

Accounting and Modern Technology: Employees' Satisfaction

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Abstract: Modern technology and accounting are interconnected with each other. Nowadays, modern technology is a part and parcel of accounting. In this research, the relationship between modern technology and accounting were evaluated to show the satisfaction level of employees in their respective fields towards using modern technology. During data collection, 75 respondents were taken as sample from huge population and it was confined within the northern part of Bangladesh. The result revealed that 84% respondents were habituated with using modern accounting technology. Among them 52% respondents said they are satisfied, 36% respondents said they are highly satisfied, 6.67% respondents are neither satisfied nor dissatisfied, 4% respondents said they are dissatisfied and 1.33% respondent said that they are highly dissatisfied with using modern technology in accounting practices. Although, we are getting benefits through using modern technology in accounting but there are some drawbacks regarding the using of technology in accounting field namely, complexity, power connectivity and security. Finally, modern technology can be applied by minimizing few drawbacks and then it will be established as complementary and supplementary with each other.

Keywords: Accounting, Modern technology, Security and Satisfaction.

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I. Introduction

Now accounting and modern technology are interrelated, through this research, this relation is analyzed. More specifically here it is tried to find out employees satisfaction towards using modern technology in their daily accounting operations. Such recoding, validating, analyzing, calculating, preparing of financial statements, reporting of financial statements and communicating of those with intended users in meaningful way. Now many organizations use accounting technology, such accounting software in their daily operations as their need. While using these technologies in some cases they face some difficulties also. Here through this report it is tried to find out whether they satisfied or not with the using of modern technology in daily accounting practices. Accounting is the systemic process of recording, classifying, summarizing, interpreting, and communicating accounting information to useful users. Accounting information system is a structure within an organization by which all accounting activities such recording, classifying, validating, interpreting, and communicating of financial information to useful users with the aid of information technology. Basically here it is tried to find out the practices of accounting information system that is computer aided system where they satisfied or not. Modern technologies that are using daily accounting practices are several software, firmware, security system, online help desk and hardware that are used in daily accounting practices which are accounting software, tally software, audit software, ERP software, word processing software, oracle software, graphics design software and electronic data interchange (EDI) software.

Most important hardware or devices that are used by various accountant and organizations are desktop computers, laptop, mini computer, modem, router, printers, scanners, faxes, telephone, photocopy machine, punch machine, cutter, monitor and sound system.

Firmwares are those computer programs that are inherent with the operating system such as windows media player and so on.

Security systems are those initiatives that are taken to ensure proper and meaningful uses of technology in accounting such as picture matching, password protection, program setting, touch system, button clicking, ID card showing, finger clicking and bar code showing.

OBJECTIVES OF STUDY

1. To analyze the satisfaction level of the employees working toward using modern technology in accounting practices.
2. To find the modern accounting technology those are used by employees in their organization.

II. Methodology

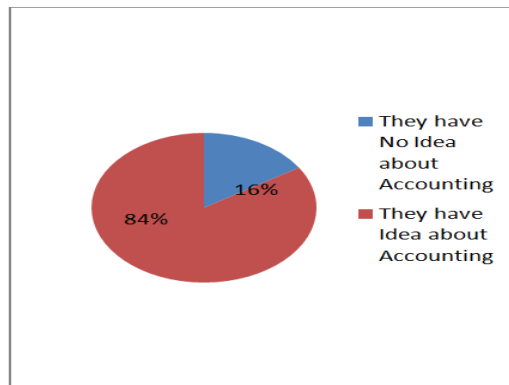
For the purpose of these research employees from several Banks, NGO, pharmaceutical company, Footwear Company, departmental stores and some other company from northern part of Bangladesh were selected. 75 employees were selected from several banks, NGO, pharmaceutical company and some other company through simple random sampling method. Here 75 structured questionnaire about this research work are provided to several peoples namely employees (accountant) of some selective organizations who are habituated with using of accounting software, audit software, word processing software, spread sheets, graphics software, electronic data interchange (EDI), security system, internet, cloud and others tools of modern technology. Various data are collected from secondary data sources such as website, journal, books and research work. The questions were designed to know the employees satisfaction level towards using modern accounting technology in their accounting practices and their satisfaction level toward using that. Collected data are analyzed through percentage basis. How many respondents are agreeing specific statements are analyzed on the basis of percentage of their answer? In some cases judgmental attitude was used.

Limitations of this research

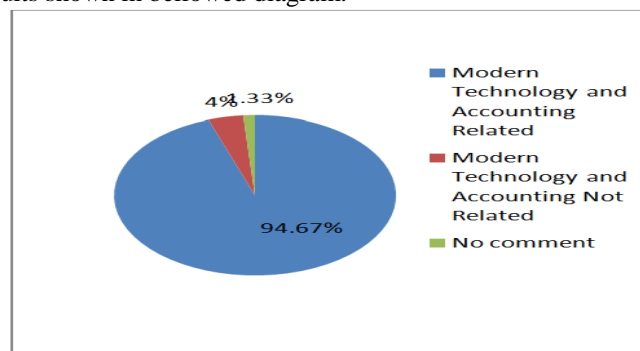
- Only 75 responded were interviewed from huge number of population.
- All samples were collected from northern part of Bangladesh.
- Only percentage analysis was done to derived result.
- Employees were unwilling to provide accurate information.

III. Results And Discussion

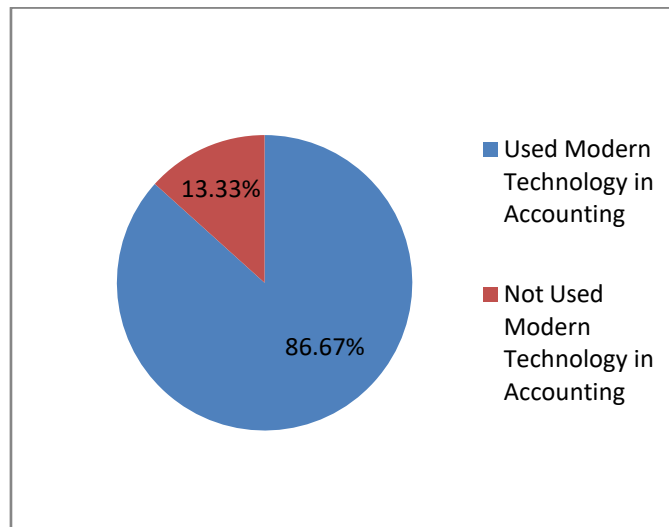
We asked our respondents about idea of accounting, from 75 respondents that are interviewed directly through questionnaire. 16% responded said that they have no idea about accounting and 84% responded said that they have knowledge or idea about accounting. This is shown in diagram.



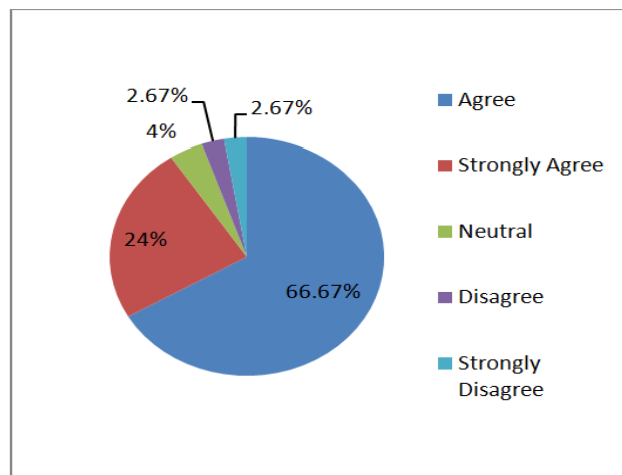
From the answer of our respective respondent about their thinking of relationship between accounting and modern technology, we found 94.67% respondents has agreed that accounting and modern technology are interrelated and they found significant relation between accounting and modern technology. 4% respondents said that there is no relation between accounting and modern technology and 1.33% respondents did not provide any comments. These results shown in bellowed diagram.



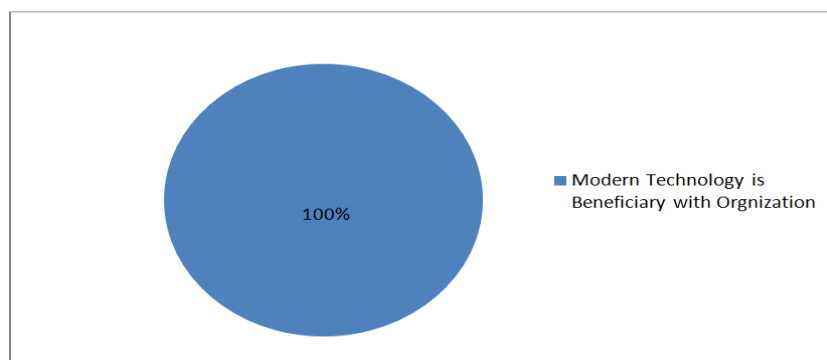
From the feedback obtained about the uses of modern technology of accounting in your daily accounting practices, we found about 86.67% respondents said that they use modern technology like various accounting software in their daily accounting practices and 13.33% respondents said that they do not use modern technology in their accounting practices. These results shown in bellowed diagram.



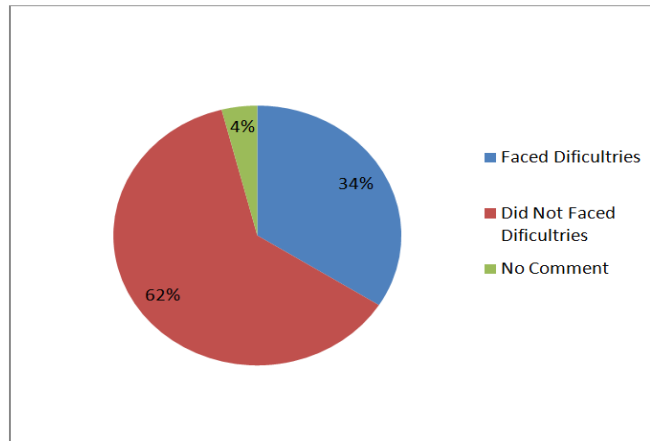
We asked about their opinion on the statement of “modern technology Endeavour accounting practices significantly”. We found 66.67 % respondents agreed with this statement, 24% respondents strongly agreed with this statement, 4% respondents showed that neutral position on this above statement, 2.67% respondents disagreed with this statement, 2.67% respondents strongly disagreed with this statement.



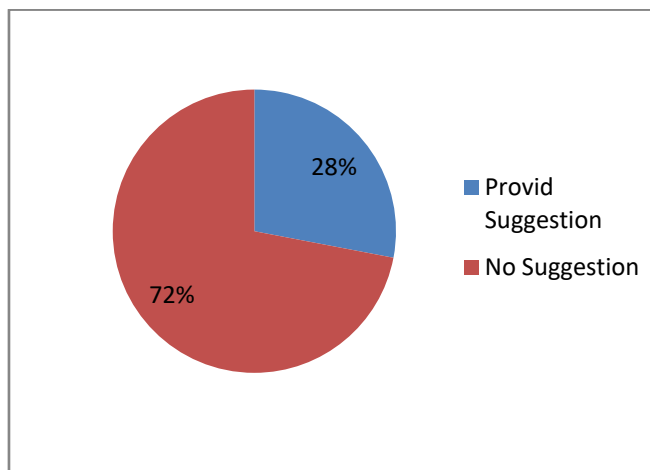
From the answer derived from respondent interviewed on the statement do you believe modern accounting technology is beneficiary with organization? We found it that 100 % respondent said that it is beneficiary to the organization.



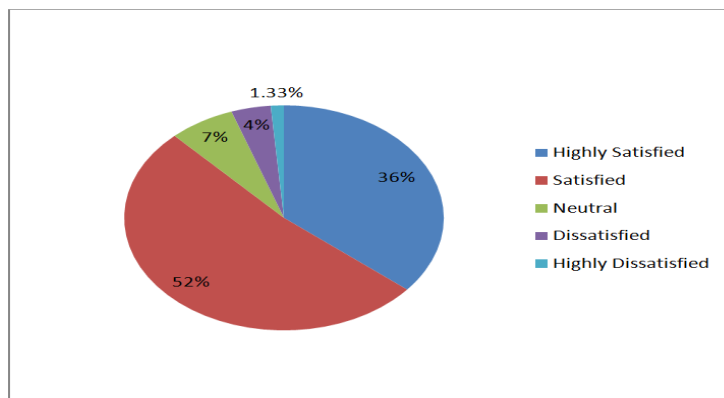
When we asked to our respondent through questionnaire about difficulties while using modern technology in accounting, about 34% respondents told that they have faced difficulties while using modern technology in accounting and that are technological problem, network problem, electricity, customer care management, lack of efficient manpower, lack knowledge of inventory management system, complexity, chance of crashing the system, chance of hardware failure, chance of data loss, Sever connectivity failure, inconsistency with GAAP, technical errors, security problem, safety. 4% respondents were unwilling to provide any comments. 62% respondents told that they did not face any difficulties. These results shown in bellowed diagram.



28% respondents provided their suggestion on technological improvement, software development with details description, government involvement with inquiry of safety of software. 72% respondents did not provide any suggestions. These results shown in bellowed diagram.



Finally when we said about their satisfaction level toward using modern technology in accounting practices 52% respondents said they are satisfied, 36% respondents said they are highly satisfied, 6.67% respondents are neither satisfied nor dissatisfied, 4% respondent said they are dissatisfied, 1.33% respondents said that they are highly dissatisfied. These results shown in bellowed diagram.



Recommendations, guidelines and suggestions:

From the findings discussed in results and discussion section, some recommendations is provided here to minimizing the difficulties of using modern technology in daily accounting practices:

- i. To solve technological problem, organizations need to recruit some personnel of high technological knowledge.
- ii. To solve the network problem, big or large organization may appoint network engineer.
- iii. To ensure uninterrupted modern technology in an organization it need to ensure all time power connectivity; it is our suggestions to all organization to use electricity, ips, ups, and generator facilities.
- iv. To facilitate highest customer services, customer care management it needs to establish help desk to solve the problem immediately.
- v. To use accounting software or other modern technology, it needed efficient or expertise manpower. So organizations need to allow its employees to get regular training on updated technology along with its using.
- vi. Lack knowledge of inventory management system is found in this research, to overcome from it proper training of inventory management personnel can help in this issue.
- vii. In using modern technology in daily accounting practices it is found some problem of complexity, chance of crushing the system, chance of hardware failure, chance of data loss. To solve it, organization may use password in accessing sophisticated or important data, need to keep back up file in several sources if possible in long distance, checking the systems regularly, and restricting unauthorized use of hardware.

IV. Conclusion

From the research it is clear that most of respondents are familiar with modern accounting technology and they used that technology in their daily accounting activities. In some cases they faced some difficulties while using modern technology in accounting, but finally most of them were satisfied with it. Finally we can say it that modern technology and accounting is interdepen

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