córdova (2014) enfatiza que la información financiera presentada a los usuarios les permite formular conclusiones sobre el desempeño financiero de la entidad y evaluar el futuro de la empresa.

Pillapa Ponluisa (2017) define la información económica como el conjunto de datos cuantitativos ordenados y sistemáticos utilizados para elaborar estados financieros, con el objetivo de conocer la situación económica y financiera de la empresa. Por otro lado, Elizondo (2013) subraya que la información financiera, expresada en unidades monetarias, debe cumplir con características como utilidad, confiabilidad y provisionalidad para cumplir eficazmente su cometido.

En este contexto, la información financiera, según Rincón Soto et al. (2010), proporcionan un resumen breve de la posición financiera de la entidad a una fecha determinada, dirigido a usuarios internos y externos para evaluar y tomar decisiones. Rueda Peves y Rueda Peves (2009) enfatizan que la información contenida en los estados financieros debe ser relevante para la toma de decisiones económicas, brindando a los usuarios una evaluación de sucesos pasados, presentes y futuros.

En este estudio se establecieron dos objetivos específicos: en primer lugar, se buscó conocer el nivel de efectividad de los procesos contables realizados por contadores en diversas organizaciones sin fines de lucro en México y medir la calidad de la información financiera como resultado de procesos contables efectivos. En segundo lugar, a través de un análisis de datos riguroso y modelos estadísticos, se evalúo la relación entre estos factores y se identificó cualquier influencia significativa.

Aspectos éticos

Todos los datos recopilados se trataron con estricta confidencialidad y anonimato, siguiendo las pautas éticas por la Universidad de Montemorelos, derivado a que existe la ética de investigación científica que proporcionan principios en la conducta moral que deben observarse, el presente estudio mantiene los principios que norman la conducta, es decir que no afecta a otras personas porque se toman en cuenta los valores tales como, el respeto al recopilar la información que respalda al investigador, así como la obtención y recopilación de la información que se aplica a la muestra de estudio por medio de los instrumentos tales como encuestas o entrevistas.

De la misma forma, se mantiene la honestidad en lo relativo a la información que se plasma con el fin de ser útil en el campo de estudio del área respectiva. Además, se mantiene la veracidad en la aplicación de los instrumentos para tener una investigación confiable que pueda ser usada para el público de interés.

Los aspectos mencionados anteriormente son fundamentales porque se busca tener información importante de organizaciones por medio de los empleados que participan en proporcionar la información para llevar a cabo la investigación.

Metodología

Diseño de investigación

La estructura de la investigación es cuantitativa, transversal, descriptiva y predictiva explicativa. Esto se debe a que tiene como objetivo analizar y cuantificar la posible influencia del nivel de eficacia de los procesos contables en el grado de calidad de la información financiera, considerando diversas variables demográficas.

Muestra

El método de muestreo empleado en este estudio fue no probabilístico por conveniencia, abarcando a administradores, tesoreros, contadores generales, cajeros, auxiliares vinculados al proceso contable y usuarios con experiencia y conocimientos financieros, dispuestos a participar.

La población total consiste en 300 contadores. La muestra seleccionada fue de 121 contadores de diversas organizaciones sin fines de lucro, representando el 39.66% de la población total. Las características de la muestra incluyen: (a) un 64% de participantes masculinos y un 36% femeninos; (b) el 75.4% con formación académica a nivel licenciatura entre los participantes vinculados a procesos contables y generadores/usuarios de información financiera; (c) en cuanto a la experiencia laboral, el 50.8% tiene entre 0 y 10 años, indicando una proporción significativa de profesionales relativamente jóvenes en el ámbito contable; (c) una representación considerable de profesionales trabajando en diversos tipos de organizaciones, con un 44.9% en asociaciones religiosas y un 50.1% en asociaciones civiles, ambas sin fines de lucro; (d) el 50% de la muestra son contadores generales, seguido por un 18.6% de auxiliares contables, lo que sugiere que la mayoría de los participantes ocupan roles relacionados con la contabilidad y la generación de información financiera para la toma de decisiones de los directivos de las organizaciones.

Instrumentos utilizados

Los instrumentos empleados para la recopilación de información y la evaluación de las variables fueron los siguientes: (a) nivel de efectividad de los procesos contables y (b) grado de calidad de la información financiera. Estos instrumentos, diseñados por la Mtra. Araceli Susunaga Navarro y el Mtro. Carlos Alfredo Oliva Grajeda, se elaboraron utilizando la escala Likert del 1 al 5.

Validación de los constructos

Se realizó la validez de constructo para nivel de efectividad de los procesos contables, utilizando el análisis factorial exploratorio. La medida de adecuación muestral KMO resultó muy próximo a uno (KMO=.845). Los valores de comunalidad que es la varianza compartida de los ítems resultaron satisfactorios (Commin = .790; Commáx = .887). En relación con la varianza común total explicada por los tres factores fue 50%. Se aplicó el método de extracción mínimos cuadrados no ponderados y la rotación oblicua oblimin. En la Tabla 1 se muestran las saturaciones relativas de cada ítem para los cuatro factores.

Se observa que en el primer factor cargaron los dos ítems de emisión de estados financieros y análisis, en el segundo factor se agruparon dos ítems de control y análisis, en el tercer factor se cargaron cuatro ítems de registro y procesamiento y en el último factor se cargaron dos ítems de obtención.

Tabla 1

Matriz del análisis factorial exploratorio

Items	Factor			
	1	2	3	4
E11 Los estados financieros se elaboran tomando en cuenta las necesidades de información requerida por los usuarios.	.879			
E10 Los estados financieros se presentan de acuerdo con las Normas de Información Financiera.	.580			
E9 Se ajustan todas las cuentas que deben serlo a fin de presentar cifras reales.		.314		
E8 Se revisa la balanza de comprobación a fin ajustar lo necesario antes de la emisión de estados financieros.		.837		
E3 Antes de iniciar el proceso de registro de las operaciones los comprobantes se organizan de modo que facilite la captura en el software contable.			.568	
E4 Las transacciones se registran aplicando las normas de valuación, de manera oportuna y precisa.			.483	
E6 Se domina y se usa de forma adecuada los sistemas de contabilidad y de nómina.			.459	
E2 Las operaciones son autorizadas y están respaldadas con documentación suficiente.			.376	

Items	Factor			
	1	2	3	4
E5 Las transacciones se registran conforme ocurren y con la secuencia correcta.				.610
E7 Los auxiliares (conciliaciones, inventarios, cuentas por cobrar y por pagar, etc.) se generan oportunamente.				.428

Grado de calidad de la información financiera

Se realizó la validez de constructo para grado de calidad de la información financiera, utilizando el análisis factorial exploratorio. La medida de adecuación muestral KMO resultó muy próximo a uno (KMO=.876). Los valores de comunalidad que es la varianza compartida de los ítems resultaron satisfactorios (Commin = .784; Commáx = .930). En relación con la varianza común total explicada por los tres factores fue 56%. Se aplicó el método de extracción mínimos cuadrados no ponderados y la rotación oblicua oblimin. En la Tabla 2 se muestran las saturaciones relativas de cada ítem para los cuatro factores.

Se observa que en el primer factor cargaron los siete ítems de características esenciales de la información financiera, en el segundo factor se agruparon seis ítems de pilares de la integridad financiera, en el tercer factor se cargaron dos ítems de conformidad normativa en información financiera y en el último factor se cargaron dos ítems de eficacia operativa en información financiera.

Tabla 2

Matriz del análisis factorial exploratorio

Items	Factor			
	1	2	3	4
IF12 muestra los aspectos que fueron reconocidos contablemente.	.811			
IF8 realizada es presentada de manera imparcial, no manipulada, ni distorsionada.	.677			
IF10 precisa que el efecto de las operaciones realizadas y presentadas en los estados financieros y sus notas sean capaces de influir en la toma de decisiones.	.669			
IF9 ser validada por terceras personas.	.599			
IF7 generada corresponde a las transacciones y eventos que afectan la organización.	.548			

Items	Factor			
	1	2	3	4
IF11 contiene elementos suficientes para ayudar a los usuarios a realizar predicciones.	.471			
IF14 al registrar las operaciones que afectan a la organización se aplicaron las normas de valuación de cada rubro de los estados financieros.	.459			
IF2 resulta congruente con las operaciones realizadas, es aceptada y utilizada para tomar decisiones (confiabilidad).		.786		
IF3 muestra aspectos significativos y sirve de base para elaborar predicciones (relevancia).		.754		
IF1 generada reúne ciertas características cualitativas y sirve para tomar decisiones (utilidad).		.576		
IF6 refleja en su contenido, transacciones y otros eventos realmente efectuados (veracidad).		.550		
IF4 permite identificar y analizar diferencias y similitudes con la información de la misma entidad y con otras entidades a lo largo del tiempo (comparabilidad).		.419		
IF5 es fácil de entender considerando que se tiene capacidad y conocimiento suficiente para analizarla (comprensibilidad).		.315		
IF15 al presentar en los estados financieros cada concepto de activos, pasivo, capital contable, ingresos y egresos, está de acuerdo con las Normas de Información Financiera (NIF).			.799	
IF16 al revelar en los estados financieros plazos, tasas de interés, políticas contables, etc. se aplicaron las NIF (Normas de Información Financiera).			.766	
IF13 llega a tiempo a las manos de los usuarios para que tomen decisiones que les ayude a alcanzar sus objetivos (oportunidad).				.490
IF17 se hace uso del manual de políticas y procesos contables del departamento.				.465

Confiabilidad del instrumento

Según Hernández Sampieri et al. (2014), hay diversas maneras de calcular la confiabilidad de un instrumento de medición y todos los métodos emplean procedimientos y fórmulas que generan coeficientes de confiabilidad. Tavakol y Dennick (2011) también señalan que el coeficiente Alfa, desarrollado por Lee Cronbach en 1951, se utiliza para obtener una medida consistente en una prueba o escala. Se reportan diferentes valores aceptables para Alfa, con rangos que varían entre 0.70 y 0.95. En el presente estudio se encontró que la consistencia interna del nivel de efectividad de los procesos contables fue de 0.819 y el grado de calidad de la información financiera fue de 0.916.

Resultados

En esta sección, se dan a conocer los resultados de las medias aritméticas y desviación estándar de cada constructo con sus ítems respectivos. Después de haber realizado el análisis de las respuestas de los participantes se obtuvo una desviación estándar para la variable efectividad de los procesos contables (DE = .37) y para calidad de la información financiera (DE = .39).

En la Tabla 3 se muestran las medias aritméticas (M) y la desviación estándar (DE) del constructo efectividad de los procesos contables (EF). Las medias más altas fueron las siguientes: "Antes de iniciar el proceso de registro de las operaciones, los comprobantes se organizan de modo que faciliten la captura en el software contable" (4.66), "Las operaciones son autorizadas y están respaldadas con documentación suficiente" (4.64), "Se denomina y se usa de forma adecuada los sistemas de contabilidad y de nómina" (4.64) y "Los estados financieros se presentan de acuerdo con las Normas de Información Financiera" (4.64). Las más bajas fueron las siguientes: "La recepción de comprobantes de gastos e informes al departamento de contabilidad se realiza en tiempo y forma" (4.10), "Las transacciones se registran conforme ocurren y con la secuencia correcta" (4.28) y "Los auxiliares (conciliaciones, inventarios, cuentas por cobrar y por pagar, etc.) se generan oportunamente" (4.30). La media total del constructo EF1 fue de 4.47.

Tabla 3

Efectividad de los procesos contables

Declaraciones	*M*	*DE*	α
Las operaciones son autorizadas y están respaldadas con documentación suficiente.	4.64	0.48	
Antes de iniciar el proceso de registro de las operaciones los comprobantes se organizan de modo que facilite la captura en el software contable.	4.66	0.54	

Declaraciones	*M*	*DE*	α
Las transacciones se registran aplicando las normas de valuación, de manera oportuna y precisa.	4.37	0.64	
Las transacciones se registran conforme ocurren y con la secuencia correcta.	4.28	0.67	
Se domina y se usa de forma adecuada los sistemas de contabilidad y de nómina.	4.64	0.52	
Los auxiliares (conciliaciones, inventarios, cuentas por cobrar y por pagar, etc.) se generan oportunamente.	4.30	0.62	
Se revisa la balanza de comprobación a fin ajustar lo necesario antes de la emisión de estados financieros.	4.40	0.84	
Se ajustan todas las cuentas que deben serlo a fin de presentar cifras reales.	4.47	0.68	
Los estados financieros se presentan de acuerdo con las Normas de Información Financiera.	4.64	0.52	
Los estados financieros se elaboran tomando en cuenta las necesidades de información requerida por los usuarios.	4.63	0.54	
Total de la efectividad de procesos	4.47	0.37	.819

En la Tabla 4 se muestran las medias aritméticas (M) y la desviación estándar (DE) del constructo calidad de la información financiera (CA). Las medias más altas fueron las siguientes: “Refleja en su contenido, transacciones y otros eventos realmente efectuados (veracidad)” (4.68); “Puede ser validada por terceras personas” 4.66; y “es presentada de manera imparcial, no manipulada, ni distorsionada (objetividad)” 4.65.

Las más bajas fueron: “Permite identificar y analizar diferencias y similitudes con la información de la misma entidad y con otras entidades a lo largo del tiempo (comparabilidad)” (4.40); “se hace uso del manual de políticas y procesos contables del departamento” (4.40); y es fácil de entender considerando que se tiene la capacidad y conocimiento suficiente para analizarla (comprensibilidad) (4.41). La media total del constructo CA fue de 4.53.

Tabla 4

Calidad de la información financiera

Declaraciones	*M*	*DE*	α
...generada reúne ciertas características cualitativas y sirve para tomar decisiones.	4.55	0.62	
...resulta congruente con las operaciones realizadas, es aceptada y utilizada para tomar decisiones.	4.64	0.55	
...muestra aspectos significativos y sirve de base para elaborar predicciones.	4.48	0.65	
...permite identificar y analizar diferencias y similitudes con la información de la misma entidad y con otras entidades a lo largo del tiempo.	4.40	0.71	
... es fácil de entender considerando que se tiene capacidad y conocimiento suficiente para analizarla.	4.41	0.63	
...refleja en su contenido, transacciones y otros eventos realmente efectuados.	4.68	0.47	
...generada corresponde a las transacciones y eventos que afectan la organización.	4.53	0.61	
...realizada es presentada de manera imparcial, no manipulada, ni distorsionada.	4.65	0.55	
...puede ser validada por terceras personas.	4.66	0.53	
...precisa que el efecto de las operaciones realizadas y presentadas en los estados financieros y sus notas sean capaces de influir en la toma de decisiones.	4.58	0.51	
...contiene elementos suficientes para ayudar a los usuarios a realizar predicciones.	4.55	0.58	
...muestra los aspectos que fueron reconocidos contablemente.	4.61	0.52	
...llega a tiempo a las manos de los usuarios para que tomen decisiones que les ayude a alcanzar sus objetivos.	4.37	0.61	
...al registrar las operaciones que afectan a la organización se aplicaron las normas de valuación de cada rubro de los estados financieros.	4.49	0.60	

Declaraciones	*M*	*DE*	α
...al presentar en los estados financieros cada concepto de activos, pasivo, capital contable, ingresos y egresos, está de acuerdo con las Normas de Información Financiera (NIF).	4.59	0.56	
...al revelar en los estados financieros plazos, tasas de interés, políticas contables, etc. se aplicaron las NIF.	4.47	0.64	
...se hace uso del manual de políticas y procesos contables del departamento.	4.40	0.79	
Total de la calidad de la información	4.53	0.39	.916

Supuestos de regresión múltiple

Para esta investigación, se analizó linealidad con la segunda variable y en el gráfico de dispersión se nota una relación positiva lineal, evidenciada por la disposición de los puntos en una línea recta ascendente (ver Fig. 1). Además, se realizó la prueba de normalidad de los errores en el que se ocupó el estadístico de Kolmogórov-Smirnov (p >.05) y se probó que la distribución de los residuos está en el umbral de normal (p>.056) (ver Tabla 5). Al probar la independencia de errores con la prueba de Durbin-Watson el valor fue de DW=2.038 lo cual es cercano a dos; esto indica que los errores no están correlacionados (ver Tabla 6).

Figura 1

Linealidad de los datos

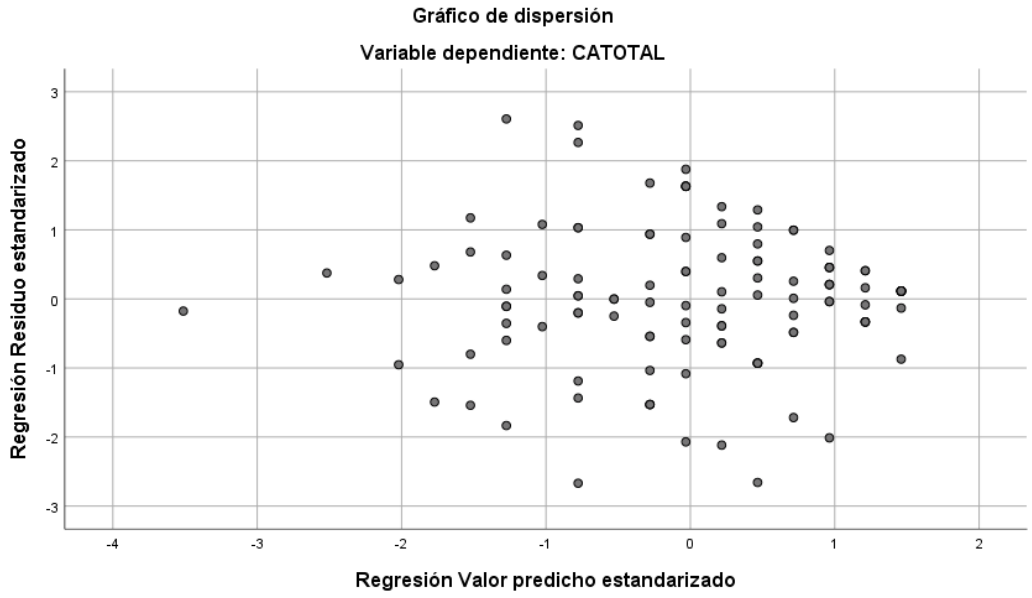


Tabla 5

Pruebas de normalidad

	Kolmogorov-Smirnov[a]			*Shapiro-Wilk*		
	Estadístico	gl	Sig. .05	Estadístico	gl	Sig. .05
Standardized Residual	.081	118	.056	.982	118	.119

Tabla 6

Resumen del modelo

Modelo	R	R cuadrado	R cuadrado ajustado	Error estándar de la estimación	Durbin -Watson
1	.765[a]	.585	.581	.25331	2.038

Prueba de hipótesis nula

La hipótesis nula planteada en el estudio es la siguiente: el nivel de la efectividad de los procesos contables no influye en el grado de calidad de la información financiera percibido por los contadores de la Unión Mexicana Interoceánica.

Para el análisis de esta hipótesis se utilizó la técnica estadística de regresión lineal simple; se consideró como variable independiente el nivel de la efectividad de los procesos contables y como variable dependiente el grado de calidad de la información financiera.

Al realizar el análisis de regresión, se encontró que la variable nivel de la efectividad de los procesos contables explicó el 58.1% de la varianza de la variable dependiente grado de calidad de la información financiera. El valor de R^2 corregida fue igual a .581. De igual manera, se obtuvo el valor *F* igual a 163.499 y el valor de p igual a 0.001, como el nivel de significación es menor de .05 esto indica que existe una influencia lineal positiva y fuerte entre el nivel de la efectividad de los procesos contables y el grado de calidad de la información financiera. Con base a lo anterior, se rechaza la hipótesis nula.

Los valores del coeficiente no estandarizado *Bk*, obtenidos mediante la técnica estadística de regresión fueron: B_0 igual a .877 y B_1 igual a .819. Con dichos valores se pudo construir la siguiente ecuación de regresión utilizando el método de mínimos cuadrados: Grado de calidad de la información financiera = .877 + .819 (nivel de efectividad de los procesos contables). Esto significa que, entre mejor efectividad en los procesos contables, mejor será la calidad de la información financiera.

Discusión y conclusión

Alarcón González (1998) y Elizondo (2013) coinciden en destacar la importancia de los procesos contables en la búsqueda de la eficacia organizativa, enfocándose en la obtención y verificación de la información financiera. Esta visión se ve complementada por Flores Sánchez (2016), quien resalta el papel crucial de la información financiera en la toma de decisiones empresariales. De esta manera, se reconoce que los procesos contables no solo son actividades coordinadas para lograr objetivos organizativos, sino que también tienen un impacto significativo en la calidad y utilidad de la información financiera, permitiendo a los usuarios evaluar el pasado, tomar decisiones en el presente y anticipar eventos futuros.

En el presente estudio se encontró una conexión entre la efectividad de los procesos contables y la calidad de la información financiera en la muestra analizada. Estos resultados respaldan la importancia de una gestión eficiente de los procesos contables para garantizar la fiabilidad y utilidad de la información financiera, lo que a su vez contribuye a la toma de decisiones fundamentadas y al éxito organizacional.

Estos resultados sugieren que a medida que los procesos contables se vuelven más efectivos, la calidad de la información financiera mejora de manera consistente. En este sentido, Trischler (1998) destaca que la mejora continua es esencial para la competitividad de las organizaciones y la comprensión de la efectividad en los procesos contables y la calidad de la información financiera son crucial.

Sobre esta misma idea, Alarcón González (1998) señala que los procesos buscan eficiencia en los objetivos organizativos. Guajardo Cantú y Andrade de Guajardo (2014) señala que quienes preparan y utilizan la información financiera deben conocer los fundamentos conceptuales. Además, se debe mejorar y modernizar los procesos de elaboración de información para satisfacer las necesidades de directivos, inversores, patrocinadores y obreros.

En conclusión, se encontró una relación directa y significativa entre el nivel de efectividad de los procesos contables y la calidad de la información financiera. Esta conexión implica que a medida que la efectividad de los procesos contables mejora, la calidad de la información financiera también tiende a aumentar de manera positiva y fuerte. Esta conclusión destaca la importancia de contar con prácticas contables eficientes para garantizar la fiabilidad y la precisión de la información utilizada en el ámbito financiero.

Recomendaciones a los administradores

Optimización continua de los procesos contables, dado que existe una influencia fuerte entre la efectividad de los procesos contables y la calidad de la información financiera. También se sugiere mejorar la calidad de la información financiera al permite identificar y analizar diferencias y similitudes con la información de la misma entidad y con otras entidades a lo largo del tiempo (comparabilidad), revisar que se hace uso del manual de políticas y procesos contables del departamento y capacitar al personal en los procesos contables.

Futuras investigaciones y limitaciones

Realizar un estudio longitudinal para determinar si la efectividad de los procesos contables sigue siendo un predictor fuerte de la calidad de la información financiera en diferentes momentos y con diferentes poblaciones ya que la representatividad de la muestra es crucial, ya que, si esta no es lo suficientemente amplia o representativa de diferentes contextos organizacionales, los resultados podrían no ser generalizables a todas las organizaciones.

Dada la creciente importancia de la tecnología, se requiere explorar cómo la adopción de tecnologías emergentes (por ejemplo, inteligencia artificial, blockchain) afecta la relación entre la efectividad de los procesos contables y la calidad de la información financiera. A su vez este estudio podría beneficiarse de un mayor control sobre variables confusas y factores externos como la cultura organizacional o regulaciones externas, que podrían influir significativamente en los resultados obtenidos, pero no fueron adecuadamente controlados.

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