THE EFFECTS OF COMPUTERIZED ACCOUNTING SYSTEM ON FINANCIAL PERFORMANCE

CASE STUDY; GUARDIAN HEALTH LIMITED

 \mathbf{BY}

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A RESEARCH REPORT SUBMITTED TO UGANDA BUSINESS AND TECHNICAL EXAMINATIONS BOARD IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE AWARD OF A DIPLOMA IN ACCOUNTANCY OF BUGANDA ROYAL INSTITUTE OF BUSINESS AND TECHNICAL EDUCATION MENGO

July, 2023

DECLARATION

I Nassagala Daniva hereby declare that this research report is a result of my hard working and knowledge got from the lectures I attended and it is not a republication from any document and never submitted to any institution of higher learning.

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Signature	
Date	

APPROVAL

	I approve	the	research	report	of	Nassagala	Daniva	that	was	under	my	supervis	ion	and	it i	s r	10W
1	ready for	subr	mission.														

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DEDICATION

I dedicate this research report to my parents who have worked tirelessly to the completion of my studies in all spheres, May the Good Lord reward them countless.

ACKNOWLEDGEMENT

I strongly acknowledge the efforts of my parents who helped me indirectly and directly to complete this field work activity

I acknowledge the work of my supervisor for her tireless supervision towards the successful completion of this study.

MAY THE ALMIGHTY GOD BLESS YOU

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ABSTRACT

The study was conducted on the topic entitled "the impact of computerized accounting systems on the financial performance". It was later guided by the following objectives;

- i) To determine the strength of computerized accounting system in an organisation records management system
- ii) To determine the challenges in the use of Computerized Accounting system
- iii) To show the indicators of financial performance of an organisation

The study employed a case study research design with both qualitative and quantitative aspects. Case study research design was selected because it enables the researcher, among other things, to focus attention on a particular group of people within a specific context.

The collected data especially the type that has numerical information was edited, coded and reviewed in order to have the required quality, accuracy, consistency and completeness. Data was analyzed quantitatively based on statistical data analysis approaches that incorporate frequency distributions, measurement of central tendencies (graphs, tables, pie-charts, histograms, and pictures).

Majority of the respondents agreed that tally accounting systems provides business functionalities, tally accounting systems have been credited for their quick processing speed, and tally accounting systems has large storage capacity and tally accounting systems ensures up-to-date account balances are available any time for management to make quick decisions.

Majority of the respondents strongly agreed that Computerised accounting system is very expensive to implement, Computerised accounting system is very complex to use, and Computerised accounting system requires expertise to be used.

It was concluded that Guardian Health Limited has computerized accounting systems which are used throughout since when the organisation computerized its operations. The study revealed that computerized accounting system has reduced the time involved for the organisation to process their financial statements and related documents.

It is therefore recommended that Guardian Health Limited should prompt and encourage its users to always change their passwords within the accounting period. The frequent change of passwords and the combination features will help curtail the limitations of using password as authentication control.

LIST OF ABBREVIATION

CAS Computerized Accounting System

BOU Bank of Uganda

ICT Information Communication and Technology

ATM Automated Teller Machine

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CHAPTER ONE

INTRODUCTION

1.0 Introduction to the study

This chapter explain the background of the study, the problem statement, the objectives of the study, the research questions, and the scope of the study.

1.1. Background of the study

Good Computerized Accounting System (CAS) management has been identified as a key aspect in strengthening and increase in their outreach (Rock of al, 1998; Labic. 2021, Heim, 2006; Otero and Chu, 2022)., computerized accounting system (CAS) can allow organisations to lower the cost of loan administration, and thus, offer more affordable and flexible loan products to clients. In addition, CAS can also help organisations to expand their service coverage by providing logical, strategic and analytical support. Association for Organisations of Uganda (AMFIU, 2013) report on microfinance technology acknowledged that there is need to support capacity building and computerization for sound organisations (organisations) such that they have systems to control costs and establish efficient branch management, that is, growth potential. In the Philippians the introduction of basic banking software product enabled administrative costs of rural Sacco operations to be lowered by 60%, Rhyme 2008. This will be accompanied by faster services, better control of fraud, improved records keeping and management reports. BOU 2009 estimates that organisations with more than 1000 clients/members are sufficiently large to make computerization of operations an economic proposition. Information Technology (IT) plays an increasingly important role in facilitating the introduction of new products or services, in improving operational services, and in guiding managerial decision-making (deSanttis, 2010). Therefore, mismanagement of IT can be detrimental to the competitive effectiveness of enterprises. Effective management of IT is particularly critical for small and medium enterprises (SMEs) because they operate different from large enterprises.

A Microfinance institution can only realize economic benefit from computerization if it manages its IT resources effectively. Effective CIS utilization, appropriate applications, and

individually tailored solutions can create opportunities and thus CAS can play a substantial individually tailored solutions can create opportunities and thus CAS can play a substantial role to address a number of goals in the development agenda successfully (Benjamin B. But and Paul Ashcroft, 2004). In an attempt to identify sectors that are likely to be responsive to technological change and promise high return on investment, small and medium enterprises have materialized as one potential target sector to harmess CIS for development (Rose & Hudgins, 2008). Information system management acts as measure of financial performance of organizations. Rhyme (1998) considers the two main goals of financial performance and outreach.

Financial performance is an essential measure to access the well-being of a company. This measures the ability of the company to utilize its resources efficiently and effectively to achieve the desired result. This assertion is in line with the view of Kenton (2021) sees "financial performance as a subjective measure of how well a firm can use assets from its primary mode of business and generate revenues". The financial performance of a company can be accessed through various indicators like profitability ratios and liquidity ratios.

The concept of financial performance has over the decade been discussed in accounting and finance literature alike. Authors have expressed their views on this concept. Kenton (2021) asserts that financial performance is a subjective measure of how well a firm can use assets from its primary mode of business and generate revenues. It has also been the primary concern of business practitioners in all types of organizations since financial performance has implications for an organization's health and ultimately its survival. In the view of Verma (2021), financial performance is the process of measuring the results of a firm's policies and operations in monetary terms. It is used to measure a firm's overall financial health over a given period of time and used to compare similar firms across the same industry. In this study financial performance of pharmaceutical companies is measured by liquidity (current ratio).

1.2 Statement of the problem

Most organizations in Uganda such Guardian Health Limited, have put in place systems that strive to manage their information in order to ensure proper cash management, hence enhancing customer value and boosting business growth. Guardian Health Limited use CAS and ICT

internally to support their business operations. Poor information management registers to be one of the contributing factors to the low levels of performance in Guardian Health Limited (BOU, 2014)

Despite the above, the effectiveness of CAS management in Guardian Health Limited has remained unknown on the performance of institutions which is still poor. Therefore this study sought to examine the effect of computerized accounting system on the financial performance using a case study Guardian Health Limited.

1.3 Objectives of the study

1.3.1 General Objectives

The general objective of this study was to examine the impact of computerized accounting systems on the financial performance.

1.3.2 Specific Objectives

The following are the specific objectives of the study;

- iv) To determine the strength of computerized accounting system in an organisation records management system
- v) To determine the challenges in the use of Computerized Accounting system
- vi) To show the indicators of financial performance of an organisation.

1.4 Research Questions

- i) What is the strength of computerized accounting system in an organisation records management system?
- ii) What are the challenges in the use of computerized accounting?
- iii) What are the indicators of financial performance of an organisation?

1.5 Scope of the study

1.5.1 Content scope

The study based on the impact of the use of computerized accounting system on the financial performance of organizations in Uganda. It was guided by the specific objectives that sought to examine, the contribution of CAS to the performance and growth of organizations, the relationship between CAS and the challenges associated with ensuring the effectiveness of CAS in the organizations.

1.5.2 Geographical Scope

The study will be carried out in Guardian Health Limited which is located in Kabalagala tank hill road opposite Stanbic ATM in Kampala District.

1.5.3 Time scope

The study will consider information relating to the period of eight months that is from March to October 2023.

1.6 Significance of the study

- The findings will enable the Guardian Health Limited to understand the challenges that effect information management or challenges that affect the effectiveness of the CAS and reading their financial performance.
- Ultimately, Guardian Health Limited will be able to ascertain solution to the identified problems and challenges.
- The findings of this study will be beneficial to other researchers that shall want to undertake research on issues/topics related to CAS use and on fully exploiting the contributions of the CAS to the financial performance of Guardian Health Limited, the researcher perceives that; CAS will be given priority by the Guardian Health Limited in information management in boost their operations and service provisions.

 The study will help the researcher to acquire an award of a diploma in Accountancy of Uganda Business and Technical Examinations Board, because it is one of the requirements of the board.

1.7 Definition of Key terms

Computerized Accounting System

It is defined to as a system that processes the financial transactions and events to produce accurate according results as per as the user requirement or guidelines.

Data Storage

Data storage in computer terms refers to the ability to keep data and information safely for future reference (Richard 2010)

Computerized Accounting

Computerized accounting is the process of using a computer to generate reports from the entered data (Mdashil, 2009)

Accounting Software

This refers to a set of computer programs and commands necessary for solving accounting problems (Marvin, 2016)

Financial Performance

This refers to the ability of the firm to receive more income from the sale of its goods and services.

Financial Reporting

According to Kitinisa, (2007), financial reporting refers to the process of compiling financial reports necessary in making accounting decisions. This usually gives an accurate depiction of the organization finances, profits, capital, cash flows and revenues.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This section of literature review focused on the concept of computerized accounting system in relation to financial reporting. The literature was presented in the order of the stipulated objectives of the study.

2.1 Strength of computerized accounting systems in organisations

Preparation of accounting documents : Computers help in preparing accounting documents like cash memo, bills, invoices and accounting vouchers. Here computerized accounting systems have user defined templates which will provide faster, accurate entry of transaction and therefore all documentation and reports can be generated automatically.

Recording of transactions: Everyday business transactions are recorded with the help of computer software. Every account and transactions is assigned a unique code where the grouping of account is done at the first stage. This process simplifies the work of recording the transaction. Marivic (2009) argued that computerized packages will minimize human errors in transactions recording as in the system there is the existence of reference of every transaction.

Preparation of trial balance and financial statements.: After recording of transactions, the data is transferred into ledger accounts automatically by the computer. Trial balance is prepared by the computer to check accuracy of records, with the help of trial balance; the computer can be programmed to prepare the statement of comprehensive income and the statement of financial position.

Different scholars have expressed views on computerized accounting packages as below: A computerized package can quickly generate all types of records needed by management. Data processing and analysis are faster and more accurate which meets the manager's needs for accurate and timely information for decision making (Mc Bride, 2000).

The benefits of computer accounting include among others improving reporting to users, better record keeping and minimized errors. With the system automatically generating reports, a lot of time will be saved in the long run and unnecessary cost. Few staff will also be needed to operate the system (Vanbriefing, 2005).

In support of above view, computerized accounting is used to maintain journals, ledgers and prepare financial statements (Meigs and Meigs, 1998). Easy posting transaction to ledger and principles of double entry to do accounting function using computerized accounting system. It can be largely automated by use of systems (Cook, 2001).

Better Record keeping and data Security. Whilst human error can still corrupt your data e.g. entering figures in wrong fields, a good package will reduce this possibility and ensure that there is a reference for all transactions e.g. for every cheque or receipt entered/created. However, this does not eliminate all manual work. Vouchers, invoices, receipts etc. will still need to be filed in a logical order and details of what was entered onto the system should also be recorded on paper. This will help when you need to track errors, in the annual audit and if disaster strikes and you have to re-enter all transactions. For record-keeping and compliance with the law, businesses often must keep financial records for years. It is extremely difficult to keep copies of paper records in multiple locations, and a catastrophic incident that results in the destruction of paper records can damage a business in many ways. With a computerized accounting solution, files and important financial information can be stored online or on off-site data cartridges--or both-giving a business the level of redundancy that it needs to recover from a catastrophe and ensuring compliance with all applicable data retention laws. Mc Laney and Atrill (Accounting and Introduction 2005)

Computerized Accounting Systems are important to businesses in various ways. The use of computers is time-saving for businesses and all financial information for the business is well organized (Barren, 2010).

Time and Cost Savings: Using a Computerized Accounting Systems saves companies time and money. The use of a computer makes inputting accounting information simple. Transactions are

entered into the system and the system processes and posts transactions accordingly. Computerized Accounting Systems reduce staff time preparing accounts and reduce audit expenses as records are neat, up-to-date and accurate. Better use is made of resources and time; cash flow should improve through better debt collection and inventory control. More importantly, the system helps present financial reports on time to aid in the economic decision making process of external users.

Organization and Accuracy: A Computerized Accounting System enables businesses to stay organized. When information is entered into the system, it makes finding the information easy. Employees can look up any financial information whenever it is needed. There is less room for errors as only one accounting entry is needed for each transaction rather than two (or three) for a manual system. The accounting records are automatically updated and so account balances (e.g. Customer accounts) will always be up-to-date.

Storage and Speed: Storing information is vital to a business. After information is entered into the system, the information is stored indefinitely. Companies perform backups on the system regularly to avoid losing any information. The introduction of Computerized Accounting Systems provides the ability to see the real-time state of the company's financial position.

Distribution: Computerized Accounting Systems allow companies to distribute financial information easily. Financial statements are printed directly from the system and are distributed internally and externally to those needing the information. Reports can be produced which will help management monitor and control the business, for example the aged debtors analysis will show which customer accounts are overdue, trial balance, trading and profit and loss account and balance sheet. In effect, Computerised Accounting Systems enable financial statements to be prepared and presented to meet the relevance and faithful representation criteria of financial statements.

Speed and accuracy. With computerized accounting, you reduce the amount of time you have to spend monitoring and organizing your accounts. The information will be available at your fingertips, and systemized, so that there are no anomalies, there will be no information missing.

This will help you improve your business efficiency in areas such as customer relations, production, and employee management. You will have the potential to increase your profits and improve general business efficiency.

Computerized accounting systems have automatic calculations built in and therefore there is a slim chance of making mistakes calculating invoices. The system automatically calculates inclusive and exclusive figures. *Mc Laney and Atrill (2005)* there is an old proverb that begins with the statement "to err is human." Although the sentiment of this statement was not originally intended as a comment on life in the information technology age, it still applies. Humans do make errors. An absent decimal point or the addition of one too many zeros can drastically alter the accuracy of a financial report. Computerized accounting systems, on the other hand, are designed to minimize the existence of such blunders. Additions, subtractions and other calculations are performed by the machine. This ensures that only the correct total is listed at the end of the general ledger. *KJ Henderson (1999)*.

Improvement in operational efficiency. A computerized accounting system eliminates many cumbersome and time consuming manual processes. In addition to calculations being automated, many accounting software programs allow various reports, such as year-end and statistical, to be generated at the touch of a button. A document that once took junior accountant hours to compile can now be created in a matter of seconds. An additional benefit to automating the accounting process is the ability to expediently share information. Information regarding business accounts can be independently entered into an automated system by multiple authorized parties. In addition, accounting documents, such as financial statements, can be emailed from one colleague to another in just a few moments. *KJ Henderson* (1999)

Compatibility. The implementation of a computerized accounting system also allows various businesses to more easily share financial information. For example, if a company with manual accounting procedures purchases another organization with manual accounting procedures, it may take weeks or even months to completely integrate the financial data of the two firms. On the other hand, if both companies utilize compatible computerized accounting systems, all data can easily be integrated because one program is able to speak to the other. Sangster (Computerized Accounting 2002)

Storage and Retrieval of information. Sangster (Computerized accounting 2002), a computerized accounting system can store many years of information. If the audit requires it, the employer can access information dating from many years back. If, during the audit, the auditor spontaneously requests an accounting document, the employer can quickly retrieve it from the system instead of rummaging through storage boxes to locate hard copies. The majority of computerized accounting systems have features such as order-entry and generation of associated invoices. The employer can create accounts for their clients, storing their names, addresses, orders and invoices for as long as necessary. A computerized system also allows the employer to make and print account statements. Further, many accounting systems have a payroll feature, which enables complete payroll processing, including the generation and printing of checks and reports.

Reduces fraud and Embezzlements. Computerized accounting software makes it difficult for employees to steal money from the company. For example, if a payroll employee tries to pay herself more than the allowed amount, her theft will most likely be discovered because the accounting system stores all saved transactions. Sangster (Computerized accounting 2002).

Automated Report Generation. Computerized Accounting software has the ability to generate reports on demand--something that could take a team of humans hours or days. These reports can be customized to what the company is spending money on, such as VAT, day-to-day operations, salaries and marketing. In addition, when used properly, this feature can assist the business in its budgeting needs, telling executives in a quick and easy to use format exactly where their money is going. Reports empower executives to make informed decisions, and having instant access to them can only make success more likely. Sangster (Computerized accounting 2002).

Lower cost of operations. Aramenta Waithe (2008) Accounting can become expensive for businesses, as the level of work can result in the businesses needing to hire an accounting service on contract or hire several full-time employees. Accounting software eliminates much of the manual work, which may allow you to reduce your full-time staff and lower your costs. Indeed, because so many tasks can be automated, a full-time accountant may not be necessary at all.

According to McBride (2000), computerized packages can quickly generate all types of reports needed by management for instance budget analysis and variance analysis. Data processing and

analysis are faster and more accurate which meets the managers need for accurate and timely information for decision making.

Frank wood (1999) consented to the speed with which accounting is done and further added that a computerized accounting system can retrieve balance sheets, income statement or other accounting reports at any moment. He consented that computerized accounting system allow managers to easily identify and solve problems instantly.

Indira (2008) pronounced the improvement in business performance as a result computerization of the accounting systems as it is a highly integrated application that transforms the business processes with the performance enhancing features which encompass accounting, inventory control, reporting and statutory processes. He then says, this helps the company access information faster and takes quicker decisions as it also enhances communication.

McBride (2000) stated that managers cannot easily satisfy statutory and donor reporting requirements such as profit and loss account, balance sheet and customized reporting without using computerized accounting systems. With the system in place, this can be done quickly and with less effort. Computerized accounting systems ease auditing and have better access to required information such as cheque numbers, payments, and other transactions which help to reduce the time needed to provide this type of information and documentation during auditing.

According to Carol (2002), it is easy to do accounting functions using computerized accounting systems. Posting transactions to the ledger, the principle of double entry can largely be automated when done through the use of computerized accounting system. Although computerized accounting is highly beneficial to an entity, it is worth noting that it is dogged with a couple of pitfalls some of which are shown as below;

Meigs (1986) stresses that there is a risk of improper human intervention with the computer programs and computer files. Employees in the organization may temper with the computer programs and computer based records for the purpose of deliberately falsifying accounting information. This may result into distortion of information that would essential be for decision making. According to Wahab (2003), another threat and limitation of computerized system is the computer virus. Where a computer virus is a computer code (program) specially designed to

damage or cause irregular behavior in other programs on the computer. The adverse effect is that it may lead to breakdown of the hardware thus leading to loss of valuable information (for instance in financial institutions information such as customers' accounts, previous financial report, information pertaining loans advanced among others) already saved on the computer.

2.2 Challenges of Computerized accounting.

Despite the numerous benefits of Computerised Accounting Systems that can be listed they are not without challenges. The impediments to implementing a CAS include: lack of time (Proudlock et al. 1999), owner-manager's view that the CAS is costly (Head 2000), perception that the technology is not suited to the nature of the business (ABS 2000), and lack of IT expertise (ABS 2000; Burgess 1997).

Installation costs. S. NORA (Computerization of Society 1981) notes that the cost of installing computers in an organization is very high as it needs huge sum of money. This is a major hindrance as to why organizations do have computers. Accounting systems costs have decreased substantially, but they still can be costly, not only to purchase, but to maintain them as well. Extra costs for training new employees in the system should be considered along with ongoing customer service. Charges for customizing reports and other processes can pose limitations on small and medium-sized businesses that cannot afford these services. Other program costs to consider include new version upgrades and even hardware that may be required as technology progresses. If businesses can't afford these costs, they will be left behind.

Power Failure. S. NORA (Computerization of Society 1981). When dealing with accounting programs, you should consider electrical power as a major limitation of the system. Without electricity, most small-business accounting systems are useless -- no data can be input or reports generated. Any electrical fluctuation can have a negative impact on accounting data, deleting information and creating confusion. Another consideration that limits the usage of accounting systems is the network where the program may reside -- if the computer network is not properly set up, the software cannot be accessed and cannot be utilized. Most organizations are faced with

frequent power failure that slows the rate at which operations are executed in organizations. This leads to loss of data hence taking more time to be retrieved

Computer Virus: The major stressing challenges in the whole world are the problem of computer viruses. S. NORA (Computerization of Society 1981), affirm that computer viruses usually infect systems introduced via external storage devices which have already been infected. This has led to loss of data most of which is very costly to get back as it will need experts who are invited to install and design new packages. System security concerns can pose limitations on accounting software. Besides worrying about viruses and worms, small-business owners also should be concerned with unauthorized access of computerized accounting data. IDs and passwords are common minimum security measures businesses can use to protect the accounting software against intrusion, but they may not be enough. According to Kiplinger magazine, hacking is very common with small businesses; however, only one in five small firms owns antiviral software and over half don't use encryption on wireless connections.

Computer Hacking S. NORA (Computerization of Society 1981), goes ahead to refer this as to when individuals make unauthorized access to computerized systems especially via dial-in-lines or across computer networks. This leads to loss of data and inconveniences to the individual affected by the hackers.

Converting from manual to computerized accounting system before converting from manual to computerized accounting system, planning is of great importance. S. NORA (Computerization of Society 1981). Hence need to consider the principle of procedure, costs associated with new system, feasibility and reliability of the new system. S. NORA (Computerization of Society 1981). Recommend 2 ways of changing a manual system to computerized system. Direct or parallel method, however, the choice of the method to use will depend on the nature, resources, objectives and purposes of the organization. Richard Back and Rueben T. Hurns 1998 suggested that large scale; complex organizational change can be conceptualized in movement from present to future state. All this would affect organizational operations positively hence effectiveness.

2.3 Relationship between Computerized Accounting and Financial Reporting

Computerized accounting on financial reporting is linked to benefits applying computer system while generating financial reports. Computerized accounting systems have been credited for their quick processing speed and large storage capacity. Using computerized accounting system ensures up-to-date account balances are available any time for management to make quick decisions (Lancouch, 2003).

Quality of financial reports is assured with computerized accounting system as compared to manual systems. The method of inputting and processing data is sophisticated thus accuracy of data is improved. This means that financial reports will bear minimum errors. Computerized system will foster accessibility and faster transformation of information stored in computers, hence financial reports can easily be accessed through online system without delay and timely decision making (Kwarijuka, 1998).

The use of computer based systems in manufacturing firms will enable employees from various function areas and branches to generate timely financial reports which enable managers to monitor business operations and important finance decisions (Wailes, 1999). A computerized accounting system is a delivery system of accounting information as providing reliable accounting information to users. So records of expenditure and incomes and assets, liabilities, revenue expenses must be documented and transferred to general ledger of firm's financial details to be analyzed for future financial decisions.

McGuckin and Doms (2006), Brynjolfsson and Hitt (2000) said that banker's services are convenient to access most and suggested that all this has been related to the introduction of Computerised accounting system where people can now access services anywhere also added that this has led to increased productivity in the banking sector also in some big organisations like universities, government institutions, companies, industries, have rephrased the use of computerised accounting system like in universities where they handle a large number of students so this helps in tracking students payments since manual checking and paper work may be more costly in terms of labour but with accounting system only one accountant can be employed to be operating it, the system also provide up to date information, also various new bank's services which are made possible by use of accounting technology are usually called

electronic banking, Which creates links between balance reporting systems and generation of treasury management system or spread sheets and from treasury system to payment system

Brynjolfsson and Hitt (2000) it is never uncommon to see electronic banking systems delivering an array of automated services, which according to McGuckin and Doms (2006) include: (i) Cross border and cross currency bank account reporting and cash management; (ii) On-line access to many banking services including payments, Currency dealing, trade finance and account reconciliation.

According to Mime (2006) said that due to the characteristics of banking business, the bankers, accounting system have specific important features related to their liquidity management of their customer's account information. According to Mime computerised accounting system that can alert the head office in case there is any bank branch that is offline a bank has to manage its liquidity efficiently in order to maximise profit and fulfill regulation. Tam (2007) opined that to perform such duties, the treasury manager need information of consolidated balance of customer's deposits, loans and other placement of bank funds. That information is needed on daily basis so the treasury manager can determine how much reserve is needed and how much money should be placed in or borrowed from the money market therefore it's through information retrieved from the accounting database to check. the amount of deposits available and how much to be placed on Money market (Deakin and Welch, 1999).

2.3 Indicators of financial performance

Net profit margin; this ratio measures the end result of operations for the year. It is an after-tax profit that is available to the owners of a business. Net profit margin is sometimes referred to as "net return on sales", because it is expressed as a percentage of sales. It tells how many cents of a revenue dollar remain in the net earnings after all expense deductions. It is a reflection of a firm's management ability to control the level of costs or expenses relative to sales revenue.

Pretax profit margin; this ratio measures the results of operations for the year before taking into account income tax expense. It indicates how many cents of a revenue dollar remain in earnings after all expenses, except income tax expense, are deducted.

Operating profit margin; Operating profit is the net result of the principal business activities of a firm. This profit is before taking into account interest expense, investment income, non-recurring losses from the write-down of assets, gains or losses realized on the disposal of assets, and income tax expense. This ratio indicates management's ability to generate earnings from the principal business activities of a firm. The ratio is expressed as a percentage of operating revenue.

Gross profit margin; Gross profit is the excess of sales over cost of sales. Gross profit margin is expressed as a percentage of sales. This ratio indicates the efficiency of management in turning over the firm's goods and services at a profit, by measuring the gross profit generated by each dollar of sales. For retailers and wholesalers, the cost of sales represents the cost of goods purchased for resale. For other types of businesses, such as manufacturers, it represents the direct costs of producing the goods or services sold.

Operating revenue to net operating assets; The net operating assets turnover ratio measures how efficiently a firm has used its net operating assets (current assets, capital assets, other assets, less accounts payable and other current liabilities) to generate operating revenue. It provides a basis for assessing a firm's ability to generate revenue from a particular level of investment in assets. The ratio expresses operating revenue as a percentage of net operating assets.

Return on net operating assets; this ratio provides a measure of the profitability from operations. It tells how many cents of operating profit are generated to every dollar of net operating assets.

Pretax profit to assets; this ratio indicates how many of cents of pretax profits are earned per dollar of total assets. Pretax profit is the excess of operating and other revenue over operating and non-operating expenses before accounting for income tax on profits.

Return on capital employed; this ratio measures profitability and how well management has employed the assets, by calculating the percentage return on total capital provided by the owners and lenders (creditors). The earnings figure is before taking into account interest expense (payments to lenders) and dividends (payments to owners). The ratio indicates how many cents are returned to every dollar of capital invested.

Return on equity; This ratio measures the level of return to the owners (investors) and it represents their measure of profitability. The earnings figure is the after-tax profits, including a deduction for interest expense (payments to lenders). It is the net profit available to the owners (investors). The ratio indicates how many cents are returned to every dollar invested by the owners.

Receivable turnover; this ratio provides a measure of the quality and relative size of accounts receivable. It indicates the effectiveness of a firm's credit policy by calculating how often accounts receivable are converted into cash during the year. The ratio divides the outstanding receivables figure at year-end into the year's sales.

Inventory turnover; This ratio is a measure of the adequacy of inventory for the volume of business and how efficiently management turns over the inventory in relation to other firms in the industry. The ratio divides the year-end inventory into the cost of sales for the year.

Working capital; this ratio examines the relationship of current assets to current liabilities. It measures the ability to pay short-term debts easily when they become due.

Debt to equity; this ratio examines the relationship of debt (loans, bonds, debentures) to shareholders' equity. It compares the relative size of debt to resources invested by the owners. It indicates the extent to which a firm relies on borrowed funds to finance its operations. Firms that rely heavily on borrowed funds are said to be highly leveraged.

Interest coverage

This ratio measures the ability to pay interest charges on debt and to protect creditors from interest payment default. The ratio indicates the number of dollars of earnings available to pay interest for every dollar of interest expense incurred.

This ratio measures the growth rate for a matched group of firms in each industry. It is based on firms that are found in the database for both the current year and the previous year. Firms with percentage changes of over 100% are filtered out of the industry calculation.

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter presents the how data will be collected, equipments that will be used and way to analyze data. It includes the research design, study population, sample size and sampling technique, source of data, data collection methods, presentation and analysis of data and limitation of the study.

3.1 Research design of the study

The study will employ a case study research design with both qualitative and quantitative aspects. Case study research design will be selected because it enables the researcher, among other things, to focus attention on a particular group of people within a specific context.

3.2 Study population

The study population will be comprised of 70 employees of Guardian Health Limited that will be from different department such as finance department, human resource department, credit department and sales and marketing department. Key informants in this study will be involved including senior management of the Guardian Health Limited. It will involve customers of Guardian Health Limited.

3.3 Sample size and Sampling technique

The total sample size will be 50 respondents for the self-administered questionnaires. To arrive at the sample size for the quantitative data, the researcher will divide the total study population of 70 employees who are currently working with Guardian Health Limited and customers into 3 strata or groups. The study will adopt stratified sampling because it respects the categories of employees and offers accurate results. Respondents will be grouped in different departments such as 7 from marketing department, 8 from IT department, and 15 from accounting department, 15 from administration department and 5 from stores department among others.

3.5 Source of data

3.5.1 Primary source of data

It will be collected using questionnaires and interview designed by the researcher, since Guardian Health Limited is the case study, its working staff will serve as the researcher's source of primary data.

3.5.2 Secondary source of data

The information will be obtained from various textbooks, previous submitted reports journal magazines and newspapers that were obtained from the libraries and Guardian Health Limited office.

3.6 Data collection instruments

Data will be collected using the following methods

3.6.1 Face-to-face interviews

The researcher will use face-to-face interviews to allow an in-depth examination of the key informants, who will be comprised of senior managers and policy implementers, in Guardian Health Limited. These will be information rich cases and normally very busy people who do not have time to complete questionnaires.

3.6.2 Questionnaires

This is a research instrument consisting of a series of statements and other prompts for the purpose of gathering information from respondents. This technique will help to collect primary data through setting a number of statements and questions, which were given to the respondents to be answered and were collected; they were self-administered with open and close ended questions

3.7 Ethical Considerations

As part of the ethical consideration the study recognized all the works of other scholars. At data collection, the respondents never indicated their names on the questionnaire and participation was voluntary and the data collected from the respondents was kept confidential.

3.8 Data processing techniques

Data will be checked and edited for more classification into meaningful information. The data was thoroughly checked for purposes of deleting and eliminating errors, ensuring accuracy, uniformity, and consistence, completeness of answers and legibility of the collected data. Further data was presented in tables using percentages and frequencies.

3.9 Data Analysis

The collected data especially the type that has numerical information will be edited, coded and reviewed in order to have the required quality, accuracy, consistency and completeness. Data will be analyzed quantitatively based on statistical data analysis approaches that incorporate frequency distributions, measurement of central tendencies (graphs, tables, pie-charts, histograms, and pictures).

3.10 Data presentation

Data collected from the respondents will be presented, deduced, and analyzed through descriptive narration, graphs, tables and pie charts. Descriptive narration will be used to examine the qualitative data collected from respondents

3.11 Limitations to the study

Inadequate funds will be one of the limitations during this research. Funds were needed for transport, printing, consultation and buying scholastic materials among others were inadequate. However this was overcome through borrowing, begging from guardians.

CHAPTER FOUR

ANALYSIS, PRESENTATION AND INTERPRETATION OF RESEARCH FINDINGS

4.0 Introduction

This chapter presents and discusses the implications of the results of the findings. The findings are presented in a table format, which was later analyzed using frequencies and percentages.

4.1 Response Rate

Table 4.1 Showing Response Rate

Response	Frequency	Percentage		
Returned	100	97.8		
Not returned	3	2.2		
Total	103	100		

Source; Primary Data, (2023)

From table 4.1 above, results shows that out of the 103 questionnaires that were distributed to respondents, 100(97.8%) of the total number of questioners were retuned, and 3(2.2%) of the total respondents were not returned.

4.2 Background Information

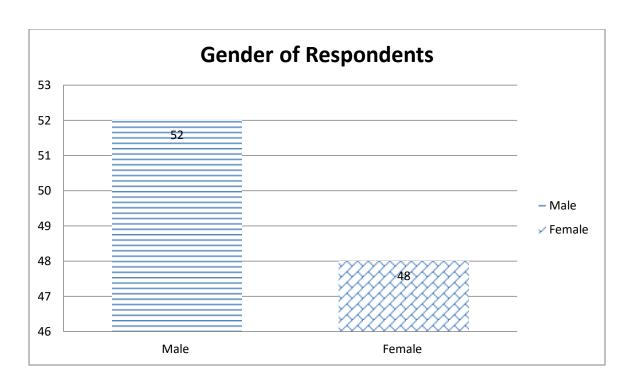
4.2.1 Gender of Respondents

Table 4.2 Showing Gender of the Respondents

Gender	Frequency	Percentage (%)
Male	52	52
Female	48	48
Total	100	100

Source; Primary Data, (2023)

According to table 4.2 above, results shows that majority of the respondents were females constituting to with 48% of the total respondents and followed by males who were 52%.



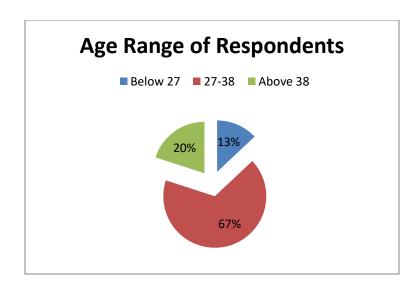
4.2.2 Age Range of Respondents

Table 4.3 Showing Age Range of the Respondents

Age Range in years	Frequency	Percentage (%)
Below 27	13	13
27-38	67	67
Above 38	20	20
Total	100	100

Source; Primary Data, (2023)

Findings from table 4.3 indicate that 13% of the total respondents were below 27 years and 67% of the total respondents were between 27-38 years, lastly 20% of the total respondents were above 38 years. The majority were between 27 to 38 years.



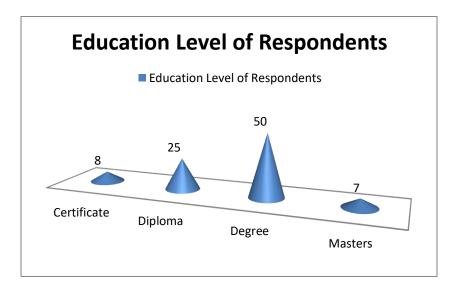
4.2.3 Education Level of Respondents

Table 4.4 Showing Education Level of the Respondents

Education Level	Frequency	Percentage (%)
Certificate	8	8
Diploma	15	15
Degree	75	75
Masters	2	2
Total	100	100

Source; Primary Data, (2023)

Basing on the findings from table 4.4, it is noted that majority of respondents 75% were degree holders, followed by 15% of the total respondents who were diploma holders and lastly, 8% were having certificates and lastly, 2% were holding master's degree. This implies that all the respondents were educated which makes the findings reliable.



4.3 Computerized Accounting Systems

4.3.1 Tally Accounting Systems

Table 4.5 Showing Tally Accounting Systems

Variable/Response	Agree	Neutral	Disagree	Total
Tally accounting systems provides business functionalities	95(95%)	2(2%)	3(3%)	100(100%)
Tally accounting systems have been credited for their quick processing speed	90(90%)	10(10%)	-	100(100%)
Tally accounting systems has Large storage capacity	83(83%)	12(12%)	5(5%)	100(100%)
Tally accounting systems ensures up-to-date account balances are available any time for management to make quick decisions	99(99%)	1(1%)		100(100%)

Source; Primary Data, 2023

Findings from table 4.5 indicate that majority of the respondents 95(95%) agreed that Tally accounting systems provides business functionalities, 2(2%) were neutral and 3(3%) disagreed; this implies that tally accounting systems provides business functionalities.

Findings from table 4.5 indicate that majority of the respondents 90(90%) agreed that tally accounting systems have been credited for their quick processing speed, 10(10%) were neutral and this implies that tally accounting systems have been credited for their quick processing speed.

Findings from table 4.5 indicate that majority of the respondents 83(83%) agreed that tally accounting systems has Large storage capacity, 12(12%) were neutral and 5(5%) disagreed; this implies that tally accounting systems has Large storage capacity.

Findings from table 4.5 indicate that majority of the respondents 99(99%) agreed that tally accounting systems ensures up-to-date account balances are available any time for management to make quick decisions, 1(1%) were neutral and this implies that tally accounting systems ensures up-to-date account balances are available any time for management to make quick decisions.

4.3.2 Excel Accounting Systems

Table 4.6 Showing Excel Accounting Systems

Variable	Agree	Neutral	Disagree	Total
Excel accounting systems foster accessibility and faster transformation of information stored in computers	83(83%)	12(12%)	5(5%)	100(100%)
Financial statements can easily be accessed through Excel accounting systems without delay and timely decision making	35(35%)	15(15%)	50(50%)	100(100%)
Quality of financial reports is assured with Excel accounting systems	50(50%)	20(20%)	30(30%)	100(100%)
Excel accounting systems enable employees from various function areas and branches to generate timely financial statements	60(60%)	18(18%)	22(22%)	100(100%)

Source; Primary Data, 2023

Findings from table 4.6 indicate that majority of the respondents 83(83%) agreed that excel accounting systems foster accessibility and faster transformation of information stored in computers, 12(12%) were

neutral, 5(5%) disagreed, this implies that excel accounting systems foster accessibility and faster transformation of information stored in computers

Findings from table 4.6 indicate that majority of the respondents 35(35%) agreed that financial statements can easily be accessed through Excel accounting systems without delay and timely decision making, 15(15%) were neutral, 50(50%) disagreed, this implies that financial statements can easily be accessed through Excel accounting systems without delay and timely decision making

Findings from table 4.6 indicate that majority of the respondents 50(50%) agreed that Quality of financial reports is assured with Excel accounting systems, 20(20%) were neutral, 30(30%) disagreed; this implies that Quality of financial reports is assured with Excel accounting systems.

Findings from table 4.6 indicate that majority of the respondents 60(60%) agreed that excel accounting systems enable employees from various function areas and branches to generate timely financial statements, 18(18%) were neutral, 22(22%) disagreed, this implies that excel accounting systems enable employees from various function areas and branches to generate timely financial statements.

4.3.3 Quick Books

Table 4.7 Showing Quick Books

Variable/response	Agree	Neutral	Disagree	Total
Quick Books Provides tools to manage customers	88(88%)	12(12%)	-	100(100%)
Quick Books track incomes of financial institutions	97(97%)	3(3%)	-	100(100%)
Lack of professional support can lead to system crashes	34(34%)	52(52%)	14(14%)	100(100%)

Source; Primary Data, 2023

Findings from table 4.7 indicate that majority of the respondents 88(88%) agreed that Quick Books Provides tools to manage customers, 12(12%) were neutral; this implies that Quick Books Provides tools to manage customers.

Findings from table 4.7 indicate that majority of the respondents 97(97%) agreed that Quick Books track incomes of financial institutions, 3(3%) were neutral; this implies that Quick Books track incomes of financial institutions.

Findings from table 4.7 indicate that majority of the respondents 34(34%) agreed that Lack of professional support can lead to system crashes, 52(52%) were neutral, 14(14%) disagreed, this implies that lack of professional support can lead to system crashes

Findings from table 4.7 indicate that majority of the respondents 8(98%) agreed that Quick Books track expenses and determines profits realized by the financial institutions, 2(2%) were neutral; this implies that Quick Books track expenses and determines profits realized by the financial institutions.

4.4 CHALLENGES OF COMPUTERIZED ACCOUNTING

	Agree	Neutral	Disagree	Total
Computerised accounting system is very expensive to implement	90(90%)	10(10%)	-	100(100%)
Computerised accounting system is very complex to use	83(83%)	12(12%)	5(5%)	100(100%)
Computerised accounting system requires expertise to be used	99(99%)	1(1%)		100(100%)

Source; Primary Data, 2023

Findings from table above indicate that majority of the respondents 90(90%) strongly agreed that Computerised accounting system is very expensive to implement, 10(10%) were neutral; this implies that Computerised accounting system is very expensive to implement.

Findings from table above indicate that majority of the respondents 83(83%) strongly agreed that Computerised accounting system is very complex to use, 12(12%) were neutral, (5%) disagreed, this implies that Computerised accounting system is very complex to use

Findings from table above indicate that majority of the respondents 99(99%) strongly agreed that Computerised accounting system requires expertise to be used, 1(1%) disagreed, this implies that Computerised accounting system requires expertise to be used

4.5 INDICATORS OF FINANCIAL PERFORMANCE OF GUARDIAN HEALTH LIMITED

	Agree	Neutral	Disagree	Total
Guardian health limited has registered an increase	97(97%)	-	3(3%)	100(100%)
in its gross profit margin every year.				
Guardian health limited realizes or makes abnormal	94(94%)	-	6(6%)	100(100%)
profits, due to widened customer base.				
There is an increase in sales of Guardian health	78(78%)	-	22(22%)	100(100%)
limited for past five years.				

Findings from table above indicate that majority of the respondents 99(99%) strongly agreed that Computerised accounting system requires expertise to be used, 1(1%) disagreed, this implies that Computerised accounting system requires expertise to be used

Findings from table above indicate that majority of the respondents 97(97%) strongly agreed that Guardian health limited has registered an increase in its gross profit margin every year, 3(3%) of the total respondents disagreed, this implies that Guardian health limited has registered an increase in its gross profit margin every year.

Findings from table above indicate that majority of the respondents 94(94%) strongly agreed that Guardian health limited realizes or makes abnormal profits, due to widened customer base, 6(6%) of the total respondents disagreed, this implies that Guardian health limited realizes or makes abnormal profits, due to widened customer base.

Findings from table above indicate that majority of the respondents 78(78%) strongly agreed that There is an increase in sales of Guardian health limited for past five years, 22(22%) of the total respondents disagreed, this implies that There is an increase in sales of Guardian health limited for past five years

CHAPTER FIVE

SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

3.0 Introduction

This chapter presents a summary of the findings, conclusions drawn and the researcher's recommendations derived from the study findings.

5.1 Summary of Findings

Majority of the respondents agreed that Tally accounting systems provides business functionalities, tally accounting systems have been credited for their quick processing speed, and tally accounting systems has large storage capacity and tally accounting systems ensures up-to-date account balances are available any time for management to make quick decisions.

Majority of the respondents agreed that excel accounting systems foster accessibility and faster transformation of information stored in computers, financial statements can easily be accessed through Excel accounting systems without delay and timely decision making, and Quality of financial reports is assured with Excel accounting systems.

Majority of the respondents agreed that excel accounting systems enable employees from various function areas and branches to generate timely financial statements, Quick Books Provides tools to manage customers, Quick Books track incomes of financial institutions, and Quick Books track expenses and determines profits realized by the financial institutions.

5.1.2 FINDINGS ON THE CHALLENGES OF COMPUTERIZED ACCOUNTING

Majority of the respondents strongly agreed that Computerised accounting system is very expensive to implement, Computerised accounting system is very complex to use, and Computerised accounting system requires expertise to be used.

5.1.3 FINDINGS ON THE INDICATORS OF FINANCIAL PERFORMANCE OF GUARDIAN HEALTH LIMITED

Majority of the respondents agreed that Computerised accounting system requires expertise to be used, Guardian health limited has registered an increase in its gross profit margin every year, Guardian health limited realizes or makes abnormal profits, due to widened customer base, There is an increase in sales of Guardian health limited for past five years.

5.2 Conclusion

It was concluded that Guardian Health Limited has computerized accounting systems which are used throughout since when the organisation computerized its operations. The study revealed that computerized accounting system has reduced the time involved for the organisation to process their financial statements and related documents. Thus the organisation is able to generate the required information by the click of button to report on time. It was noted that with the use of Computerized Accounting Systems the organisation is able to generate and present better reports to their shareholders. Therefore stakeholders are able to rely on the reports of this organisation to a large extent on the accounting information they generate. It was revealed by the findings that Computerized Accounting Systems help in record keeping and the information kept is used for future reference.

In the organisation's effort to prevent the incident of commitment and concealment of fraud among their employees, it was found out that accounting duties are segregated among organisation staffs. It was revealed that In order to monitor and control the Computerized Accounting Systems usage among employees, the Computerized Accounting Systems has a feature that automatically records all the systems' transactions and activities in a log. These logs are analyzed to monitor systems' activities and trace problems to their source. This analysis reveals employees who accessed the system and what specific actions each user performed.

It was suggested that organisation should control the access use to workers in other branches of the organisation s and the functions that they can perform in the systems. A few should be given a limited function of sight privileges, thus they can only see accounts and transactions in a branch system but cannot alter those transactions. Notable, few employees at the head offices of the organisation have full access privileges to the entire sister companies.

5.4 Recommendations

Guardian Health Limited should prompt and encourage its users to always change their passwords within the accounting period. The frequent change of passwords and the combination features will help curtail the limitations of using password as authentication control.

In the organization's effort to prevent the incident of commitment and concealment of fraud among their employees, the accounting duties should be segregated among organisation staffs. Thus, the Computerized Accounting System should not allow a single person to enter data, post and authorize transaction.

In order to monitor and control the Computerized Accounting Systems usage among employee, the organisation should use Computerized Accounting System which has a feature that automatically records all the systems' transactions and activities in a log. These logs should be analyzed to monitor systems' activities and trace problems to their source. This analysis can reveal employees who accessed the system and what specific actions each user performed.

Research recommends that the organisations should control the access use to workers in other branches and the functions that they can perform in the systems. A few should be given a limited function of sight privileges, thus they can only see accounts and transactions in a branch system but cannot alter those transactions.

5.5 Areas for further study

- 1. Impacts of computerized accounting systems on the sustainability of commercial organisations;
- 2. Performance appraisal and the stability of staff in commercial banks;
- 3. Future research should investigate governmental support in the area of subsidizing Costs of establishing and running a computerized accounting system.

APPENDIX: QUESTIONNAIRES FOR RESPONDENTS

Dear Respondent,

I am a student of Buganda Royal Institute. The questionnaire is anonymous because we don't need your name so your view will remain confidential where you cannot answer feel free to skip. I thank you in advance.

SECTION A: BACKGROUND INFORMATION

Please tick in the box with correct answer

1.	Gender				
	Male Fer	nale			
2.	Age range				
	Below 27yrs	27-38yrs	Above	38yrs	
3.	Education level?				
	Certificate	Diploma	Degree	Masters	others

Please respond to the questions below by ticking the right box depending on the degree to which you agree or disagree with the statement.

SECTION B: STRENGTH OF COMPUTERIZED ACCOUNTING SYSTEM IN AN ORGANISATION RECORDS MANAGEMENT SYSTEM

	TALLY ACCOUNTING SYSTEM	Agree	Neutral	Disagree
TA 1	Tally accounting systems provides business functionalities			
TA 2	Tally accounting systems have been credited for their quick processing speed			
TA 3	Ensures up-to-date account balances are available any time for management to make quick decisions			
	EXCEL ACCOUNTING SYSTEM			
E1	Excel Accounting Systems foster accessibility and faster transformation of information stored in computers			
E2	Financial statements can easily be accessed through online system without delay and timely decision making			

E3	Excel Accounting Systems enable employees from various function areas and branches to generate timely financial statements		
	OVYGW POOVG		
	QUICK BOOKS		
QB1	Quick Books Provides tools to manage customers		
QB2	Quick Books track incomes of financial institutions		
QB3	Quick Books track expenses and determines profits realized by the financial institutions		

SECTION C; CHALLENGES OF COMPUTERIZED ACCOUNTING

		Agree	Neutral	Disagree
1.	Computerised accounting system is very expensive to implement			
2.	Computerised accounting system is very complex to use			
3.	Computerised accounting system requires expertise to be used			
	ON D: INDICATORS OF FINANCIAL PERFORMA TH LIMITED	NCE OF G	GUARDIA	N
1	Guardian health limited has registered an increase in its gross profit margin every year.			
2	Guardian health limited realizes or makes abnormal profits, due to widened customer base.			
3	There is an increase in sales of Guardian health limited for past five years.			

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