Analysis of Accounting System of Selected Hotels and Restaurants in Cabanatuan City, Philippines

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ABSTRACT

This study aimed to assess the efficiency and problems encountered by different Hotels and Restaurant in Cabanatuan City regarding the usage of their respective accounting system. Plans of action that may be adapted to meet the pressing problems on the existing accounting system of different Hotels and Restaurants were developed that will help these establishments to be more efficient and to serve the best interest of their clientele. The researchers utilized descriptive research to analyze data on the profile of hotels and restaurants, which include a form of organization, number of years in operation, and number of clients served from the calendar year 2017 to 2018. Tackled likewise were the assessment of three sets of respondents

(accountants, managers and employees, customers) on the efficiency of accounting system and problems they have encountered in using the accounting system. The difference in the assessment of the efficiency of the accounting system by three sets of respondents was tested statistically. This research contributes to the existing body of those who are already in the same field by using empirical data collected from 237 respondents across four hotels and four restaurants within Cabanatuan City. Questionnaire checklists combined with open-ended questions were utilized as the main tool for collecting data. The findings of the study showed that three sets of respondents assessed the existing accounting system as efficient, and problems they have encountered were minimal. From these known problems, the researcher came up with plans of action that may be adopted by different hotels and restaurants. Further, there is a significant difference in the assessment of three sets of respondents regarding the efficiency and problems encountered in using the accounting system.

KEYWORDS

Accounting systems, organizations, assessment, empirical data, descriptive research, Philippines

INTRODUCTION

Tarigan and Putri (2015) stated that in order to survive in the competition, the management of hotels and restaurants must be able to make the appropriate decisions using the help of the Accounting Information System (AIS).

Nguyen and Jacques (2011) concluded that the stability of the political, economic, and social system would justify the continuation of the old accounting structure. However, due to the adaptation of a private capitalist accounting system to work in a state-dominated market economy, the transformation also created some difficulties.

For a number of years, computer-based accounting systems have been available. Such programs can be used to monitor and manage transactions or events related to accounting. While these technologies have a variety of useful applications, they also have a range of drawbacks. Such limitations are more noticeable as the size and volume of the financial transactions performed increases. (McLuckie et al., 2011)

In order to make effective use of the computerized accounting system and produce accounts reports that are acceptable to accountants and tax authorities, operators need to learn not only basic computer skills but also accounting terms and procedures used in their business-specific accounting application software and tax liabilities. (Murray, 2010)

Legenchuk & Usatenko (2016) concluded that the procedural and institutional forms of venture capital funds would help to develop an accounting system that would meet the objectives of the activity, respond to the risk component of the activity and provide the required information for both internal and external users.

Andersson & Carlback (2009) concluded that experience evaluations are made in monetary terms, using the contingent valuation method, and the value of an experience can be compared with the cost of producing it. Analysis of the cost of production compared to the value created shows that restaurants need, on average, to reallocate resources from service and basic food expenses to invest in the restaurant's indoor atmosphere.

Romanenko (2017) concluded that the concept to improve the accounting process at food service industry enterprises, underpin the influence of the industry's functions on the organization of accounting process, and present my own classification of salient features of accounting process that are inherent in public catering enterprises depending on their size.

As one of the researchers is an accountant, who had been exposed to the different accounting systems of different businesses, the researchers aimed to assess and describe the accounting system of hotels and restaurants in Cabanatuan City and make an evaluation of their efficiency as they fit into their respective establishments. The researchers also attempted to present the problems encountered in the system and describe the future plans of the hotels and restaurant owners for further improvement and enhancement of their service to their customers. Thus, this study makes sense and substance.

CONCEPTUAL FRAMEWORK

This study was anchored on Contingency Theory. The theory postulates that different organizations perform in different ways in the same environmental circumstances and provides a methodology for recognition of an external environment of the organization and its influence on the

accounting system (Wickramasinghe & Alawattage, 2007). According to this aspect, the uncertainty level of the external environment could be used for a state identification of the external environment.
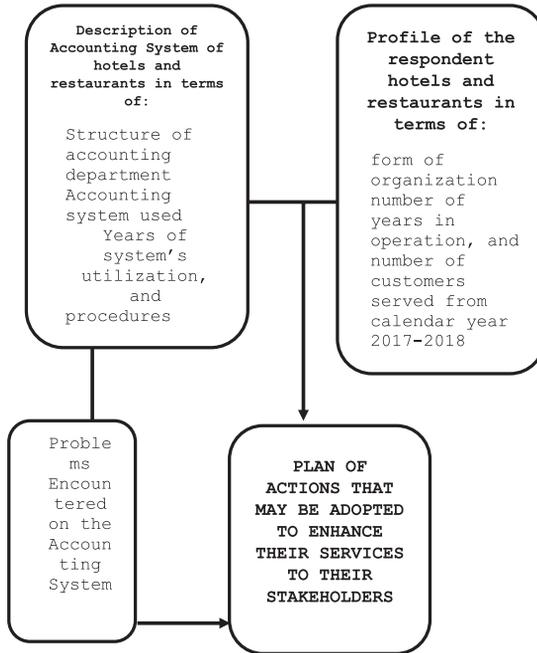

Figure 1. Research Paradigm

Figure 1 shows the fundamental operations that were undertaken in the conduct of this study. The profile of the respondent's hotels and restaurants includes the form of organization, number of years in operations, and number of clients served from the calendar year 2017–2018.

The model proposes that the description of the accounting system of selected hotels and restaurants, which includes the structure of the accounting department, accounting system used, years of systems' utilization, and procedures is related to the efficiency and problems encountered on the accounting system of selected establishments which will be assessed by three sets of respondents.

From the assessment of efficiency and known problems, the researcher may come up with a proposed action plan that may be adopted by different

hotels and restaurants. The significant difference in the evaluation of the efficiency and problems encountered on the accounting system of selected establishments will be tested using statistical computation.

OBJECTIVE OF THE STUDY

The study sought to present the accounting system of selected hotels and restaurants in Cabanatuan City and make an assessment of their systems' efficiency.

METHODOLOGY

The study utilized descriptive research designs using a combination of quantitative-qualitative approaches. Descriptive research design is a fact-finding study with adequate and accurate interpretation of data. It describes with emphasis what actually exists, such as the current condition of a phenomenon (Nassaji, 2015).

This study was conducted in selected hotels and restaurants in Cabanatuan City. The respondents of the study were accountants, managers and employees, and customers of the selected establishments in Cabanatuan City. There were eight accounting heads, 51 managers and employees, 176 customers for a total of 237 respondents.

A researcher-made questionnaire was the primary data gathering tool used in this study. It was answered by an accountant, managers and employees, and customers. The instrument was designed to gather data needed to assess the efficiency of the accounting system used by selected establishments.

The questionnaire was composed of four parts. Part 1 of the questionnaire was designed to know about the profile of the respondents, which includes a form of organization, number of years in operation, and number of customers served from the Calendar Year 2017 to 2018. Including the description of the accounting system in terms of number of years of utilization, accounting system used, and the structure of accounting department. Part 2 of the questionnaire tackled the assessment of the Efficiency of the Accounting System of the respondent establishments. Part 3 of the questionnaire described the problems encountered by the respondents in their accounting systems. Finally, Part 4 was an informal interview about the experiences of

the managers, employees, and customers regarding accounting systems while the accounting heads shared their future plans regarding the improvement of their individual accounting system.

RESULTS AND DISCUSSION

In this part, the information gathered from the questionnaire is presented and carefully analyzed through the use of different statistical treatments. These were then drawn into tables for easy referral during the interpretation of data. The data are presented following the presentation of problems or objectives of the research.

1. Profile of the Respondents

There were three variables considered in describing the profile of the respondent establishments, namely: form of organization, number of years in operation, and number of customers served from the calendar year 2017 to 2018.

1.1 Form of organization

Eight or 100 percent of the respondents belong to the corporation. The results indicate that all of the hotels and restaurant respondents are in the corporate form of business organization. This is because putting up a hotel and or restaurant requires a considerably high amount of capital.

1.2 Number of years in operation

There was one or 12.50 percent recorded to be the oldest hotel and restaurant establishment in the City with 31 years and above. Likewise, two establishments (25.00 percent) belonged to 21 – 30 number of years in operation, same with those belonged to 11 - 20 number of years in operation. Meanwhile, the youngest establishments, which were dominant, were 10 number of years and below in operation are three or 37.50 percent.

The result indicates that the hotels and restaurants existed for a number of years as the main societal hub for refreshments and a place to unwind. It may also attribute the demand and needs for foods that are because of the continuously growing population as the years go by.

1.3 Number of customers served from 2017 to 2018

Hotel and Restaurant-F have the most number of customers served from 2017 to 2018 and followed by Hotel and Restaurant-H. The least on the rank as to number of customers is the Hotel and Restaurant-A. The result indicates that the trends varied every year due to possible reasons, which include competition, weather conditions, customer's privileges, and changing needs.

2. Description of accounting system of the respondent Hotels and Restaurants

There were four variables considered in describing the accounting system of the respondent Hotels and Restaurants, namely: structure of accounting department, accounting system used, years of utilization, and accounting procedures.

2.1 Structure of accounting department

Half of the respondent hotels and restaurants used a flat structure in terms of organizational setting. Likewise, two or 25.00 percent used tall structures, also the same number and percentage used both structures in their accounting department. Results revealed that each Hotel and Restaurant had its own organizational setting, which is in accordance with the needs and demands of the work of the department. Their unique setup suited to the kind of work and service they rendered to both internal and external stakeholders.

Tall and flat organizational structures differ in the layers of management. In a tall organizational structure, there are several layers of authority between the CEO and low-level employees, while the flat organizational structure may employ only one top manager who is an owner or CEO of the company, overseeing a handful of other employees, all with equal levels of authority.

Businesses choose the type of structure depending on the size of their company. If the business is small in size as to the number of employees, they may choose a flat structure as it may be impracticable to use tall because there is a low number of employees to oversee on.

2.2 Accounting system used

Table 1. Accounting Module of Hotels and Restaurants

ACCOUNTING MODULE	A	B	C	D	E	F	G	H
Payroll	√	X	X	X	√	√	√	√
Collection	√	X	X	X	√	√	√	√
Disbursement	√	X	X	X	√	√	√	√
Gen. Acctg.	√	X	X	X	X	√	√	√

Table 1 illustrates the accounting module used by the respondent hotels and restaurants. Hotels and restaurants B, C, and D use manual systems on the different accounting modules. Only hotel and restaurant E use a manual system for its general accounting.

The result indicated that the respondent hotels and restaurants used a computerized system to ensure better service to their clientele. Further, this integration of the accounting system made them fast and easier to generate reports and other inquiries concerning business transactions and quality service to their stakeholders. However, those three hotels and restaurants which use the manual system of accounting use it because of its incapability to purchase new technology where a better accounting system can be accessed. Such is because of the unavailability of budget and low turnout of customers. Hotels and restaurants E uses computerized accounting for collection disbursement and payroll and uses manual in financial preparation because of its transition period, as they have the system but is currently testing the validity of it.

Table 2. Accounting System Used

Accounting system used	f	%
Manual	3	37.50
Computerized	4	50.00
Both	1	12.50
Total	8	100.00
Software used:		
Webserver (Irayaweb)	2	40.00
GTI Automate (Software)	2	40.00
Quickbooks	1	20.00

Data shows that four or 50.00 percent of the respondent hotels and restaurants utilized computerized accounting systems, one or 12.50 percent used a combination of the computerized and manual accounting system, and three or 37.50 percent used the manual system.

Meanwhile, two or 40.00 percent used Web server-Irayaweb software, the same percentage for GTI Automate, and one or 20.00 percent used Quickbooks. Webserver-Irayaweb software is a more updated accounting system than GTI Automate and Quickbooks. Primarily, institutions choose computerized systems on the basis that they will tailor to the needs of the institution and might comply with the existing setup and process of these kinds of establishments.

Two or 40.00 percent utilized computerized accounting systems for a period of 5 years, two or 40.00 percent used for a period of 6 – 10 years, and one or 20.00 percent used the system for a period of 11 – 15 years. Result reveals that the respondent hotels and restaurants use computerized accounting system for a number of years. This computerization of the accounting system gave a better outcome in terms of quick inquiry, generation of accounting reports, and fast and easy transactions to the stakeholders they served. Hotel and restaurant H has been using the system for quite old now because of early access to technology but remained stagnant. Other establishments were new in the system but have advanced in the use of the said system.

3. Efficiency of accounting system of the different hotels and restaurants

1.1 Accountant's assessment on the efficiency of accounting system of the different hotels and restaurants

Table 3. Accountant's assessment on the efficiency of the accounting system of the different hotels and restaurants

	Efficiency of the Accounting System (For Accountant)	A		B		C		D		E		F		G		H	
		WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI
1	The accounting system provides real time data for customers.	4.00	SA	4.00	SA	3.00	A	4.00	SA	4.00	SA	4.00	SA	4.00	SA	4.00	SA
2	The accounting system helped to finish the financial statement on time.	4.00	SA	4.00	SA	3.00	A	3.00	SA	4.00	SA	4.00	SA	4.00	SA	4.00	SA

Efficiency of the Accounting System (For Accountant)	A		B		C		D		E		F		G		H	
	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI
3 The accounting system provides updated collection summary report.	4.00	SA	4.00	SA	3.00	A	3.00	SA	4.00	SA	4.00	SA	4.00	SA	4.00	SA
4 The accounting system provides real time report of asset and liabilities.	4.00	SA	4.00	SA	3.00	A	3.00	SA	3.00	A	4.00	SA	3.00	A	4.00	SA
5 The accounting system helped prepare payroll and other benefits on time.	3.00	A	3.00	A	3.00	A	4.00	SA	4.00	SA	4.00	SA	4.00	SA	4.00	SA
6 The accounting system provides updated disbursement summary report.	4.00	SA	4.00	SA	3.00	A	4.00	SA	3.00	A	4.00	SA	3.00	A	4.00	SA
7 The accounting system provides real time report of accounts payable for supplier.	3.00	A	4.00	SA	3.00	A	4.00	SA	4.00	SA	4.00	SA	4.00	SA	4.00	SA
8 The accounting system provides real time report of accounts receivable for customers.	3.00	A	3.00	A	3.00	A	4.00	SA	4.00	SA	4.00	SA	4.00	SA	4.00	SA
9 The accounting system helped check disbursement preparation on time.	3.00	A	3.00	A	3.00	A	4.00	SA	3.00	A	4.00	SA	4.00	SA	4.00	SA
10 The accounting system helped to recon the subsidiary ledger and general ledger.	3.00	A	3.00	A	3.00	A	3.00	SA	3.00	A	4.00	SA	4.00	SA	3.00	SA
OWM	3.50	SA	3.60	SA	3.00	A	3.20	SA	3.60	SA	4.00	SA	4.00	SA	3.90	SA

Legend:

3.25 - 4.00 Strongly Agree (SA)

2.50 - 3.24 Agree (A)

1.75 - 2.49 Disagree (D)

1.00 - 1.74 Strongly Disagree (SD)

Hotels and restaurants F and G obtained the highest overall weighted mean on the assessment of the efficiency of the accounting system of the different hotels and restaurants by with a score of 4.00 verbally interpreted

as "strongly agree." Said hotels and restaurants use a computerized accounting system that facilitates the faster generation of reports leading to a minimal time and cost allotment in producing those reports, thus resulting in efficient delivery of services.

Likewise, hotel and restaurant C got the lowest overall weighted mean of 3.00, interpreted as "agree." Hotel and restaurant C uses manual accounting system that impedes the faster delivery of services because all the transactions were done manually. Manual accounting system generated reports using the traditional way of accounting. It needs several steps in order to finish said reports. This includes writing thru hand the journal entries in the journal books, then afterward posting the journal entries into the general ledger. Then from the general ledger, data will be transferred to subsidiary ledgers where individual accounts information can be found in detail. After which, preparation of trial balance and worksheet before the final output for financial statements. These rigid procedures block the creation of financial statements with timeliness as they should be.

Hotels and Restaurants A, E, F, G, and H use a computerized accounting system that facilitates faster generation of reports, thus providing faster services. Likewise, hotels and restaurants B, C, and D use manual accounting system that makes the delivery of services slower because all the transactions were done manually.

The result indicates that computerized accounting system was very helpful to the respondent hotels and restaurants, specifically at the Accounting Department. Indeed, it can be a great benefit for many industries and businesses in streamlining accounting steps and minimize errors.

Also, data shows that based on the assessment of the accountant respondents, they gave a higher mean in terms of assessing the efficiency of computerized accounting systems in their respective establishments. The end-users, which were the personnel at the Accounting Office and the Head, can easily provide real time data for their stakeholders, generates financial reports, preparation of payroll and other benefits on time, accounts payable for suppliers, account receivables for customers and in the preparation of disbursements. The accounting system nowadays was a basic necessity among businesses of whatever orientation and size. With this system, the respondent hotels and restaurants through the accounting office enabled them to have a more accurate picture of the organization's financial performance.

1.2 *Managers and employees' assessment on the efficiency of the accounting system of the different hotels and restaurants on Payroll and accounting*

Table 4. Managers and employees' assessment on the efficiency of the accounting system of the selected hotels and restaurants on Payroll and accounting

Efficiency of the Accounting System (For Faculty & Staff)	A		B		C		D		E		F		G		H	
Payroll	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI
1 The accounting system provides the viewing and printing of payslip.	3.90	SA	3.47	SA	1.92	D	3.25	SA	3.04	A	3.79	SA	3.81	SA	3.73	SA
2 The accounting system provide updated ledger for personal loan and other deductions.	3.48	SA	3.54	SA	2.13	D	3.13	A	3.05	A	3.68	SA	3.66	SA	3.56	SA
3 The accounting system compute easily our monthly net pay	3.62	SA	3.46	SA	2.38	D	3.15	A	3.14	A	3.95	SA	3.80	SA	3.12	SA
4 The accounting system provide up to date ledger of all my salaries and benefits.	3.52	SA	3.53	SA	2.36	D	3.20	A	3.05	A	3.67	SA	3.74	SA	3.50	SA
5 The accounting system computes easily the tax and other deductions.	3.62	SA	3.36	SA	2.51	A	3.20	A	3.03	A	3.88	SA	3.67	SA	3.80	SA
6 The accounting system provides on time reporting of In and out for the payroll computation.	3.52	SA	3.66	SA	2.90	A	3.18	A	3.01	A	3.75	SA	3.75	SA	3.08	SA
OWM	3.61	SA	3.50	SA	2.37	D	3.18	A	3.05	A	3.79	SA	3.74	SA	3.47	SA
Accounting																
1 The accounting system process easily the disbursement voucher and check preparation.	3.29	SA	3.59	SA	3.05	A	3.15	A	2.98	A	3.48	SA	3.66	SA	3.09	SA
2 The accounting system provides a report on advances for expenses and liquidation.	3.48	SA	3.37	SA	3.03	A	3.13	A	2.98	A	3.59	SA	3.75	SA	3.21	SA
3 The accounting system provides efficient reporting on cash collection and disbursement.	3.33	SA	3.36	SA	3.00	A	3.23	A	3.05	A	3.78	SA	3.69	SA	3.51	SA
4 The accounting system provides accurate collectibles of customers.	3.57	SA	3.51	SA	3.28	SA	3.03	A	3.26	SA	3.80	SA	3.51	SA	3.81	SA

5	The accounting personnel is efficient in giving services to the customers, management and employees of the hotels and restaurants.	3.38	SA	3.56	SA	3.36	SA	3.00	A	3.27	SA	3.92	SA	3.65	SA	3.19	SA
	OWM	3.41	SA	3.48	SA	3.14	A	3.11	A	3.11	A	3.71	SA	3.65	SA	3.36	SA

Legend:

3.25 - 4.00 Strongly Agree (SA)

2.50 - 3.24 Agree (A)

1.75 - 2.49 Disagree (D)

The managers and employees' assessment on the efficiency of accounting system of the different hotels and restaurants on payroll obtained highest overall weighted mean of 3.79, respectively, for Hotel and Restaurant F, verbally interpreted as "strongly agree." Said establishment has a systematic way of generating report on an accurately and timely manner. In Hotel and Restaurant F, the preparation of payroll is included on the computerized system. The computation of payroll and other benefits are being done by the system.

Likewise, Hotel and Restaurant C got the lowest overall weighted mean of 2.37 interpreted as "agree". It uses manual accounting system that utilize tedious and time-consuming report preparation. The payroll preparation report in manual accounting system starts with recording of attendance in the time cards. It will be checked by accounting staff if it conforms to the log book. Then afterwards, accountant will encode the number of hours they have worked in the MS Excel. Accountant will assign formula in the MS Excel to compute for the total salary and deductions per employee. Then, printing of report is the last step.

Result reveals that the managers and employees of different respondent hotels and restaurants perceived that having a computerized accounting system they can easily view and print their pay slip, provides an updated ledger for personal loan and other deductions, salaries and benefits, computation of tax and other deductions and even the reporting of attendance of employees and staff for payroll computation.

Also, result indicates that the managers and employees of the different respondents' hotels and restaurants perceived that having a computerized accounting system, the business offices can efficiently provide accounting

procedures in the processing of disbursement voucher, reports on advances, generation of cash collection and disbursement, gave exact information on the collectibles of students and of giving utmost services to the managers and employees.

It is evident that with the used of computerized accounting system the different hotels and restaurants was benefitted with the speed of carrying out routine transactions, timeliness, quick analysis, accuracy and reporting.

Computerized accounting systems automate the accounting process--improving efficiency and cutting down costs. And it tends to be more accurate, faster to use, and less subject to error than its manual counterpart (Genil & Valencia, 2013).

1.3 *Customers assessment on the efficiency of the accounting system of the different Hotels and Restaurants*

Table 5. Customers' assessment on the efficiency of the accounting system of the selected Hotels and Restaurants

	Efficiency of the Accounting System (For Students)	A WM	VI	B WM	VI	C WM	VI	D WM	VI	E WM	VI	F WM	VI	G WM	VI	H WM	VI
1	The process of booking is fast.	3.35	SA	3.22	A	3.24	A	2.80	A	3.56	SA	2.26	A	3.28	SA	3.15	A
2	The record and account balances kept accordingly.	3.58	SA	3.26	SA	3.30	SA	3.12	A	3.24	A	2.82	A	3.80	SA	3.19	A
3	The accounting office compute easily how much is our discount.	3.35	SA	3.09	A	3.19	A	2.94	A	3.17	A	3.07	A	3.07	A	3.73	SA
4	The accounting office print and release quickly our bill.	3.50	SA	3.28	SA	3.02	A	3.22	A	3.25	SA	2.94	A	2.94	A	3.82	A
5	The charging of fees for adding rooms, beds is fast.	3.35	SA	3.25	SA	3.18	A	3.17	A	3.61	SA	2.59	A	3.52	SA	3.57	SA
6	The accounting office response efficiently on our inquiry regarding the discrepancy of our bill.	3.27	SA	3.28	SA	3.25	SA	2.28	A	2.96	A	2.86	A	3.16	A	3.24	A
7	The record on account balances, discounts, payments are always updated.	3.23	A	3.29	SA	3.26	SA	3.22	A	3.14	A	3.02	A	3.10	A	3.50	SA
8	The accounting personnel is efficient in giving services to the customers.	3.12	A	3.43	SA	3.12	A	3.01	A	3.09	A	2.71	A	2.93	A	3.25	SA
	OWM	3.34	SA	3.26	SA	3.20	A	2.97	A	3.25	SA	2.78	A	3.23	A	3.43	SA

Legend:

3.25 - 4.00 Strongly Agree (SA)

2.50 - 3.24 Agree (A)

1.75 - 2.49 Disagree (D)

1.00 - 1.74 Strongly Disagree (SD)

The customer's assessment on the efficiency of accounting system of the different hotels and restaurants obtained highest overall weighted mean of 3.43, for Hotel and Restaurant H, verbally interpreted as "strongly agree." Hotel and Restaurant H uses computerized accounting system. Likewise, Hotel and Restaurant F got an overall weighted mean of 2.78 which was interpreted as "agree" which ranked as lowest. Considering the number of customers served of this establishment, Hotel and Restaurant F was able to address the concerns of its customers although it takes some time. They have lots of customers to attend to about their queries that sometimes they were not able to address the concern of all customers quickly.

Hotels and Restaurants A and H uses computerized accounting system. Hotel and Restaurant E uses both the computerized and manual accounting. Hotels and Restaurants B, C and D has a lesser number of customers which is substantial enough to cater their needs by the current system. Likewise, considering the number of customers of Hotels and Restaurants F and G, these establishments were able to address the concerns of customers but it takes some time.

4. Problems encountered on accounting system
4.1 Problems encountered by different hotels and restaurants on the accounting system as to assessment of the accountant respondents

Table 6. Problems encountered by selected hotels and restaurants on the accounting system as to assessment of the accountant respondents

		A		B		C		D		E		F		G		H	
	Problems Encountered in Using System (Accountants)	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI
1	The accounting system cannot provide accurate data.	1.00	SD	2.00	D	2.00	D	2.00	D	1.00	SD	1.00	SD	1.00	SD	1.00	SD
2	The accounting system is prone to error and correction.	1.00	SD	3.00	A	2.00	D	2.00	D	1.00	SD	1.00	SD	1.00	SD	1.00	SD
3	The data has no back up in case of data loss.	1.00	D	2.00	D	2.00	D	1.00	SD	1.00	SD	1.00	SD	1.00	SD	1.00	SD
4	The accounting system cannot provide the information or data needed by the customers.	1.00	SD	2.00	D	2.00	D	1.00	SD	1.00	SD	1.00	SD	1.00	SD	1.00	SD
5	The accounting system cannot help to finish the assigned work on time.	1.00	SD	2.00	D	2.00	D	1.00	SD	1.00	SD	1.00	SD	1.00	SD	1.00	SD
6	The accounting system need trained personnel.	2.00	D	2.00	D	2.00	D	1.00	SD	2.00	D	1.00	SD	1.00	SD	1.00	SD
7	The accounting system is lack of confidentiality and security	1.00	SD	2.00	D	2.00	D	1.00	SD	1.00	SD	1.00	SD	1.00	SD	1.00	SD
8	The accounting system is difficult to access.	1.00	SD	2.00	D	2.00	D	1.00	SD	1.00	SD	1.00	SD	1.00	SD	1.00	SD
	OWM	1.13	SD	2.13	D	2.00	D	1.25	SD	1.13	SD	1.00	SD	1.00	SD	1.00	SD

Legend:

3.25 - 4.00 Strongly Agree (SA)

2.50 - 3.24 Agree (A)

1.75 - 2.49 Disagree (D)

1.00 - 1.74 Strongly Disagree (SD)

The accountant respondent's assessment on the problems encountered by different hotels and restaurants on accounting system obtained an overall weighted mean of 2.13 which is the highest, for hotel and restaurant B and verbally interpreted as "disagree." Likewise, Hotels and Restaurants F, G, and H, all got lowest overall weighted mean of 1.00 which was verbally

interpreted as "strongly disagree." Hotel and Restaurant B is using manual system which is also prone to human error. From journalizing to preparation of financial statements is being done manually. Hotels and Restaurants F, G, and H are using computerized accounting system.

Results reveals that the assessment of the respondent accountants on the problem on the accounting system was contrary to the problem statement indicated in the study. This disagreement of the respondent accountants on the statement was an indicator that the accounting system in every hotels and restaurants was a great help to the smooth facilitation of the operating environment and user-defined framework for the maintenance of records and generation of reports.

4.2 Problems encountered by different hotels and restaurants on the accounting system as to assessment of the managers and employees

Table 7. Problems encountered by selected hotels and restaurants on the accounting system as to assessment of the managers and employees' respondents

		A		B		C		D		E		F		G		H	
	Problems Encountered in Using System (Managers and Employees)	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI
1	The accounting system cannot provide accurate data.	1.62	SD	1.51	SD	1.97	D	2.03	D	1.89	D	1.68	SD	1.23	SD	1.40	SD
2	The accounting system is prone to error and correction.	1.81	D	1.56	SD	1.97	D	2.00	D	1.87	D	1.91	D	1.70	SD	1.72	SD
3	The data has no back up in case of data loss.	1.57	SD	1.56	SD	1.87	D	1.85	D	1.79	D	1.70	SD	1.09	SD	1.14	SD
4	The accounting system cannot provide the information or data needed by the customers.	1.48	SD	1.39	SD	1.82	D	1.93	D	1.82	D	1.71	SD	1.12	SD	1.68	SD
5	The accounting system cannot help to finish the assigned work on time.	1.57	SD	1.29	SD	1.79	D	1.80	D	1.86	D	1.73	SD	1.25	SD	1.02	SD
6	The accounting system need trained personnel.	1.62	SD	1.42	SD	1.97	D	1.90	D	1.80	D	1.61	SD	1.00	SD	1.08	SD
7	The accounting system is lack of confidentiality and security	1.71	SD	1.46	SD	1.95	D	1.93	D	1.62	SD	1.68	SD	1.11	SD	1.25	SD

	A		B		C		D		E		F		G		H	
Problems Encountered in Using System (Managers and Employees)	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI
8 The accounting system is difficult to access.	1.71	SD	1.34	SD	2.00	D	1.93	D	1.67	SD	1.64	SD	1.08	SD	1.10	SD
OWM	1.64	SD	1.44	SD	1.92	D	1.92	D	1.79	D	1.74	SD	1.20	SD	1.30	SD

Legend:

3.25 - 4.00 Strongly Agree (SA)

2.50 - 3.24 Agree (A)

1.75 - 2.49 Disagree (D)

1.00 - 1.74 Strongly Disagree (SD)

The managers and employees' respondent's assessment on the problems encountered by different hotels and restaurant on accounting system obtained highest overall weighted mean of 1.92 for hotels and restaurants C and D which was verbally interpreted as "disagree." Likewise, Hotel and Restaurant G got lowest overall weighted mean of 1.20 was verbally interpreted as "strongly disagree." As for manual accounting system, error can be attributed to the employees in charge of journalizing transaction and posting of entries to the ledgers. Errors in the manual system will be corrected through adjusting entries. Any errors or bugs in computerized accounting system were already corrected on the first year of its usage.

Hotels and Restaurants A and F are using computerized accounting system where error can be ascribed to human who encodes data in the system. Hotel and Restaurant E is using computerized and manual system in encoding. Hotels and Restaurants B, C, and D are using manual system which are also prone to human error. From journalizing to preparation of financial statements is being done manually. Hotel and Restaurant B uses manual accounting system but have internal controls to double check the work of accounting staff. Hotel and Restaurant G is using computerized accounting system and has a good internal control that protects the system from error and anomalies.

According to Thomason (2017), common errors in manual accounting system are entering information into incorrect accounts, transposing figures or recording information backwards.

Result indicates that the respondent's managers and employees did not experience any problems on the accounting system of the Hotels and Restaurants they belonged by giving the lowest responses to the items indicated in the questionnaire. This was an indicator that the accounting system in their respective institution was satisfactorily handled by the accounting personnel by giving them a quick inquiry and accurate information on their transaction. Moreover, this was because of the well-defined accounting procedures blended with a good operating environment of their institutions.

4.3 Problems encountered by different hotels and restaurants on the accounting system as to assessment of the customers

Table 8. Problems encountered by selected hotels and restaurants on the accounting system as to assessment of the customers' respondents

		A		B		C		D		E		F		G		H	
	Problems Encountered in Using System (Customers)	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI	WM	VI
1	The accounting system cannot provide accurate data.	1.58	SD	1.70	SD	1.84	D	1.89	D	1.21	SD	1.22	SD	1.53	SD	1.40	SD
2	The accounting system is prone to error and correction.	1.73	SD	1.83	D	1.57	SD	1.86	D	1.28	SD	1.25	SD	1.74	SD	1.90	D
3	The data has no back up in case of data loss.	1.62	SD	1.70	SD	1.68	SD	1.94	D	1.93	D	2.08	D	1.99	D	1.14	SD
4	The accounting system cannot provide the information or data needed by the customers.	1.88	D	1.35	SD	1.70	SD	1.97	D	1.31	SD	1.20	SD	1.62	SD	1.68	SD
5	The accounting system cannot verify the discrepancy on the account balance.	1.81	D	1.22	SD	1.65	SD	1.92	D	1.14	SD	1.12	SD	1.55	SD	1.52	SD
6	The accounting system is lack of confidentiality and security	1.69	SD	1.52	SD	1.73	SD	1.89	D	1.14	SD	1.11	SD	1.61	SD	1.45	SD
	OWM	**1.72**	**SD**	**1.55**	**SD**	**1.69**	**SD**	**1.91**	**D**	**1.34**	**SD**	**1.33**	**SD**	**1.67**	SD	**1.52**	SD

Legend:

3.25 - 4.00 Strongly Agree (SA)

2.50 - 3.24 Agree (A)

1.75 - 2.49 Disagree (D)

1.00 - 1.74 Strongly Disagree (SD)

The customers' respondent's assessment on the problems encountered by different hotels and restaurants on accounting system obtained highest overall weighted mean 1.91 for Hotel and Restaurant D which was verbally interpreted as "disagree." Likewise, Hotel and Restaurant F got lowest overall weighted mean of 1.33 which was verbally interpreted as "strongly disagree." Hotel and Restaurant F is using computerized accounting system and has a good internal control that protects the system from error and anomalies. Hotel and Restaurant B and C have lesser number of customers, so school was able to meet the needs of them.

Both manual and computerized accounting system provide the information or data needed by the customers. Hotels and Restaurants A, B, C and D have lesser number of customers, so the establishments were able to meet the needs of them. Hotels and Restaurants E, F, G, and H have tremendous number of customers served.

Result reveals that the customer-respondents did not face any problems on the accounting system in their respective institution due to their low responses on the items stated in the questionnaire.

5. Significant difference on the assessment on the efficiency of the accounting system

5.1 Significant difference on the assessment of the accountant respondents on the efficiency of the accounting system

Result indicates that the accountant-respondents had different assessment in terms of efficiency on the accounting system on their respective establishments.

These results imply that as to comparability of the efficiency of the accounting system in their respective establishments, the accountant respondents had maintained sound internal control system that ensure reliability of the accounting reports, orderly conduct of accounting transactions, prevention of errors and detection of errors ensuring accuracy, completeness, reliability and timely preparation of accounting data.

1.2 Significant difference on the assessment of the managers and employees' respondents on the efficiency of the accounting system

Result reveals that the managers and employees' respondents had different assessment in terms of efficiency on the accounting system of their respective schools.

Results indicates that the respondent's managers and employees had different assessment in terms of accounting efficiency in their respective institutions. The business offices specifically the accounting system provided them good documentation and proper security measures of their information, giving them a fast and accurate transaction attributed of the accounting personnel who is skillful in using computerized accounting system.

1.3 Significant difference on the assessment of the student respondents on the efficiency of the accounting system

Result reveals that the customers' respondents had different assessment in terms of efficiency on the accounting system of the establishments where they go.

Result reveals that the customers' respondents had different assessment on the efficiency of accounting system in the establishments where they go. They perceived that with the use of accounting system, they easily process their transaction. This accounting system attributes provide them a not time consuming transactions and facilitation of their transaction the fastest way.

CONCLUSION

The researchers concluded the following: All of the respondents' hotels and restaurants belonged to a corporation as form of business organization, 5 and above years of existence; Hotel and Restaurant F recorded most number of customers served while Hotel and Restaurant A recorded the least number of customers; Most of the respondents' hotels and restaurants used flat structure in terms of organizational setting, utilized computerized accounting system like Webserver-*Irayaweb*, GTI Automate and *Quickbooks,* utilized computerized accounting system for a period of 5 years and below and 6 – 10 years, respectively, used various accounting procedures in accordance to their needs. Likewise, they observed proper channeling of request of different offices to facilitate their needs; The three sets of respondents were strongly agreed that the accounting system of the different hotels and restaurants were efficient. The problems encountered

by three sets of respondents in using the system were minimal. There is significant difference on the assessment of the efficiency of accounting system when grouped according to respondents; The selected hotels and restaurants through the accounting head stated that they need to maintain and improve their accounting system, centralization of the accounting system, modification and updated system, plan to avail of affordable accounting records and documents to speed up retrieval of documents, hire an IT expert, purchase of new computer peripherals, plan to buy efficient system for payroll, centralization of the computerized accounting system that are integrated to the accounting and payroll of the main branch.

RECOMMENDATIONS

The researchers recommend the following: listen and understand for the information and dissemination by the school; The business establishments, specifically hotels and restaurants, may adopt the use full computerized accounting system; The different business establishments may conduct an in-house training to all personnel of the business offices for the effective use of computerized accounting system; The business establishments may tie up to bank for the facilitation of payments of customers and other stakeholders; Future research may conduct study about the effect of computerized accounting system on financial reporting accuracy in different HEIs and a comparative study on computerized accounting system and manual accounting system on the quality and accuracy of financial and other accounting reports.

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