AN ASSESSMENT ON THE IMPACT OF A COMPUTER BASED SYSTEM IN SERVICE PROVISION AT AN AUDITING FIRM: A CASE STUDY OF MAZHANDU CHARTERED ACCOUNTANT ZIMBABWE.

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ABSTRACT

This study sought to assess the impact of computer based system in service provision at an audit firm; Mazhandu Chartered Accountants in particular. Questionnaires and interviews will be used to gather primary data. A descriptive research design will be used. The research will make use of a target population of 50 participants and a sample of 25 participants pulled out of informative departments. The study will show that one of the greatest challenges of gaining a better clientele base using Computer Based System is lack of knowledge to understand the system, this results in Accounting Information Systems failing to produce financial information in a user friendly manner both the clients and auditors. Identified in the study as a cause challenging the gaining clientele base is the use of faulty and not upgrading computer software due to lack of funding. This results in errors not being identified or poor financial information which will lead to poor management decision making. This study thus recommends that audit firms should adopt full use of Computer Based Systems and auditors should fully understand clients system before doing any work so as to give users of the financial information assurance that information provided to them in true and fair view.