A Study on Accounting Software Used by Accountants in Various Organization

Ansari Sana Farheen*
Sunita Tidke**

ABSTRACT

This study examines the importance of accounting software in improving financial reporting accuracy and efficiency in businesses. It explores the factors influencing the adoption of accounting software among accountants and evaluates the challenges they face in using it. The research uses a structural equation model to assess factors such as Performance Expectancy, Effort Expectancy, Social Influence, and Perceived Security, which significantly impact behavioral intention. Additionally, the study identifies key challenges, including software bugs, limited customization, complex interfaces, data risks, high licensing costs, poor customer support, and inadequate fraud detection features. The findings highlight the need for effective accounting software to avoid financial losses and support decision-making in an increasingly globalized business environment.

Keywords: Accounting software, Performance expectancy, Effort expectancy, Social influence, Perceived security.

Ansari Sana Farheen is a Reseacrh Scholar at Prahladrai Dalmia College of Commerce and Economics, affiliated with the University of Mumbai.
**Sunita Tidke, PhD is a faculty member at Prahladrai Dalmia College of Commerce and Economics University of Mumbai.*

1. INTRODUCTION

Every area of the institutional environment, from microbusinesses to multinational firms and clusters, from commercial organisations to non-budgetary non-profit organisations and public sector organisations, depends on efficient accounting. Automating the "primary documentation and assessment of business facts – intermediate generalisation of data – final accounting and reporting" circuit and expanding accounting functions management and control tasks are the fundamental components of such an organisation. As modern accounting continues to evolve, we can emphasise the following benefits of its automation: "ease of value identification, asset register simplification, data provision for scheduling and financial ratio calculation, business financial information, online accounting (cloud accounting) via the Internet and communication devices like smartphones and iPhones, speeding up record processing (e.g., by adding a module for the bank manager), expanding employment and self-employment opportunities, and increasing completeness and accuracy" (Machera, & Machera 2017).

According to (Udegbunam et al. 2017), some benefits for businesses include: "timely information management, the capacity to store large amounts of data, reduced workload and increased productivity, better quality information and lower transaction costs, automatic account verification, faster and more accurate data processing and analysis, the creation of various on-demand reports, automated routine recording processes, improved cash management due to increased payment and collection process efficiency, and multi-user access." Due to their limited financial resources, the nature of the tasks that the accounting system handles, and the existence of extra requirements for information efficiency—all of which are linked to highly competitive markets—small and medium-sized businesses have unique characteristics when it comes to automating accounting.

Accounting professionals now operate differently thanks to professional technologies. Accounting software was primarily used to carry out financial transactions between businesses and individuals for the past few decades, but it has since grown increasingly sophisticated. These days, accounting software is a useful tool for managing corporate operations. Thousands of businesses are creating various types of accounting software. When selecting the best accounting software to meet the needs of any business, managers run into issues.

Accounting information systems are a group of hardware and software components intended to gather and analyze transaction data in order to generate accounting information, according to (Knapp 2019) and (Taiwo 2016). The timely production of high-quality financial data and its appropriate delivery to decision-makers depend heavily on the software components of computerized financial information systems being monitored. Software applications built on accounting rules, processes, and business logic are necessary for computerized accounting systems to perform accounting tasks automatically (Hurt 2013). The accounting

system's software facilitates processing and can accurately and quickly validate data, record transactions, and balance ledgers and accounts without the need for human intervention (Anggraeni, 2016) and (Hurt 2013). The importance of accounting software is demonstrated by the way that relational databases, automated data processing, internal controls, and computerized reporting are all logically integrated into the framework of the program to enhance system performance and dependability (Paganini. 2019). Accounting software became crucial due to the growing complexity of a firm's accounting transactions and operations, its vulnerability to errors, and the need to provide reliable reports for effective decision-making (Pemaratha 2017). Although there are many more types of accounting software, the primary ones include Excel sheets, corporate resource planning, business programs, and custom accounting software (Accounting Tools 2020). With its many features and processing speed, the application may be used to perform a range of accounting tasks for firms. Metrics such as "net promoter score, average revenue per customer, monthly recurring revenue, customer acquisition cost, customer lifetime value, and customer churn rate" can be used to evaluate the performance of software (AE, S. 2020).

1.1 Accounting in the Technological Era

Modern technical developments have impacted every aspect of life and sparked revolutionary shifts in a number of industries, including accounting. In addition to streamlining long-standing procedures, technological integration in accounting has caused paradigm shifts in the field and radically changed how financial data is captured, processed, and shared. By analyzing pertinent literature and empirical research, this study seeks to clarify how technology is changing accounting, pinpoint important trends, and provide guidance for future research and practice. As the language of business, accounting is essential to an organization's ability to allocate resources, make decisions, and assess performance. Manual data input, paper-based records, and laborious computations were the mainstays of accounting procedures in the past, which frequently led to inefficiencies, mistakes, and delays. A new age of automation, digitization, and data-driven decision-making has been ushered in by the introduction of information technology (IT), which has completely changed the accounting environment. Accounting professionals may now do jobs more quickly, correctly, and effectively because to the growing use of software programs including cloud-based accounting platforms, "Enterprise Resource Planning (ERP) systems, and Artificial Intelligence (AI)" algorithms. Furthermore, stakeholders may now access financial data from anywhere at any time and use the actionable insights it provides to support strategic objectives thanks to the widespread use of mobile devices, internet connection, and big data analytics. (Shaleh, 2024).

Technology is having a profound impact on accounting procedures in a number of ways, including organizational structures, responsibilities, processes, and skills. First, by automating repetitive operations like data input, reconciliation, and reporting, technology has changed accounting procedures by lowering the need for human interaction and

the possibility of mistakes. In addition to improving the speed and precision of financial transactions, this automation frees up accountants to concentrate on value-added tasks like risk management, financial analysis, and forecasting. Second, technology has changed the function of accountants from being only record-keepers to strategic consultants, requiring a change in approach to communication, problem-solving, and analytical thinking. Accountants may now offer proactive insights, spot new trends, and direct corporate decision-making thanks to sophisticated software features and predictive analytics. Thirdly, technology has sparked organizational structure changes by encouraging rapid workflows, cross-functional cooperation, and flatter hierarchies. Dispersed teams can now communicate and share information more easily because to the integration of cloud computing, collaboration platforms, and remote work technology. This allows businesses to take advantage of new possibilities and swiftly adjust to shifting market conditions. (Shaleh, 2024).

The widespread impact, fluid character, and significant ramifications for stakeholders define the phenomena of technology-driven revolution in accounting. On the one hand, technology has leveled the playing field for startups, small firms, and entrepreneurs by democratizing access to accounting tools and data. Businesses of all sizes may now access advanced financial management tools more easily thanks to cloud-based accounting software like Xero and QuickBooks Online, which offers enterprise-grade features at reasonable prices. However, technology has also brought along new difficulties and complications, such data privacy issues, cybersecurity threats, and moral conundrums. Strong security procedures and compliance frameworks are required to protect sensitive data since the digitalization of financial records and transactions has exposed firms to cyber risks, such as ransomware attacks and data breaches. Furthermore, the widespread use of AI and machine learning algorithms brings up moral concerns about algorithmic bias, accountability, and transparency, highlighting the necessity of moral standards and regulatory supervision to guarantee the responsible application of AI in accounting procedures. (Shaleh, 2024).

1.2 Accounting Software in Current Times

Accounting software is becoming a necessary component of all kinds of businesses. Accounting and financial management have evolved into scientific instruments for business operations in recent years, with software helping to improve financial management. Businesses also grow their operations on international marketplaces to acquire their shares, which increases the demand for cutting-edge accounting software solutions that can handle worldwide accounting issues. Large enterprises are the target of most of the more than 150 well-known software solutions available worldwide. However, as small enterprises are most poorly protected and have little resources for accounting programs, they should receive special attention. Many vendors serve the following market share, but there aren't many scientific studies that might help business owners choose the best and most economical solution (Shveda 2020)

Accounting software must be more than just basic programs for "recording and storing accounting data because accounting systems are linked to other management platforms like supply chain and distribution systems, inventory management, warehouse management, order management, customer relationship management, enterprise resource planning, sales and production planning, and enterprise quality management." Aside from this, there may be conflicting options when it comes to choosing the best accounting software in terms of the required "speed, accuracy, and dependability."

1.3 Accounting Software's Used in India

Software	Features
Tally	Invoice and ledger creation, Cheque printing, Instant reports, Automatic bank reconciliation, Cost estimates, Analysis of profits
Marg	Automatic bank reconciliation, Online payment system, Business management from a single platform, GPS tracking, Mobile app integration, Cloud compatibility
Zoho Books	End-to-end accounting, Tax compliance, Mobile app, Inventory & time tracking, 50+ reports (P&L, inventory, sales tax), 14-day free trial
ProfitBooks	Expense tracking, Invoice creation, Inventory management, Tax record generation, Inventory flow tracking, Multiple warehouses
Logic	Ledger integration, Sales forecasts, HR, Accounting & inventory management, Taxation & auditing, Collaboration tools, Document sharing, Workflow management
Vyapar	GST compatibility, Automatic backup, Free trial for premium features, Mobile & PC compatibility, Automatic payments, Business insight monitoring, Invoice printing
Saral	Service invoicing, Stock reports, Mobile app integration, Sync data from mobile websites, Livestock updates, E-payment extract
Realbooks	Document management, API integration, Flexible bill analysis, Manual bank reconciliation, Real-time data management, Receipt & payment advice generation, Sales & purchase reports
Reach	Custom invoices, Email & website lead capture, Import options, Inventory management, Cloud compatibility, End-of-day reporting, Customization for business needs
Alignbooks	Secure data backup, Bill generation, Built-in operational controls, Flexible deployment
ZenScale	Real-time transaction visibility, Scheduling & inventory control, Payroll management, Automatic GST reports, Mobile app availability, Tax preparation
Bench	Bookkeeping team, Year-end tax package, CPA collaboration, Monthly financial statements, Mobile app

BookKeeper	Data synchronization, Custom invoice templates, Free updates, Inventory management, E-commerce integration
Wave	Transaction tracking, Receipt scanning, Invoice management, Free version, Paid subscription for payroll processing
Kashoo	Unlimited users, Income & expense tracking, Debit & credit categorization, Automatic reconciliation, Online invoice payments, Bank account connection, Accountant collaboration

Source: https://in.indeed.com/career-advice/career-development/best-accounting-software-india

Accounting software is becoming an essential instrument for accuracy, efficiency, and compliance as a result of enterprises' financial management being completely changed by their growing reliance on digital accounting systems. Because it examines the uptake, capabilities, and effects of accounting software utilized by accountants in diverse firms, this research is pertinent. By examining important elements including cost-effectiveness, usability, and technical developments, the research offers useful information that helps companies, software developers, and legislators improve financial operations and decision-making.

1.4.1 TAM and UTAUT2

"The Technology Acceptance Model (TAM), introduced by Fred Davis in 1986," has been a crucial foundation for researching how people embrace and utilize new technology (Davis, 1986). Fundamentally, TAM asserts that two important elements, "Perceived Ease of Utilization (PEOU) and Perceived Usefulness (PU)" determine a person's intention to utilize a technology, which in turn affects how they use it. Since its inception, TAM has undergone substantial development, honing its methodology to identify more accurately the factors that influence the adoption of new technologies. The majority of the variance in individual technology adoption decisions can be explained by perceived usefulness/performance expectancy attributes, according to well-known technology acceptance research models like "(Venkatesh et al.'s 2003) unified theory of acceptance and use of technology (UTAUT) and Davis's (1989) technology acceptance model (TAM). (Venkatesh et al. 2012) expanded the UTAUT model to the consumer setting with three additional constructs—price value, habit, and hedonic motivation—in keeping with emerging technology users. They focused on the hedonic value (intrinsic motivation) of consumers." Even though UTAUT2 was first introduced in 2012, it has already received over 3,000 citations in Google Scholar alone, highlighting its predictive power and coming from fields other than information systems (IS) (Tamilmani et al., 2018). "Hedonic motivation" is considered the most important theoretical addition to the UTAUT2 since it added the much-needed emotive component to the mostly cognition-based test. It shifted the focus away from organizational users' extrinsic incentive and toward the internal drive of consumer technology. "Hedonic motivation," or the pleasure

or happiness that comes from using technology, is a key factor in deciding whether or not customers accept and use it. (Alalwan 2018)

1.4.2 Structural equation model

A strong statistical framework for analyzing complex interactions between observable and latent variables in a single model is structural equation modeling, or SEM. SEM helps researchers examine intricate networks of connections by fusing elements of component analysis and regression analysis. This makes it valuable in fields like economics, sociology, and psychology. By accounting for measurement error in both latent and observable variables, the method enables researchers to test multiple hypotheses about causal links simultaneously. To assess the validity and reliability of measurement instruments, the measurement model determines how latent variables are represented through observable indicators. The structural model, on the other hand, determines the causal or influence pathways between hidden variables. These two main components comprise SEM.

1.4.3 Smartpls

The statistical analysis technique known as SmartPLS, or Smart Partial Least Squares, is used in empirical research to look at and evaluate the correlations between variables in structural models. This technique streamlines the validation of emerging hypotheses and makes it easier to identify links and impacts among these variables through the integration of the Business Intelligence System via SmartPLS. This analytical method makes it easier to pinpoint the elements that have the most impact.

1.5 Problem Statement

Accounting software is widely used, but choosing, installing, and optimizing these digital solutions to suit their unique demands can be difficult for firms. Problems with software compatibility, cost, ease of use, security issues, and the requirement for frequent updates make it difficult to handle finances effectively. Further impeding smooth integration are accountants' aversion to technological change and inadequate training. In order to increase software acceptance and use, this study attempts to pinpoint the major variables affecting the use of accounting software and tackle the difficulties faced by accountants in diverse firms.

1.6 Objectives of the Study

- » To analyze key drivers influencing adoption of Accounting software among the accountants
- » To evaluate challenges faced by the accountant in the usage of Accounting software
- » To give suggestions to towards the enhancement of Accounting software's

2. REVIEW OF LITERATURE

Ahmad and Ahmad (2024) analysed the factors responsible for influencing the adoption of accounting softwares in business organisations. The results demonstrated as well as indicated an important impact of organisational, technical, owner-manager and environmental variables over the execution of accounting systems in firms. On the basis of the results found out by this research, it was suggested that the developer of accounting software should also be looking for concentration of technologies in faraway geographical areas so that it could be benefitted by the locals as well, affordable pricing, efficient and effective system, ease of convenience are some major influencing factors drawing attention of accountants and businesses towards accounting software.

Alquhaif and Mamary (2024) analysed the crucial role played by Accounting Information Systems to enhance the efficiency of an organization as well as to make the process of decision-making more proficient. The research highlights the significance of ease of convenience, perceived usefulness, organizational system, and social support to promote adoption of AIS, which offers valuable insight theoretically as well as practically in management of technology.

Mujalli et al. (2024) discussed the factors that influence the willingness among the SMEs in using a Cloud-based Accounting system. For analysing the study, a theoretical framework was being employed which helps in incorporating organizational as well as technological factors from the framework of Technology Organization Environment in the form of external factors for Technology Acceptance Model. The results derived from the research showed factors like compatibility, relative advantages, resources of the organisation, complexity, support from the top management, capabilities of an employee, normative pressures, mimetic pressure, ease of convenience and perceived usefulness as the main significant factors impacting the intentions for adopting a Cloud Accounting System.

Zebua and Widuri (2023) examined the emergence of Cloud Accounting as a result for introduction of digitalization in Accounting system, which was initially based on use of complex traditional application systems for the execution of cloud-based applications for handling the tasks related to accounting more flexibly and efficiently in Indonesia. The results derived from the research study show that support from the top management, competency level of the organisation, quality of the systems and services impact the ease of convenience and positively perceived usefulness with relation to the use of Cloud Accounting. The implementation of cloud accounting is also able to facilitate the accounting staff in managing their work more effectively.

Gnatiuk et al. (2023) evaluated the qualitative and quantitative factors that influence the automation integration technologies such as "PRA, AI, blockchain" in to the accounting systems for improved "accuracy, efficiency and security". The findings of the study indicated

that automation increases data integration, lowers mistakes, and also boosts accounting efficiency. By removing duplicate enterers, PRA and AI increases control and communication while also streamlining processes. It secures document sharing and remote monitoring. Accounting software is time-saving with less chances of errors and optimization of resources are one of the biggest ways to increase effectiveness.

Aziz and Zamri (2022) investigated the challenges that are being faced by the business organizations at the time of implementation of accounting software system on Small and Medium Enterprises in Malaysia. The results derived from the research study shows lack of accounting skill and competencies as well as lack of inefficient training provided which impacts significantly on the execution of Accounting Information System. The researchers suggest that managers need to conduct more sessions for training to be provided to their staff having insufficient capabilities as well as basic knowledge regarding finance and accounting. They need to learn the basic as to how to operate the Accounting Information System.

Thottoli, M. (2021) focused on determining the impact of use and knowledge of Accounting software among SMEs in Oman. The results derived from the research study showed that knowing accounting software creates an important impact on the usage of accounting software, which shows a positive as well as a significant relation between using customized or generalized accounting software and having generalized knowledge regarding accounting software by the SMEs at Oman.

Shveda et al. (2021) investigated various accounting software available in the market and also analyzed their special features and functions that are making them easier to use among the several accounting software that are available. This study has classified accounting software's based on their "managerial needs, cost, customization, and analytical capabilities." The cost has been seen as a vital factor in the selection of the software. The shift towards e-accounting has made predicting user behavior challenging. The study also found that those accounts or managers who overlooked company-specific needs face discrepancies in itsfunctionality.

Wicaksono et al. (2020) analyzed the factors for implementing of Cloud Accounting system for the purpose of accounting processes in Micro, Small and Medium Enterprises as well as studying the impact on the economy on this firms. The conclusions derived from the study shows few of the variables which have been responsible for imposing the challenges in using the software such as continuous changes in the process of accounting software, compliance to the laws and standards and the system of security being identified as the main challenges faced during the adoption of accounting software.

Saha et al. (2020) pointed out in this research about understanding the definition of cloud accounting, investigating if it is beneficial for the organization's performance during the long run and the challenges faced by a country such as Bangladesh if they decided to execute

the same. The conclusions drawn supported the researcher's alternative hypothesis which entails that cloud accounting is able in improving the performance of the organisation but on the other hand some negative impacts such as the difficulty faced by the employees for getting used to in using the systems and softwares, compliance issues, security issues are some of the problems that are witnessed.

Shah and Rubasundram (2020) explored the reason why the people have difficulty in identifying the major challenges that are not letting the firms adopt cloud accounting and also aimed at providing measures to ease these challenges and adopt cloud accounting. According to the research's findings, cloud accounting offers special characteristics including scalability, automation, worldwide network access, ERP integration, and improved security measures at a significantly lower cost than traditional AIS. Organizations are hesitant to adopt cloud accounting services, though, due to several factors, including a lack of understanding of the concept, data security risks resulting from the distributed nature of cloud infrastructure, the short lifespan of cloud vendors, and the dependency relationships that customers experience due to a lack of transparency. According to the research, these risks are brought on by a lack of governance, compliance, and audit in the enterprise risk management framework, which, if implemented, will lessen the risks that have been discovered.

Gulin et al. (2019) examined the main issues that the accounting industry faces as a result of digitalisation. According to the study's findings, the accounting industry will be significantly impacted shortly by technological advancements and digitisation. Daily reporting is becoming more common, as are changes in how companies, as well as strategic plans, are prepared, the use of digital wallets and online accounting, and the outsourcing of accounting to foreign nations. In the digital age, accounting information users are evolving; they are looking for accounting information immediately following a business event rather than after a delay.

Anaeli, A. (2017) evaluated how Tanzanian organisations' performance was affected by the use of computerised accounting systems, with a particular emphasis on local government bodies in the Arusha Region. Regarding the difficulties in using computerised accounting systems, it was discovered that 39% of respondents expressed dissatisfaction over the need for staff training, 26% said that the computerised accounting system resulted in data loss, 21% expressed difficulty with the additional expenses involved, and roughly 14% said that incorrect data entry had occurred. The organisation is taking steps to overcome these obstacles, according to about 61% of respondents. "Approximately 57% of respondents cited the cost of training, 23% mentioned the initial cost of installation, and 20% cited" user approval when examining the elements that are taken into account when selecting accounting software.

Alamin et al. (2015) determined in the research study about investigating the elements

which influences the adoption of Accounting Information System among the accountants. Using the Task–technology Fit model, Institutional theory and the model of UTAUT, the researchers developed a model for researching the adoption of AIS among the accountants. The results derived through the research study indicated five important factors, which were, perceived technology fit, expectancy, self-efficacy, coercive pressure and facilitating situations which have the ability for influencing the adoption of AIS among the accountants. The research findings are beneficial for technology consultant, top management, professional accounting body and software vendors.

Trigo et al. (2014) analysed through their research study about the benefits and challenges being faced by the accountants in using Real-time reporting in accounting in comparison to the conventional method of periodic reporting. The changes which are occurring rapidly in the market and the society as a whole are causing periodic reporting in becoming outdated quickly. Increased company rivalry necessitates more current information so that management may respond quickly to possibilities and issues.

2.1 Hypothesis

- » **H_1:** Performance Expectancy plays a significant role in shaping Behavioral Intention
- » **H_2:** Effort Expectancy plays a significant role in shaping Behavioral Intention
- » **H_3:** Social Influence plays a significant role in shaping Behavioral Intention
- » **H_4:** Perceived Security plays a significant role in shaping Behavioral Intention
- » **H_5:** The Challenges faced in usage of accounting software are significant

3. RESEARCH METHODOLOGY

The Structural Equation Model (SEM) is used in this research to examine the elements influencing accountants' adoption of accounting software A sample size of 200 accountants was chosen. With a probability level of 0.05, the study comprises 25 observable variables and 5 latent variables, with an expected effect size of 0.3 and a statistical power level of 0.9 the minimum requirement of sample size is 188 (see figure no. 1). The non-random purposive sampling approach has been selected in order to efficiently identify pertinent respondents. A thorough analysis is made possible by the inclusion of primary and secondary sources in data collection. SMART PLS, a popular analytical tool for SEM, will be utilised to carry out the investigation.

Figure No: 1 A-priori SEM sample Size Calculator

The challenges faced by the accountants when using accounting software were assessed using a one-sample t-test. Using both primary and secondary data sources, a descriptive research design has been used to provide thorough insights. A total sample size of 200 accountants, which is far larger than the minimal sample size of 45 required by Faul et al. for a one-tailed one-sample t-test, was selected using the non-probability purposive sampling technique to guarantee the selection of pertinent participants. The study's software used in the current study is R Studio, which allows for accurate calculations and result interpretation, has been chosen as the statistical tool for the investigation.

4. DATA ANALYSIS AND INTERPRETATION

Table: 1 Reliability and validity

Construct	Cronbach's Alpha	Composite Reliability	Average Variance Extracted (AVE)
Behavioral Intention	0.787	0.789	0.557
Effort Expectancy	0.902	0.902	0.648
Perceived Security	0.884	0.883	0.605
Performance Expectancy	0.908	0.906	0.618
Social Influence	0.890	0.888	0.573

The reliability and validity analysis indicates that all the constructs meet the recommended criteria of Hair et al 2013, with Cronbach's Alpha and Composite Reliability values exceeding 0.70 ensures internal consistence. Moreover, the Average Variance Extracted values are above 0.50, which confirms that there is adequate convergent validity. Thus, the measurement model indicates that there is a strong reliability and validity, making it suitable for further analysis.

Table: 2 Discriminant validity

Construct	BI	EE	PS	PE	SI
Behavioral Intention (BI)	0.746				
Effort Expectancy (EE)	0.692	0.805			
Perceived Security (PS)	0.701	0.737	0.778		
Performance Expectancy (PE)	0.746	0.770	0.720	0.786	
Social Influence (SI)	0.728	0.764	0.733	0.760	0.757

The Discriminant validity analysis, based on the recommedation of the Fornell-Larcket criterion, confirms that each of the above mentioned construct is distinct. The square root of the AVE (diagonal values) is higher than the coreelations among constructs. Thus indicating that each of the constructs has more variance qithing its oen indicaitor thatn with the other constructs. The measurement models shows aqeuate distriminat validity, ensures that the constructs are stastically and conceptually distinct.
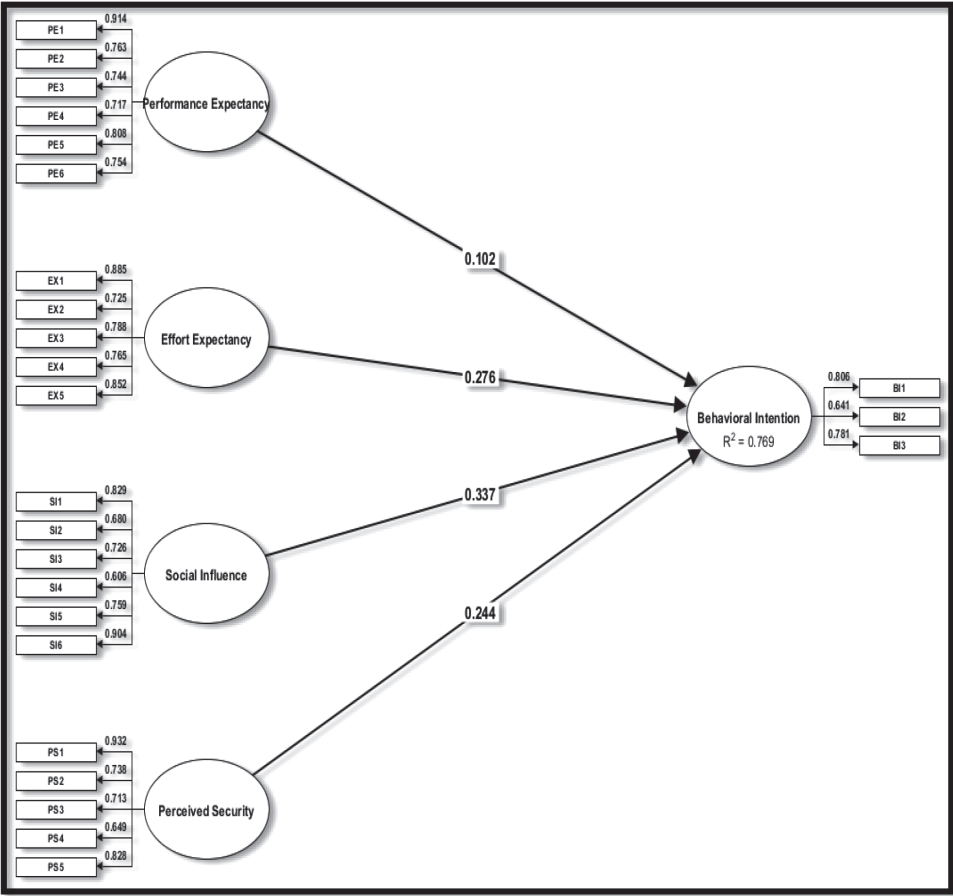
Figure No: 2 SEM Model

Table No: 3 Hypothesis Testing

Construct	Beta Coefficient	T-Statistics	P-Values
PE → BI	0.130	2.505	0.013
EE → BI	0.241	4.269	0.000
SI → BI	0.277	4.837	0.000
PS → BI	0.225	4.269	0.000

The above table shows that the P (value) < level of significance 5% thus, H_0 is rejected, and H_1 indicates a significant impact of performance expectancy, effort expectancy, social influence, and perceived security on behavioral intention.

Table No: 4 One sample t test

Items	t – statistics	P – value	Ha: mean score of challenges faced in usage of accounting software's > 3
Software Bugs & Glitches	21.76	0.000	Significant
Compatibility Issues	-20.23	1	Insignificant
Limited Customization	21.43	0.000	Significant
Complex Interface	20.99	0.000	Significant
Hidden Fees	-23.27	1	Insignificant
Data Duplication	22.59	0.000	Significant
Data Loss Risks	20.66	0.000	Significant
High Cost of Licensing	21.78	0.000	Significant
Lack of Real-Time Data Syncing	23.54	0.000	Significant
Unclear Documentation	23.87	0.000	Significant
Poor Customer Support	20.09	0.000	Significant
Lack of Multi-Language Support	20.77	0.000	Significant
Inadequate Fraud Detection Features	21.45	0.000	Significant

Parametric one sample t – test (one tailed) is applied to evaluate challenges faced in usage of accounting software. It is seen that p – value < 0.05 and t statistics > 1.96 for Software Bugs & Glitches, Limited Customization, Complex Interface, Data Duplication, Data Loss Risks, High Cost of Licensing, Lack of Real-Time Data Syncing, Unclear Documentation, Poor Customer Support, Lack of Multi-Language Support, Inadequate Fraud Detection Features are significant challenges faced by the accountants in usage of accounting software. Whereas, Compatibility Issues, and Hidden Fees are insignificant challenges faced by the accountants in usage of accounting software.

5. CONCLUSION

The results of this research indicate that an accountant's behavioral intention towards accounting software is significantly shaped by "performance expectancy, effort expectancy, social influence, and perceived security. The accountants feel that employing accounting software will improve their productivity and efficiency as it can have been seen through the significant influence of performance expectancy. Also, the accountants are more likely to put and effort towards and embrace the accounting software when they are easy to understand

and use. It can further be concluded that social influence also shows significant impact as peer influence, and industry trends are more likely factors that will lead to the adoption of accounting software. Lastly it was found that accountants handle sensitive financial data that needs strong security measures, perceived security highlights the crucial role that cybersecurity and data protection issues have and influence on the decision to adopt.

The research further evaluated the challenges faced by the accountants in the usage of accounting software and it was seen that Software Bugs & Glitches, Limited Customization, Complex Interface, Data Duplication, Data Loss Risks, High Cost of Licensing, Lack of Real-Time Data Syncing, Unclear Documentation, Poor Customer Support, Lack of Multi-Language Support, Inadequate Fraud Detection Features are significant challenges faced by the accountants in usage of accounting software. Whereas, Compatibility Issues, and Hidden Fees are insignificant challenges faced by the accountants in usage of accounting software. The study emphasises the necessity for organisations, legislators, and software developers to tackle these issues and improve the general usability of accounting software in light of these findings. To increase software efficacy, developers should concentrate on developing features that are easy to use, customisable, synchronise data in real time, support several languages, and have sophisticated fraud detection systems. Furthermore, enhancing customer assistance, cutting license fees, and making sure all documentation is thorough would improve user experience and promote wider adoption.

It can be concluded that, this study offers important new information about the usability issues and adoption patterns of accounting software. In addition to making adoption easier, resolving these problems would guarantee that accountants can effectively use technology to improve financial management and decision-making.

6. DISCUSSION

The study's conclusions offer important new information on the main variables affecting accountants' use of accounting software. The substantial influence of performance expectations implies that accountants are aware of the potential of accounting software to boost efficiency and productivity. Because accountants are more likely to accept technology that needs less effort to understand and use, effort expectancy further emphasizes the importance of simplicity of use and user-friendly interfaces. Furthermore, the significant impact of social variables suggests that accountants' decisions to use such software are influenced by organizational support, industry norms, and peer recommendations. Because accountants handle sensitive financial data that needs to be protected to a great degree, the significance of perceived security also emphasizes the need for strong cybersecurity measures. The survey also clarifies the difficulties accountants encounter while utilizing accounting software, including issues with software, restricted customization, risks of data loss, and expensive license fees. Expanded adoption and higher user happiness may result from addressing these issues with improved functionality, improved customer service, and

more robust security features. In order to ensure accounting software's long-term efficacy and relevance in financial management, this topic highlights the necessity of ongoing changes that bring it into line with user expectations and industry standards.

6.1 Suggestions

The accounting software providers should improve the usability, efficiency, and adoption of accounting software by redesigning interfaces to be more accurate, institutive and reducing the complexity of the software so that the users who have the bare minimum technical knowledge can easily navigate through the software. They can also allow users to personalize the software as per the requirements of the firms based on the frequently used features of the software. India is a country were several languages are spoken and written. The software can be integrated with multilingual functionality to cater to the diverse user base of the country.

The accounting software should be implemented with regular software updates and patches to resolve any form to technical issues that are recurring. The algorithms that handle the huge data should be optimized to be more efficient and reduce and sort of technical lagging. The accounts should be allowed to work without an internet connection if there is an outage of the internet while also making the software such that it automatically syncs the data once the internet has been restored.

AI and machine learning can be incorporated to identify and sort of suspicious activities and transaction. Login security should be so advanced that it prevents unauthorized access and the software's should be enhanced for transparency and security by the means of blockchain for transaction verification. The data updates can also be ensured seamless syncing on multiple devices and users, cloud-based auto-backup can also be implemented to prevent any sort of data loss and also the system should be able to detect and eliminate duplicate records on it own so as to make the data more accurate.

REFERENCES

Accounting Tools. (2020). Types of accounting software. *Retrieved from Accounting Tools: https://www.accountingtools.com/articles/types-of-accountingsoftware.html.*

Ahmad, Y. & Ahmad, B. (2024). Firm determinants that influences implementation of accounting technologies in business organizations. *WSEAS Transactions on Business and Economics 21, 1-11.*

Alalwan, A. A. (2018). Investigating the impact of social media advertising features on customer purchase intention. *International Journal of Information Management, 42, 65-77.*

Alamin A., Yeoh, W., et al. (2015). An Empirical Study of Factors Influencing Accounting Information Systems Adoption. *ECIS 2015 Completed Research Papers, Paper 3.*

Alquhaif, A. & Mamary, H. (2024). Examining factors influencing the adoption of accounting information systems: An analysis of behavioral intentions and usage behavior. *Human Systems Management.*

Anaeli, A. (2017). Assessing the impact of computerized accounting system usage on organization performance in tanzania: case study on lgas in Arusha Region. *Unpublished thesis of Mzumbe university*.

Anggraeni, A. F. (2016). Correlation between Information Technology and Management Information Systems Quality. *International Journal of Scientific & Technology Research, 5 (6).*

AR, S. (2020). Key Performance Indicators for Accounting Firms. *Retrieved from QuickBooks: https://quickbooks.intuit.com/in/resources/accountants-andbookkeepers/key-performance indicators-for-accounting-firms/*

Aziz, A. & Zamri, S. (2022). The Challenges in Implementation of Accounting Software System in Malaysia. *Quantum Journal of Social Sciences and Humanities, 3, (4), 94-106.*

Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS Quarterly, 13(3), 319-340.*

Davis, F. D., & Venkatesh, V. (1996). A critical assessment of potential measurement biases in the technology acceptance model: three experiments. *International Journal of Human-Computer Studies, 45(1), 19-45. https://doi.org/10.1006/ijhc.1996.0040.*

Gnatiuk, T., Shkromyda, V., & Shkromyda, N. (2023). Digitalization of Accounting: Implementation Features and Efficiency Assessment. *Journal of Vasyl Stefanyk Precarpathian National University. https://doi.org/10.15330/jpnu.10.2.45-5.*

Gulin, D., Hladika, M., et al. (2019). Digitalization and the Challenges for the Accounting Profession. *ENTRENOVA-ENTerprise REsearch InNOVAtion 5 (1), 428-437*.

Hurt, R. L. (2013). Accounting information systems: Basic concepts and current issues (3rd ed). *New York, NY: McGraw-Hill/Irwin.*

Knapp, K. (2019), U.S. Patent No. 10,304,095, U.S. Patent and Trademark Office, Washington, DC.

Machera, R. P., & Machera, P. C. (2017). Computerised Accounting Software; A Curriculum That Enhances an Accounting Programme. *Universal journal of educational research, 5(3), 372-385. https://doi.org/10.13189/ujer.2017.050310.*

Mujalli, A., Wani, M., et al. (2024). Investigating the factors affecting the adoption of cloud accounting in Saudi Arabia's small and medium-sized enterprises (SMEs). *Journal of Open Innovation: Technology, Market and Complexity, Volume 10, Issue 2.*

Paganini, C. (2019). Primer: Understanding software and system architecture. *Online: The New Stack. Retrieved 13 April 2020 from https://thenewstack.io/primer-understanding-software-and-system-architecture/*

Parikh, V. & Pirani, S (2025). Integrating Sustainable HRM, Digital HRM, And Remote Work Practices: A Conceptual Framework for Enhancing Job Satisfaction. *International Journal of multidisciplinary Research & Reviews, 4(1), 68-81.*

Pirani, S. (2024). Simplifying statistical Decision Making: A Research Scholar's Guide to parametric and Non-Parametric Methods, *International Journal of Multidisciplinary Research & Reviews, Vol 03, No. 03, pp. 184-192*.

Saha, T., Das, S., et al. (2020). Prospects and challenges of implementing cloud accounting in Bangladesh. *The Journal of Asian Finance, Economics and Business 7 (12), 275-282.*

Shah, S. A., & Rubasundram, G. A. (2020). Cloud Accounting: A Risk Mitigation Perspective. *82, 1119–1128. https://testmagzine.biz/index.php/testmagzine/article/view/1059.*

Shaleh, M. Soc. Sc. S. (2024). The Transformative Implications of Technology on Accounting Practices. *Advances in Management & Financial Reporting, 2(2), 98–109. https://doi.org/10.60079/amfr.v2i2.278.*

Shveda, N., Marushchak, L., Pavlykivska, O., Liakhovych, G., & Vakun, O. (2021). Accounting Software in Modern Business. *Advances in Science, Technology and Engineering Systems Journal, 6(1), 862–870. https://doi.org/10.25046/AJ060195.*

Shveda, N., Marushchak, L., Pavlykivska, O., Liakhovych, G., & Vakun, O. (2021). Accounting Software in Modern Business. *Advances in Science, Technology and Engineering Systems Journal, 6(1), 862–870. https://doi.org/10.25046/AJ060195.*

Taiwo, J. N. (2016), "Effect of ICT on accounting information system and organisational performance: the application of information and communication Technology on Accounting Information System", *European Journal of Business and Social Sciences, Vol. 5 No. 2.*

Tamilmani, K., Rana, N. P., & Dwivedi, Y. K. (2018a). Generalisability Of UTAUT2 Theory, Testing Efficacy In Marketing Domain: A Systematic Review And Meta-Analysis. *Paper presented at the European Marketing Academy(EMAC), University of Strathclyde, Glasgow.*

Tamilmani, K., Rana, N. P., Prakasam, N., & Dwivedi, Y. K. (2019). The battle of Brain vs. Heart: A literature review and meta-analysis of "hedonic motivation" use in UTAUT2. *International Journal of Information Management, 46, 222-235.*

Thottoli, M. (2021). Knowledge and use of accounting software: evidence from Oman. *Journal of Industry-University Collaboration, 3, (1).*

Trigo, A., Belfo, F., et al. (2014). Accounting information systems: The challenge of the real-time reporting. *Procedia Technology 16, 118-127.*

Udegbunam, E. O., Uchenu, C. A., Odimmega, C. G., & Nwogu, M. C. (2017). Electronic Accounting A Tool for Quality Management of Small and Medium Scale Enterprises (Smes) in the 21st Century Nigeria. *Nigerian Journal of Business Education (NIGJBED), 5(2), 86-95.*

Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. *MIS Quarterly, 27(3), 425-478.*

Venkatesh, V., Thong, J. Y., & Xu, X. (2012). Consumer acceptance and use of information technology: extending the unified theory of acceptance and use of technology. *MIS Quarterly, 36(1), 157-178.*

Wicaksono, A., Kartikasary, M., et al. (2020). Analyze cloud accounting software implementation and security system for accounting in MSMEs and cloud accounting software developer. 2020 *International Conference on Information Management and Technology (ICIMTech), 538-543.*

Wickramasinghe, M., Cooray, N., Dissanayake, T., & Pemarathna, R. (2017). Impact of Accounting Software for Business Performance. *Imperial Journal of Interdisciplinary Research (IJIR) Vol-3, Issue-5, 2017 ISSN: 2454-1362, http://www.onlinejournal.in Imperial Journal of Interdisciplinary Research (IJIR), 3 (5). Retrieved from https:// www.researchgate.net/publication/322117389_Im pact_of_accounting_software_for_ Business_Performance.*

Zebua, S. & Widuri, R. (2023). Analysis of Factors Affecting Adoption of Cloud Accounting in Indonesia. *Journal of Theoretical and Applied Information Technology , Volume 101, Issue 1, pp. 86-105.*