

**THE IMPACT OF ACCOUNTING ON ORGANIZATION  
EFFECTIVENESS IN SMALL AND MEDIUM SCALE ENTERPRISES IN  
NIGERIA**

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BENIN CITY  
NIGERIA**

**MARCH, 2025**

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**A PROJECT SUBMITTED TO DEPARTMENT OF ACCOUNTING,  
FACULTY OF MANAGEMENT SCIENCES, UNIVERSITY OF BENIN,  
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REQUIREMENTS FOR THE AWARD OF BACHELOR OF SCIENCE  
(B.SC) DEGREE IN ACCOUNTING**

**MARCH, 2025**

## **DECLARATION**

I, Sarah Oghosa DEREK-AYEMERE, do hereby declare that:

- i. This project report is based on a study undertaken by me in the department of Accounting, University of Benin, under the supervision of Professor Alade Sule Omoye (PhD, FCA,FCTI)
- ii This work has not been previously submitted for the award of degree elsewhere.
- iii All ideas and views are product of my personal research and where the views of others have been expressed, they have been duly acknowledged.
- iv All liabilities arising from the study are entirely mine and not those of the supervisor

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**Sarah Oghosa DEREK-AYEMERE**  
MGS2003605

## **CERTIFICATION**

We the underlisted, certify that this project work was carried out by **SARAH OGHOSA DEREK-AYEMERE** in the Department of Accounting, Faculty of Management Sciences, University of Benin, Benin City.

\_\_\_\_\_  
Dr. (Mrs) Paula Idehen-Agho  
**Project Supervisor**

\_\_\_\_\_  
Prof. Augustine Dokpesi  
**Head of Department**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**

## **DEDICATION**

I dedicate this work to God Almighty.

## **ACKNOWLEDGMENTS**

I wish to express my gratitude to God Almighty who is the source of my strength and inspiration and also for his mercy upon me for seeing me through and making the project a success.

I would also like to express my gratitude to my supervisor Professor Alade Sule Omoye (PhD, FCA,FCTI) who took time to supervise this work and saw it that the project is completed.

I wish to appreciate my parents Mr. and Mrs. Derek Joy Ayemere for their support and encouragement towards my academic pursuit and success of my education.

My siblings Onose Shalom Derek-Ayemere and Rhema Osegioduwa Derek-Ayemere and also my late grandmother Mrs. Victoria Urhoghide for their contributions.

I will not fail to acknowledge my Head of Department Prof. Osasu Obaretin and the effort of my lecturers in the Department of Accounting, may God reward and bless you all Amen.

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### **ABSTRACT**

The objective of the study is to examine the impact of accounting on organizational effectiveness in small and medium scale enterprises in Nigeria. Copies of questionnaire are distributed to respondents in SMEs in Nigeria. OLS regression is used to analyse the data. The following finding emanate from the study. The result shows a positive and significant accounting software and organizational effectiveness. The result shows a positive and significant risk management and organizational effectiveness. The result shows a positive and significant audit and organizational effectiveness. The result shows a positive and

significant assurance and organizational effectiveness. Finally, the result shows a negative and significant tax compliance service and organizational effectiveness. The study recommends that SMEs should use more accounting software which result in organizational effectiveness. The study recommends that SMEs should disclose risk management to enhance organizational effectiveness. The study recommends that SMEs should be audited to enhance organizational effectiveness. The study recommends that SMEs should use more assurance to enhance organizational effectiveness. Finally, the study recommends that SMEs should contribute to tax compliance service and organizational effectiveness.

## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.2 Background to the Study**

The role of small and medium enterprises (SMEs) in the economic and social development of a nation cannot be overemphasized. Small and medium enterprises are considered as the starting point of entrepreneurship, which is often driven by its efficiency, flexibility, individual creativity and in general its innovative entrepreneurial spirit. It is a key indicator of the overall performance of an

economy where it is responsible for most of the employment opportunities realized and Jobs created (Olaoye). These enterprises constitute about 96% of Nigerian businesses and contribute 47% to the nation's GDP (World Bank, 2021). However, their sustainability and growth are intrinsically linked to effective accounting practices and financial management systems. The sectors dynamic nature makes it exposed to a high mortality rate occasioned by sudden shifts in economic policy, global trends, global shocks in international markets and many unforeseen situations. Fundamental accounting practices such as double-entry bookkeeping, accrual accounting, and proper financial documentation form the backbone of sound financial management.

In recent years, the Nigerian business environment has witnessed significant transformations, particularly in how SMEs manage their financial operations. These include the adoption of basic accounting practices like cash flow management, bank reconciliation statements, and inventory accounting. Despite these changes, many SMEs continue to face challenges in implementing proper accounting practices, which directly impacts their organizational effectiveness and survival rates.

Studies indicate that approximately 80% of SMEs in Nigeria fail within their first five years of operation, with poor financial management and inadequate

accounting practices cited as primary factors (Akai et al., 2023). The significance of proper accounting practices in organizational effectiveness has been well-documented in literature. Core practices such as maintaining general ledgers, preparing trial balances, and generating financial statements serve as the language of business and provide critical information for decision-making processes (Ubesie, Chime & Chineke, 2022)). For SMEs, particularly in developing economies like Nigeria, the adoption of sound accounting practices including payroll accounting, accounts receivable/payable management, and basic cost accounting can mean the difference between survival and failure. Research by Adebisi and Samuel (2023) revealed that SMEs with structured accounting systems, including proper revenue recognition and expense tracking, were 60% more likely to secure funding and 45% more likely to experience sustainable growth compared to those without.

Small and Medium Enterprises (SMEs) in Nigeria are heterogeneous. They cover a wide variety of industries, ranging from the single artisan producing leather, weaving traditional dress "*AsoOke*" in the rural areas, the retail shop owners, the cyber cafe shops to small sophisticated engineering software firms exporting its product overseas and a medium chemicals firm selling its product abroad. The firms may operate in very different markets (rural, urban, local,

national, and international). The business may embody different levels of skills, capital, sophistication, growth orientation, and may be formal or informal sector (Oduwole, & Olukunle, 2023). Over the years, there have been attempts at defining what constitutes a small business. Scholars, experts and institutions looking for an objective definition of small business have used variety of qualitative and quantitative indicators including legal status, ownership structure, level of technology, number of employees, investment, sales volumes, net worth profitability and so on, generally categorized as input and output means (Nasution et al., 2020). Statistical definitions of SMEs vary by country. Due to its ease of collection, the most commonly used variable is the number of employees.

In Nigeria, the definition of SMEs has remained dynamic, reflecting the country's economic evolution and policy changes. These definitions have undergone several revisions due to factors such as currency fluctuations, inflation rates, and changing economic indicators. Various government agencies and institutions have adopted different classification criteria, leading to multiple operational definitions (Central Bank of Nigeria, 2020). Governments all over the world are increasingly turning their attention to supporting the globalization or internationalization of SMEs in order to increase international competitiveness and improve performance. For instance, a report on small business exporters in the

USA suggests that they account for 31% of the total merchandize export sales and their number has tripled between 1987 and 2007 (Oduwole, & Olukunle, 2023). It is expected that the number of small firms pursuing strategy of internationalization will continue to increase (Phina, 2020) For SMEs to grow, accounting remains an essential function for the business, regardless of its size.

The Nigerian business landscape presents unique challenges for SMEs in implementing effective accounting practices. These challenges include limited access to accounting technology (such as accounting software and point-of-sale systems), inadequate financial literacy among business owners in areas like depreciation accounting and tax compliance, and the high cost of professional accounting services (Kareem et al., 2021). Furthermore, the informal nature of many SMEs operations complicates the adoption of standardized accounting practices like internal controls and audit trails, leading to difficulties in financial tracking and reporting (Adeleke et al., 2021). Recent regulatory changes by the Financial Reporting Council of Nigeria (FRCN) have emphasized the need for improved accounting practices among SMEs, including the implementation of standardized chart of accounts and periodic financial reporting. However, compliance levels remain low, with only 35% of SMEs maintaining proper financial records and implementing basic accounting controls (Nigerian Bureau of

Statistics, 2023). This gap between regulatory requirements and actual practice presents a critical area for research and intervention.

Accounting in small businesses could provide a clear picture of the financial health of the business. Proper accounting practices allow small business owners to track their revenues, expenses, and profits, which can help them, make informed decisions about their operations. This can be crucial for small businesses in Nigeria, where many struggle to survive in a competitive and rapidly changing market (Asuquo & Udoayang, 2020). Another effect of accounting in small businesses in Nigeria is that it helps ensure compliance with local tax laws. Proper accounting practices enable small business owners to accurately calculate their tax liabilities and file timely returns, which can help them, avoid costly penalties and fines. This is particularly important in Nigeria, where tax laws are constantly evolving and can be difficult to navigate for small business owners. Despite the benefits of accounting, small businesses in Nigeria face several challenges when it comes to implementing effective accounting practices. One of the main challenges is the lack of financial literacy among small business owners (Orobia, Nakibuuka, Bananuka & Akisimire, 2020). The rapid digitalization of business operations and the emergence of financial technology solutions have created new opportunities and challenges for SMEs in Nigeria. While these developments offer potential

solutions for improved accounting practices, such as cloud-based accounting systems and automated bookkeeping, their adoption and effectiveness within the Nigerian SME context remain understudied (Olayinka & Peters, 2022).

Many small businesses in Nigeria may not have the resources to hire qualified accountants or bookkeepers, which can lead to errors in financial reporting and compliance issues (Adeniran & Obembe, 2020). This can have serious consequences for small businesses in Nigeria, as inaccurate financial reporting can result in loss of credibility and trust among stakeholders. Accounting therefore may play a crucial role in the success and sustainability of small businesses in Nigeria. Despite the challenges they face, small business owners in Nigeria must prioritize proper accounting practices to ensure the financial health and compliance of their businesses (Al-Hattami & Kabra, 2024). By investing in financial literacy and seeking out professional assistance when needed, small businesses in Nigeria can overcome the challenges of accounting and thrive in a competitive market. This study aims to bridge this knowledge gap by examining the impact of accounting practices on organizational effectiveness in Nigerian SMEs. Understanding this relationship is crucial for developing targeted interventions and policies to support SME growth and sustainability in Nigeria's evolving business environment.

## **1.2 Statement of the Problem**

Accounting problems are prevalent in small businesses across Nigeria, hindering their growth and success. One of the major issues faced by small businesses is a lack of skilled accountants to manage their finances effectively. Many small businesses cannot afford to hire qualified accountants, leading to errors in financial statements and inaccurate reporting. This can affect the decision-making process of the business owners, as they may be basing their actions on incorrect financial information (Ikem, Chidi & Titus, 2021).

Another accounting problem faced by small businesses in Nigeria is the lack of proper record-keeping practices. Many small business owners do not maintain organized financial records, making it difficult to track their income and expenses accurately. This lack of proper record-keeping can result in missed payments, late invoicing, and difficulty in identifying financial trends within the business. Without accurate financial records, small businesses may struggle to secure financing or attract investors, further inhibiting their growth and profitability (Al-Hattami & Kabra, 2024).

Additionally, small businesses in Nigeria often face challenges with tax compliance and reporting. Many small business owners may not fully understand the tax laws and regulations in Nigeria, leading to errors in filing their tax returns.

This can result in penalties and fines from the tax authorities, further straining the financial resources of the business. Lack of compliance with tax laws can also damage the reputation of the business and lead to potential legal repercussions.

Overall, accounting problems in small businesses in Nigeria pose significant challenges that can impede their growth and success in the competitive market. It is against this backdrop that this study seeks to examine the impact of accounting on organisational effectiveness with focus on selected retail store owners. Preliminary research indicates a troubling scenario where 80% of Nigerian SMEs fail within their first five years, primarily attributed to inadequate accounting systems and financial management limitations. The Nigerian Bureau of Statistics (2023) reveals that only 35% of these enterprises maintain comprehensive financial records, creating substantial barriers to strategic decision-making and financial transparency.

The critical research problem emerges from the substantial gap between existing accounting practices and the requirements for organizational effectiveness. Specifically, the study seeks to investigate how current accounting practices influence SME performance, identifying the key factors that contribute to financial management inefficiencies and developing potential strategic interventions to enhance organizational sustainability. Hence, this research aims to examine the

impact of accounting on organizational effectiveness from a cross –sectional perspective of small and medium scale enterprise operators in Benin Edo State, Nigeria. This study seeks to fill this gap.

### **1.3 Research Questions**

The following research questions will guide this study:

1. To what extent does accounting software affect organisational effectiveness of Small and Medium Enterprises (SMEs) in Nigeria?
2. To what extent does risk management affect organisational effectiveness of Small and Medium Enterprises (SMEs) in Nigeria?
3. To what extent does audit affect organisational effectiveness of Small and Medium Enterprises (SMEs) in Nigeria?
4. To what extent does assurance affect organisational effectiveness of Small and Medium Enterprises (SMEs) in Nigeria?
5. To what extent does tax compliance service affect organisational effectiveness of Small and Medium Enterprises (SMEs) in Nigeria?

### **1.3 Objectives of the Study**

This study examines the impact of accounting on organizational effectiveness in small and medium scale enterprises in Nigeria. The specific objectives of the study are to:

- 1.investigate the relationship between accounting software and organisational effectiveness of Small and Medium Enterprises (SMEs) in Nigeria;
- 2.examine the relationship between risk management and organisational effectiveness of Small and Medium Enterprises (SMEs) in Nigeria;
- 3.investigate the relationship between audit and organisational effectiveness of Small and Medium Enterprises (SMEs) in Nigeria;
- 4.ascertain the relationship between assurance affect organisational effectiveness of Small and Medium Enterprises (SMEs) in Nigeria; and
- 5.evaluate the relationship between tax compliance service and organisational effectiveness of Small and Medium Enterprises (SMEs) in Nigeria.

### **1.5 Research Hypotheses**

The following hypotheses would be tested in the study:

H<sub>01</sub>: There is no significant relationship between relationship between accounting software and organizational effectiveness of Small and Medium Enterprises (SMEs) in Nigeria.

H<sub>02</sub>: There is no significant relationship between risk management and organisational effectiveness of Small and Medium Enterprises (SMEs) in Nigeria.

H<sub>03</sub>: There is no significant relationship between audit and organizational effectiveness of Small and Medium Enterprises (SMEs) in Nigeria.

H04: There is no significant relationship between assurance affect organisational effectiveness of Small and Medium Enterprises (SMEs) in Nigeria.

H05: There is no significant relationship between tax compliance service and organisational effectiveness of Small and Medium Enterprises (SMEs) in Nigeria.

### **1.6 Scope of the Study**

This research examines the impact of accounting practices on organizational effectiveness among Small and Medium Enterprises (SMEs) in Benin City, Edo State, Nigeria. The study will focus on registered SMEs operating within the three major business districts of Benin City - Ring Road, Mission Road, and New Benin Market areas, being the primary commercial hubs with significant concentration of SMEs in the state capital. The study will specifically cover the following categories of SMEs: Retail Trading Enterprises (e.g., Supermarkets, Phone/Computer Accessories Shops, Electronics Stores).

Manufacturing/Production Businesses (e.g., Furniture Making, Pure Water Production, Block Making). Service-based Enterprises (e.g., Restaurants, Hotels, Event Management Companies). Distribution Companies (e.g., Beverage Distributors, Building Materials Suppliers). Food and Beverage Businesses (e.g., Fast Food Outlets, Bakeries, Local Food Vendors). Fashion and Textile Businesses (e.g., Fashion Design Studios, Boutiques, Textile Shops). The study

will specifically target SMEs that have been in operation for a minimum of three years (2021-2023), ensuring they have established accounting systems and documented organizational performance. The research will cover SMEs that fall within the Small and Medium Enterprises Development Agency of Nigeria (SMEDAN) classification, which defines small enterprises as those with 10-49 employees and medium enterprises as those with 50-199 employees.

### **1.7 Significance of the Study**

This research study holds significant value for various stakeholders in the Nigerian business environment:

To SME Owners/Managers: The study will provide practical insights into effective accounting practices that can enhance their organizational performance. It will help them understand the relationship between proper accounting systems and business success, enabling better decision-making processes.

To Policy Makers: The findings will assist government agencies and regulatory bodies in formulating more effective policies and support mechanisms for SMEs. It will highlight areas requiring intervention and help in designing targeted programs to enhance SME sustainability.

To Financial Institutions: Banks and other financial institutions will benefit from understanding the accounting practices of SMEs, helping them develop more appropriate financial products and make better-informed lending decisions.

To Academia: This study contributes to the existing body of knowledge on SME accounting practices and organizational effectiveness in Nigeria. It provides a foundation for further research in this field and helps bridge the gap between theoretical frameworks and practical applications.

To Future Entrepreneurs: The research will serve as a valuable resource for individuals planning to establish SMEs, providing them with insights into effective accounting practices and their impact on business success.

To Professional Bodies: Accounting professional bodies will gain insights into the practical challenges faced by SMEs, helping them develop more relevant training programs and support services.

The study ultimately aims to contribute to the reduction of SME failure rates in Nigeria by highlighting the crucial role of proper accounting practices in organizational effectiveness.

## **1.8 Definition of Terms**

The following terms are defined for the study:

**Accounting Practices:** In this study, accounting practices refer to the systematic procedures and methods used by SMEs for recording, analyzing, and interpreting financial transactions. This includes using accounting software, financial statements, financial reporting and internal control mechanisms.

**Small and Medium Enterprises (SMEs):** As defined by SMEDAN, these are businesses with 10-199 employees. Small enterprises have 10-49 employees with assets of ₦5 million to ₦50 million, while medium enterprises have 50-199 employees with assets of ₦50 million to ₦500 million.

**Organizational Effectiveness:** This refers to the extent to which an organization achieves its intended objectives, measured through indicators such as profitability, operational efficiency, and growth metrics.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

This chapter deals with the review of literature under the following sub-headings: concept of technology, concept of accounting practices, artificial intelligence and accounting practices, machine learning and accounting practices, cloud computing and accounting practices, theoretical literature and empirical literature

#### **2.1. Conceptual Review**

This section discusses the key terms - accounting and organizational effectiveness as well as the connection between them.

##### **2.1.1 Concept of Organisational Effectiveness**

Organizational effectiveness is a fundamental concept in the field of management that relates to how well an organization is able to achieve its goals and objectives. It is a measure of how efficiently and productively an organization operates, and is crucial for ensuring long-term success and sustainability. Also, it involves setting clear objectives and aligning the resources, people, and processes within an organization to achieve those objectives. A key aspect of organizational

effectiveness is the ability to adapt and respond to changes in the external environment, such as shifts in consumer preferences, technology advancements, or changes in market conditions (Adu-Gyamfi & Chipwere, 2020). An organisation that is effective is able to anticipate and respond to these changes in a timely and effective manner.

Another important aspect of organizational effectiveness is efficiency. This involves using resources, such as time, money, and manpower, in the most effective way possible to achieve desired outcomes. This includes eliminating wastage, streamlining processes, and improving overall productivity. Efficiency is critical for organization' to remain competitive and profitable in today's fast-paced business environment. Organizational effectiveness is also closely related to employee satisfaction and engagement. Engaged and motivated employees are more likely to be productive, innovative, and committed to achieving organizational goals. Therefore, effective organization invest in their employees by providing training and development opportunities, creating a positive work culture, and recognising and rewarding performance. By investing in their employees, organizations can improve overall effectiveness and performance.

Additionally, organizational effectiveness is closely linked to customer satisfaction and loyalty. A successful organization is one that is able to meet the

needs and expectations of its customers while maintaining high levels of quality and service. By focusing on customer satisfaction, organizations can build long-term relationships with their customers, increase brand loyalty, and drive business growth. This is why organizations that are effective in meeting customer needs are more likely to succeed in the long run (Al-Hattami & Kabra, 2024).

Organizational effectiveness is a critical factor in the success of any business. It refers to the ability of an organization to achieve its goals and objectives efficiently and effectively. In order to measure organizational effectiveness, businesses need to establish clear and measurable goals, track their progress, and continuously evaluate their performance. One of the key aspects of measuring organizational effectiveness is setting clear and achievable goals. These goals should be aligned with the overall vision and mission of the organization, and should be specific, measurable, attainable, relevant, and time-bound (SMART). By setting clear goals, businesses can evaluate their progress and determine whether they are on track to achieve their objectives.

Tracking progress is another important aspect of measuring organizational effectiveness. Business leaders need to establish key performance indicators (KPIs) that can be used to track the progress of the organization towards its goals. These KPIs should be regularly monitored and evaluated to ensure that the organization

is making progress and operating efficiently. In addition to setting clear goals and tracking progress, businesses also need to continuously evaluate their performance in order to measure their effectiveness (Al-Hattami & Kabra, 2024). This evaluation can be done through regular performance reviews, surveys, customer feedback, and other methods. By evaluating their performance, businesses can identify areas for improvement and make necessary changes to improve their effectiveness.

Overall, organisational effectiveness is a key factor in the success of any business. By setting clear goals, tracking progress, and continuously evaluating performance, businesses can measure their effectiveness and make necessary changes to improve their performance. In today's competitive business environment, measuring organisational effectiveness is essential for ensuring long-term success and sustainability.

### **2.1.2 Concept of Accounting Practices**

Accounting practice is a fundamental concept in the business world that involves the recording, analyzing, and interpreting of financial information. It is essential for businesses to maintain accurate accounting records in order to make informed decisions, comply with regulations, and provide stakeholders with necessary information (Ayinla, Ndubuisi, Atadoga, Asuzu, Ike & Adeleye, 2024).

This essay will discuss the importance of accounting practice, the principles and standards that govern it, the various methods used in accounting, and the role of accountants in organizations (Bakre, McCartney, & Fayemi, 2022). One of the primary reasons why accounting practice is crucial for businesses is that it helps in measuring and communicating financial information. By tracking income, expenses, assets, and liabilities, organizations can assess their financial health and make informed decisions about investments, budgeting, and strategic planning. Additionally, accurate accounting records are necessary for complying with tax laws and regulations, as well as for providing information to creditors, investors, and other stakeholders.

Accounting practice is guided by several principles and standards that ensure consistency and transparency in financial reporting. The Generally Accepted Accounting Principles (GAAP) are a set of guidelines that outline the rules and procedures for preparing financial statements in the United States. These principles include concepts such as the matching principle, materiality, and conservatism, which help accountants to record transactions accurately and fairly (Adeyelu, Ugochukwu & Shonibare, 2024).

There are various methods used in accounting practice to record and report financial information. The two main methods are accrual accounting and cash

accounting. Accrual accounting recognizes revenue and expenses when they are earned or incurred, regardless of when cash is actually received or paid (Ayinla, Ndubuisi, Atadoga, Asuzu, Ike & Adeleye, 2024). This method provides a more accurate picture of a company's financial performance over a specific period of time. Cash accounting, on the other hand, records transactions only when cash is exchanged, this can result in distorted financial statements.

### **2.1.3 Accounting Software and Organisational Effectiveness**

Accounting tech software, also known as accounting technology software, is a type of software specifically designed to help businesses and individuals manage their financial transactions. It is a tool used to record, track, and analyze financial information in order to make informed decisions (Odonkor, Kaggwa, Uwaoma, Hassan & Farayola, 2024). Accounting tech software can range from simple programs to complex systems that integrate with other business applications. This software helps streamline accounting processes, reduce errors, and improve efficiency in financial management.

One common feature of accounting tech software is financial reporting. This allows users to generate various financial statements such as income statements, balance sheets, and cash flow statements with just a few clicks. These reports provide valuable insights into a company's financial health and

performance, helping owners and managers make strategic business decisions (Bakre, McCartney, &Fayemi, 2022). Another important aspect of accounting tech software is automation. By automating repetitive tasks like data entry, invoice processing, and reconciliation, businesses can save time and reduce the risk of human error.

Accounting tech software also offers scalability and customization options. As a business grows, its accounting needs may become more complex. Accounting tech software can adapt to these changing needs by offering additional features and modules that can be customized to suit specific requirements. Furthermore, cloud-based accounting software allows users to access their financial data from anywhere, at any time, making it easier to collaborate with team members and advisors (Owonifari, Igbekoyi, Awotomilusi & Dagunduro, 2023). Overall, accounting tech software plays a crucial role in helping businesses manage their finances effectively, stay compliant with regulations, and make informed decisions for future growth.

One of the key advantages of accounting software is its ability to streamline accounting practices. With traditional manual accounting methods, there is a higher risk of errors due to human oversight or miscalculation. However, accounting software automates the process, reducing the chances of errors and

ensuring that financial data is accurate and up-to-date. This not only saves time but also improves the overall efficiency of the accounting department. Furthermore, accounting software provides businesses with real-time financial information, allowing them to make informed decisions quickly. By having instant access to financial reports, businesses can track their performance, identify trends, and make adjustments to their strategies as needed. This level of insight is crucial for businesses looking to grow and stay competitive in today's fast-paced market.

In addition to improving accuracy and decision-making, accounting software also enhances security. By storing financial data securely in the cloud or on a server, businesses can protect sensitive information from unauthorized access or loss. This level of security is crucial for businesses that handle sensitive financial information and must comply with regulations such as the Sarbanes-Oxley Act. Overall, accounting software has revolutionized the way businesses manage their finances by streamlining accounting practices, improving accuracy, and enhancing decision-making and security. As businesses continue to embrace technology in their operations, the use of accounting software is expected to become even more prevalent. By leveraging the power of accounting software, businesses can stay ahead of the curve and achieve long-term success in today's competitive marketplace.

### **2.2.3 Risk Management and Organisational Effectiveness**

Risks are defined as everything that prevents the accomplishment of preset objectives. The Business Dictionary defines risk as the potential or threat of harm, injury, liability, loss, or other unfavorable outcomes resulting from internal or external vulnerabilities that can be prevented by taking preventative measures. Risk management includes averting the consequences of major events or the emergence of hazardous occurrences, as well as making educated decisions about the acceptance or handling of risks. Risk management also refers to the procedures, tools, strategies, and policies utilized to accept and control risks (Nasteckienė, 2021). Risk management can also be defined as management procedures used to foresee, measure, and evaluate risks.

Risk management strategies include avoiding risks, reducing negative consequences, reducing impacts to levels that can be controlled, and developing management plans that take into account all or part of the risk outcome. In other words, a strong risk management framework can greatly contribute to a company's success by minimizing negative impacts from unforeseen events and enabling

better decision-making across all levels of the organization. Risk management plays a crucial role in organizational performance by proactively identifying and mitigating potential threats, which allows companies to achieve their strategic objectives more effectively, improve operational efficiency, and ultimately enhance overall profitability and market standing.

Businesses use a variety of tools and strategies, such as crisis management, business continuity management, risk management, performance management, operations management, and others, to help managers manage risk in both ordinary and exceptional circumstances. Scholars disagree on whether risk management should be integrated into or maintained separate from business performance management (Nasteckienė, 2021).

### **2.2.3 Audit and Organisational Effectiveness**

Businesses create financial statements that detail their performance and financial status. Many different stakeholders, including investors, use this information while making financial decisions. Generally speaking, a company's shareholders are not also its managers. As a result, independent assurance that the financial statements accurately depict the company's financial situation and performance in all material aspects gives reassurance to the owners of these businesses as well as other stakeholders like banks, suppliers, and customers. A

qualified external party (an auditor) is hired to review the financial statements and related disclosures made by management in order to provide their professional opinion on whether they accurately reflect, in all material respects, the company's financial performance over a specific period (an income statement) and financial position as of a specific date (a balance sheet) in accordance with applicable GAAP. This increases the level of confidence in the financial statements. This is frequently mandated by law.

In an audit, a subject is evaluated in order to provide a judgment on whether or not the subject is presented honestly (PWC, 2017). The correctness of the data on a company's financial reports is confirmed or refuted by an audit. The procedures that result in the financial data being displayed on the financial report are assessed by an assurance. An audit may be one of multiple internal controls or it may be a component of the assurance process. Increasing the user's trust in the reported information of an audit is to obtain reasonable assurance about certain aspects of the financial statements and to report on this to the company shareholders.

#### **2.2.4 Assurance and Organisational Effectiveness**

Assurance is an examination of the processes that were used to produce the accounting records. Assurance services are sought after by many external parties and investors to boost their confidence in a company's longevity and viability. A

financial statement audit gives the auditor a reasonable level of assurance regarding the absence of serious misstatements in the financial statements. The objective elements of a business that affect the numbers on a balance sheet, income statement, or cash flow statement, for example. It includes a more comprehensive analysis that looks at a variety of business topics, including employee feedback, information technology systems, organizational culture, and quality control practices (Bedford et al., 2020).

### **2.3.3 Tax Compliance Services and Organisational Effectiveness**

Tax compliance is the process of reporting tax liability to the proper authorities in line with applicable tax laws, regulations, and court decisions .It has also been defined as a process by which taxpayers accurately report all of their income, submit all required tax forms, and employ the applicable tax laws and regulations to pay the exact amount of taxes due (Hoang et al., 2024). There are two categories of tax compliance: prudential and administrative. Administrative compliance is the observance of the relevant tax rules as specified in the relevant regulations, whereas prudent compliance is the correct completion of the tax return forms (Adegbite et al., 2019).

The competent authorities may enforce compliance, or the taxpayers may cooperate voluntarily. Tax compliance is enforced by the power given to the

relevant authorities to require taxpayers to pay taxes while permitting them to do so willingly. Therefore, voluntary tax compliance includes accurately assessing one's own tax liability, filing and completing tax returns, and paying taxes on time or before the due date without interference. Although adjustments to fine rates appear to have little effect on tax compliance behavior, people are more likely to comply when they think that a public good funded by tax dollars offers some advantages. Therefore, it appears that in order to achieve the proper degree of tax law compliance, the government can employ additional tax policy tools in addition to the standard enforcement action prescription. Higher fines are one of these frequent measures, but in practice, they may not have much of an impact on tax compliance.

## **2.2 Theoretical Literature**

There are several theories of accounting that provide a framework for understanding and implementing accounting practices effectively in an organisation.

### **2.2.1 Agency Theory**

One of the most well-known theories of organizational accounting is the agency theory. This theory focuses on the relationship between principals (owners) and agents (managers) within an organization. It suggests that there may be conflicts

of interest between these two parties, and accounting practices can help mitigate these conflicts by providing transparency and accountability. Agency theory also emphasizes the importance of designing incentive structures to align the goals of agents with those of principals (Schroeder, Clark & Cathey, 2022).

### **2.2.2 Stakeholder Theory**

Another important theory of organizational accounting is the stakeholder theory. This theory suggests that organizations should consider the interests of all stakeholders, including employees, customers, suppliers, and the community, in their accounting practices. Stakeholder theory emphasizes the importance of sustainability and social responsibility in accounting decisions, as organizations are accountable to a broad range of stakeholders beyond just shareholders (Rahmawati, & Kassim, 2020).

### **2.2.3 Contingency Theory**

The contingency theory of organizational accounting posits that there is no one-size-fits-all approach to accounting practices. Instead, organizations should tailor their accounting systems to fit the unique characteristics of their industry, size, and structure (Nasution, Putri, Muda & Ginting, 2020). This theory recognizes that different organizations may require different accounting methods and emphasizes the need for flexibility and adaptability in accounting practices.

#### **2.2.4 Institutional Theory**

The institutional theory of organizational accounting focuses on the role of institutional pressures and norms in shaping accounting practices. This theory suggests that organizations adopt certain accounting practices not necessarily because they are the most efficient, but because they are consistent with prevailing institutional norms and expectations. Institutional theory highlights the importance of understanding the broader institutional context in which accounting decisions are made and implemented (Rahmawati, &Kassim, 2020). Hence, there are several theories of organizational accounting that provide valuable insights into the practice of accounting within organizations.

By understanding these theories and their implications, organizations can develop accounting practices that are efficient, transparent, and aligned with their goals and values. Ultimately, the goal of organizational accounting is to provide stakeholders with accurate and relevant information to make informed decisions and promote the overall success of the organization.

#### **2.3 Empirical Literature**

Akinadewo, Dagunduro, Adebisi, Ogundele and Akinadewo (2023) examined how disruptive technology affects the efficacy of accounting practice in Nigeria. The study employs a survey research method with the use of a structured

questionnaire distributed among professional bodies in South Western Nigeria. Regression analysis of Ordinary Least Squares coupled with correlation analysis was employed. The results revealed that artificial intelligence, blockchain, big data, and the internet of things had a significant positive effect on the controlled variable in Nigeria. The results also revealed that cloud computing had insignificant negative effect on the dependent variable. With the F Statistics ( $7.113 = 109.747, P = 0.000 < 0.05$ ), the results showed a significantly strong relationship between the controlling and controlled variables

Okafor and Egiyi (2021) explored the impact of accounting practice in Nigeria. All accounting firms in Enugu state was the study population. Frequencies, percentages, tables and charts were used to present obtained data. The Chi-Square test of independence and association was employed in testing the statistical significance of the null hypothesis. After subjecting each hypothesis under test, findings revealed that there is a significant relationship between job proficiency and the use of ICT, and that the adoption of ICT in the practice of accounting has significant benefit. Hence, it was concluded that application of ICT has effect on efficiency of accounting practices in Nigeria and thus preparers of accounting information should adopt ICT in all aspect of accounting practice for effectiveness and transparency.

Olaofe-Obasesin (2020) examined accounting information system on performance of corporate organizations in Nigeria. The role of professionals in accounting, information technology and academics were explored. To attain the aim of the study, 30 questionnaires were administered and 25 retrieved which was analysed and the single factor ANOVA technique was used to test the hypothesis. Findings from the research depicted accounting information systems have a positive impact on corporate organizations performance in Nigeria because the observed F of 251.43 obtained was greater than F-critical value of 2.74.

Asuquo, Dan and Effiong (2020) examined the impact of information technology on the accounting line of work. The purpose was to determine the impact of information technology on the accounting line of works in the global system. A survey methodology was adopted. In the course of gathering Information, questionnaires were constructed, validated, and dispensed to sampled elements of the targeted area, which had the relevant knowledge in the area of inquiry. Appropriate statistical tools were adopted to evaluate the raw facts obtained. Results of the investigation had shown that information technology has a substantial influence on the accounting line of work and was therefore concluded that accounting line of work has changed from what it used to be before now to a line of works that developed in alliance with the trend in technical improvement

and a globalized structure. Furthermore as inferred from the findings of the study, there is a great call for prompt and concerted efforts on several fronts in order to find ways of coping with the growing degree of window dressing account, the malady of accounting noise and fraud skyrocketing syndrome in the business and the non- business world due to non-adhering to tenets of information technology when carrying out an accounting line of works.

Oladejo and Yinus (2020) evaluated the impact of e-accounting practices on financial reporting quality of selected banks in Nigeria. Primary data were collected using questionnaire and secondary data covering a period of 2010-2017 were collected from the annual report of the selected banks. Ten deposit money banks in Nigeria were selected using homogeneous purposive sampling. Three hundred copies of a questionnaire were administered randomly on the selected staff of the banks out of which two hundred and sixty were returned and used for the study. Data collected were analysed using descriptive statistics like table and percentage with inferential statistics such as pooled regression analysis at 95% confidence level. The results showed that Bank Size (BS) at 92%; Cost of ICT Deployment (CID) at 69%; Perceived Ease of Use (PEOU) at 74%; and Perceived Benefit (PB) at 86% were specific factors influencing electronic accounting adoption in the selected banks. A significant differences was observed in factor

influencing e-accounting adoption ( $R^2 = 0.9661$ ; Adj  $R^2 = 0.9633$ ;  $F = 1318.61$ ;  $p = 0.000$ ). The fixed effect estimation result revealed that electronic accounting promotes users confidence on the financial statement of the selected banks ( $R^2 = 0.6203$ ; Adj  $R^2 = 0.6150$ ;  $F = 67.20$ ;  $p = 0.000$ ). This study concluded that all the considered variables; BS, CID, PEOU, and PB influenced e-accounting adoption and that e-accounting practice enhanced accounting procedure and improved the timeliness of report generation and financial reporting quality of banks.

Mamuda and Yusuf (2020) examined the impact of globalization and Information and Communication Technology (ICT) on the practice of Accountancy Profession in Nigeria. The data for the study were collected mainly from questionnaire. The analyses and interpretations from this work were strictly based on the information obtained from selected practicing professional accountants in Nigeria. The population for this study is professional accountants in North East Nigeria. A sample size of 182 professional accountants in public practice, private sector, audit firms and sole practitioners was selected from the North East Nigeria using random sampling technique. One hundred and eighty two (182) copies of questionnaire were successfully filled and retrieved. The study discovered that professional accountants in audit firms are equipped with ICT and

knowledge of global financial practice. However, the study discovered that other professional accountants working in public or private sectors are not properly equipped with ICT and global financial practice.

## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.1 Introduction**

This chapter deals with the various research procedures used to achieve the objectives of the study. Shawver (2024) defined research methodology as a general research strategy which is used to achieve set objectives. The quality of any research work depends on the researcher's ability to utilize the appropriate methodology for the purpose of achieving the objectives for which research project is undertaken (Sidhu, Pillay, & Joshi, 2023). Hence, the research methodology is divided into: research design, population of the study, sample of the study, instrument of the study, validity of the instrument, method of data collection and method of data analysis.

#### **3.2 Research Design**

The descriptive research design using the survey methods was adopted in this study. This design was adopted because the design enabled the researcher to use a representative sample of bankers to accurately describe the perception of the entire population of the study. The design was also considered because the variables of the study were not manipulated under controlled conditions. However,

data collected as perceived by a representative sample of micro business owners are presented in their natural setting to draw inferences.

### **3.2 Population of the Study**

The population for this study comprises all registered Small and Medium Enterprises (SMEs) operating within Benin City, Edo State, with particular focus on businesses located in the three major commercial districts: Ring Road, Mission Road, and New Benin Market areas. This result in 2000 SMEs. These enterprises encompass various business sectors including retail trading enterprises such as supermarkets and phone/computer accessories shops; manufacturing/production businesses like furniture making and pure water production; service-based enterprises including restaurants and hotels; distribution companies dealing in beverages and building materials; food and beverage businesses such as fast food outlets and bakeries; and fashion and textile businesses including fashion design studios and boutiques. All businesses in the population have been in operation for at least three years (2021-2023) and maintain some form of accounting records, ensuring they have sufficient operational history and data for meaningful analysis in this study.

### **3.3 Sample Size and Sampling Method**

The study will focus on registered SMEs operating within the three major business districts of Benin City - Ring Road, Mission Road, and New Benin Market areas, being the primary commercial hubs with significant concentration of SMEs in the state capital.

Convenience sampling was used to 80 respondents from the three major business districts of Benin city, Edo State. The study employed stratified random sampling technique to ensure proportional representation of all categories of SMEs identified in the scope. The targeted businesses drawn include: restaurants and hotels; distribution companies dealing in beverages and building materials; food and beverage businesses such as fast food outlets and bakeries; and fashion and textile businesses including fashion design studios and boutiques.

### **3.4 Sources of Data**

Data were sourced from primary and secondary sources. Primary data was sourced from questionnaire while secondary data were collected from newspapers, textbooks, electronic journals, and the online publications obtained via the internet. For the collection of primary data, the research instrument used for the investigation is a questionnaire titled: Accounting Impact on Organizational Effectiveness Questionnaire – ACIOEQ.

The questionnaire (ACIOEQ) was structured into close ended questions, having two major parts: A and B. Part A deals with personal profile of the respondents which contained data such as age, sex, educational qualification, and years of business experience of the respondents. The part B of the questionnaire contained 10 –item questions regarding the core research problem which the study aimed at providing data for in testing the formulated hypotheses. Items 3, 6 and 9 are the direct target items for testing hypotheses 1, 2 and 3 respectively. The items were all rated on a five point likert scale. Strongly Agreed (SA) Agreed (A), Undecided (U), Disagreed (D) and Strongly Disagreed (SD). This was used because it enables easy response rating of data from a primary source.

### **3.5 Validity of the Instrument**

The content validity of this instrument was carried out by my project supervisor and two other experts in accounting. This was done to ensure that the items in the questionnaire are precise, unambiguous and relevant in measuring what it is intended to measure.

### **3.6 Method of Data Collection**

The researcher personally administered the questionnaire to the business operators in their various business locations within the study area. A letter to respondents was attached to further explain the purpose of the research exercise to

solicit their support in providing responses to the items in the questionnaire. The questionnaires were collected immediately after administration to enhance the return rate. However, a total of 71 of the 80 copies of the questionnaire were completely filled, recovered and used for the analysis. This gave a return rate of 88.75 percent.

### **3.7 Technique of Data Analysis**

Data collected were analysed with frequency count and percentages (%) and charts while the hypotheses were tested with Chi-square ( $X^2$ ) statistical technique. The simple percentage (%) was used in the analyzing of the social characteristics of the respondents and the questions on the questionnaire. The choice of the percentage (%) was informed by the fact that it is a simple and appropriate in describe data collected from field surveys. On the other hand, the Chi-square ( $X^2$ ) non-parametric statistical technique and contingency tables were used to test the hypotheses. The test reports the probability relationship observed in a stratified sample are representative of those which would have been observed if the entire population had been studied (Sekaran, 2013). The Statistical Package for Social Sciences (IBM SPSS® version 23) was used to test the hypotheses.

## CHAPTER FOUR

### DATA PRESENTATION, ANALYSIS AND INTERPRETATION

**Table 4.1 Descriptive Statistics**

	OE	AS	RM	A	MM
Mean	4.361446	4.132530	3.915663	4.349398	3.638554
Median	4.000000	4.000000	4.000000	5.000000	4.000000
Maximum	5.000000	5.000000	5.000000	5.000000	5.000000
Minimum	3.000000	1.000000	1.000000	3.000000	1.000000
Std. Dev.	0.616408	0.997204	1.289780	0.817995	1.302702
Skewness	-0.403558	-2.049093	-0.871689	-0.718491	-0.905673
Kurtosis	2.334100	7.417009	2.603842	1.885001	2.861324
Jarque-Bera	3.786389	125.5551	11.05390	11.44065	11.41321
Probability	0.150590	0.000000	0.003978	0.003279	0.003324
Sum	362.0000	343.0000	325.0000	361.0000	302.0000
Sum Sq. Dev.	31.15663	81.54217	136.4096	54.86747	139.1566
Observation s	70	70	70	70	70

**Table 4.2 Regression Results**

Dependent Variable: OE  
 Method: Least Squares  
 Date: 02/26/25 Time: 18:35  
 Sample: 1 70  
 Included observations: 70

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Variable	Coefficient	nt Std. Error	t-Statistic	Prob.
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C	1.005832	0.294030	3.420849	0.0010
AS	0.107224	0.035309	3.036695	0.0033
RM	0.191979	0.028640	6.703078	0.0000
A	0.405613	0.042732	9.491945	0.0000
AS	0.236887	0.036567	6.478105	0.0000
		-		
TCS	0.109843	0.032872	-3.341508	0.0013
<hr/>				
		Mean dependent	4.36144	
R-squared	0.768620	var	6	
Adjusted R-squared	0.753595	S.D. dependent	0.61640	
S.E. of regression	0.305980	var	8	
Sum squared resid	7.209034	Akaike info criterion	0.53895	
Log likelihood	16.36641	Schwarz criterion	0	
F-statistic	51.15705	Hannan-Quinn criter.	0.71380	
Prob(F-statistic)	0.000000	Durbin-Watson stat	6	
			7	
			1.81884	
			3	

Table 4.2 shows that R<sup>2</sup> of 0.75 indicates 75% of the systematic variation of the dependent variable. The F-statistics value of 51.16 and the associated p-value of 0.00 indicate that the hypothesis of a joint significance of the model cannot be rejected at 5%. The result shows that AS (0.10) has positive and significant (p-value of  $0.00 < 0.05$ ) with OE. The result also shows that RM (0.19) has a positive and significant ( $P-V=0.0 < 0.05$ ) relationship with OE. The result also shows that A (0.40) has a positive and significant ( $P-V=0.0 < 0.05$ ) relationship with OE. The

result also shows that AS (0.24) has a positive and insignificant ( $P=0.0 < 0.05$ ) relationship with OE. Finally, TCS (-0.11) has a negative and significant ( $0.00 < =0.05$ ) relationship with OE. The Durbin-Watson statistics of 1.81 shows absence of serial correlation.

#### **4.1 Discussion of Findings**

The objective of the study is to examine the impact of accounting on organizational effectiveness in small and medium scale enterprises in Nigeria. The result shows a positive and significant accounting software and organizational effectiveness. The result is consistent with Okafor and Egiyi (2021) that find a positive and significant relationship between accounting software and organizational effectiveness. The result is inconsistent with Akinadewo et al. (2020) that find a negative and significant relationship between accounting software and organizational effectiveness. The result shows a positive and significant risk management and organizational effectiveness. The result shows a positive and significant audit and organizational effectiveness. The result is consistent with Asuquo et al. (2020) that find a positive and significant relationship between risk management and organizational effectiveness. The result shows a positive and significant assurance and organizational effectiveness.

The result is consistent with Okafor and Egiyi (2021) that find a positive and significant relationship between assurance and organizational effectiveness. The result is inconsistent with Akinadewo et al. (2020) that find a negative and significant relationship between assurance and organizational effectiveness. Finally, the result shows a negative and significant tax compliance service and organizational effectiveness. The result is consistent with Mamuda and Yusulf (2020) that find negative and significant relationship between tax compliance service and organizational effectiveness. The result is inconsistent with Akinadewo et al. (2020) that find a positive and significant relationship between accounting software and organizational effectiveness.

## **CHAPTER FIVE**

### **SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS**

#### **Summary of Findings**

1. The result shows a positive and significant accounting software and organizational effectiveness.
2. The result shows a positive and significant risk management and organizational effectiveness.
3. The result shows a positive and significant audit and organizational effectiveness.
4. The result shows a positive and significant assurance and organizational effectiveness.
5. Finally, the result shows a negative and significant tax compliance service and organizational effectiveness.

#### **5.2 Conclusion**

The objective of the study is to examine the impact of accounting on organizational effectiveness in small and medium scale enterprises in Nigeria. Copies of questionnaire are distributed to respondents in SMEs in Nigeria. OLS regression is used to analyse the data. The following finding emanate from the

study. The result shows a positive and significant accounting software and organizational effectiveness. The result shows a positive and significant risk management and organizational effectiveness. The result shows a positive and significant audit and organizational effectiveness. The result shows a positive and significant assurance and organizational effectiveness. Finally, the result shows a negative and significant tax compliance service and organizational effectiveness.

### **Recommendations**

1. The study recommends that SMEs should use more accounting software which result in organizational effectiveness.
2. The study recommends that SMEs should disclose risk management to enhance organizational effectiveness.
3. The study recommends that SMEs should be audited to enhance organizational effectiveness
4. The study recommends that SMEs should use more assurance to enhance organizational effectiveness.
5. Finally, the study recommends that SMEs should contribute to tax compliance service and organizational effectiveness.

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**APPENDIX**

**QUESTIONNAIRE**

Department of Accounting,  
Faculty of Management Sciences,  
University of Benin,  
Benin City.

Date.....

Dear Respondent,

**Request Your Cooperation in completing this questionnaire**

I, am an under graduate student undergoing a full-time B. SC. program at the Institution mentioned above; I am conducting a research study on examine the impact of accounting on organizational effectiveness in small and medium scale enterprises in Nigeria as part of the requirements for awarding the earlier stated degree. In this regard, you were selected as a sample member.

I, kindly request that you spare a few moments to assist with this Study by completing this questionnaire. I assure you that your response will be treated with strict confidentiality, as you are required to disclose your identity. Similarly, your answer would be strictly for stated academic purpose!

Thanks for your anticipatory co-operation.

.....

**Researcher**

**Section A: Background Characteristics of Respondents**

Q1. Gender ( ) Female ( ) Male

Q2. Age  Below 25  25-30  31-35  35-40 years  41-45  45-50 years  51 years and above

Q3. Level of Academic Pursuit  ND  B.S.C  Masters  Ph.D

Q4. Working Experience.  Below 2 years  2-5 years  above 5 years.

Section B:

Please indicate the extent you agree with the following statement

Strongly Agree =SA, agree =A, Neutral =Disagree =D, Strongly Disagree =SD

	ITEM	SA	A	U	D	SD
	<b>Organisational Effectiveness</b>					
1	My organization achieve financial goals					
2	My organization control its day-to-day activities					
3	My organization provide means of communication					
4	My organization motivate employees					
5	My organization evaluates the performance of specific initiatives					
6	My organization achieves long-term planning					

	<b>Accounting Software</b>					
	Accounting software has improved my organization ability to make to informed financial decision					
	Accounting software has helped my organization to better manage risk and compliance					

	Accounting software has improved financial performance					
	Accounting software has made my organisation efficient in the management of cash flow					

	<b>Risk Management</b>					
	The risk management practices has impacted my organization financial performance					
	Risk management has streamlined my organization operations and reduced waste					
	Risk management has impacted my organization employee productivity and efficiency					
	Risk management has improved my organization ability to identify and report potential risk					

	<b>Tax Compliance</b>					
	The use of tax compliance services has improved my organization financial performance					
	The use of tax compliance services has my organization reputation and credibility					
	The use oftax compliance services has improved my organization to manage and tract tax related data					

	<b>Audit</b>					
	The audit process has impacted my organization financial management					
	The audit process has improved my organization financial reporting and transparency					
	The audit process has affected my organization					

	compliance with law					
	The audit process has impacted my organization reputation and credibility					

	<b>Assurance</b>					
	The provision of assurance services has impacted my organization financial stability and credibility					
	The provision of assurance services has impacted my organization employee productivity and efficiency					
	The provision of assurance services has encourage my innovation and adaptability within my organisation					