# BINDURA UNIVERSITY OF SCIENCE EDUCATION

# FACULTY OF COMMERCE DEPARTMENT OF ECONOMICS

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**RESEARCH** **PROJECT**

**THE IMPACT OF ADVANCEMENT OF TECHNOLOGY IN THE PURCHASING OF COMPANY GOODS AND SERVICES BY RETAIL ORGANIZATIONS: A CASE OF OK PVT LIMITED, BINDURA.**

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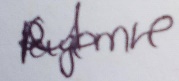
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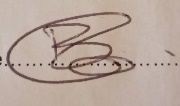
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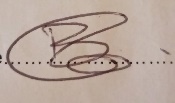
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# DEDICATION

This research is dedicated to my loving family.

**ABSTRACT**

This research focused on the impact of advancement of technology in the purchasing of company goods and services by OK Bindura. Primary data was collected through structured questionnaires targeted to 300 respondents. The study begins by outlining briefly the purpose of the study, as well as the approach taken by the researcher to address the research problem. The research methodology used was of descriptive in nature. The researcher recommends that the boards and management of OK Pvt Limited should ensure that comprehensive Information Technology policies and procedures which spells out broad policies on protection of OK Pvt Limited information integrity and confidentiality are put in place. It is also suggested that management must educate and continue to put employees on strict awareness of their confidentiality duty as special skills is mostly capable of defeating physical security controls. Lastly the study recommends that although the maintenance of logical security seems more complex to implement and maintained, OK Pvt Limited should put in place authorization procedures.

# 

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**CHAPTER I**

**INTRODUCTION**

### 

### 1.0 Introduction

The integration of technology in the procurement processes of companies has revolutionized the purchasing of goods and services, leading to enhanced efficiency and effectiveness. In the context of OK Bindura, a case study on the impact of technological advancements on procurement practices can provide valuable insights into optimizing operations and achieving competitive advantages (Ahmadi, 2022), By leveraging digital tools for sourcing, negotiation, and supplier management, organizations like OK Bindura can streamline their procurement operations, improve decision-making processes, and drive cost savings (Saqib, 2024). This study aims to explore how the adoption of technology influences purchasing practices in OK Bindura, examining its implications on organizational performance, competitiveness, and overall success in the retail sector. This chapter explains the background of the study for advancement of technology in OK Bindura, statement problem, research objectives, purpose of the study on the impact of advancement of technology and delimitations of the study. Chapter ii explains the literature review, theoretical framework, conceptual framework and empirical review for the research project. Also chapter iii explains the research methodology and designs used to gather data in order to come up with meaningful results, adding on chapter iv explains the data presentation and analysis. Lastly the dissertation explains the summery, conclusion and recommendations about the impact of advancement of technology in the purchasing of goods and services in OK Bindura.

### 

### 1.1 Background of the study

Economically, like the rest of Zimbabwe, barter trade was the common method of trade. [Prew et al 2017] Cash payment was later introduced and as modernization in technology increased, electronic payment methods were introduced and they became so popular without any effects to the prices of goods and services.

With the ever-rising increase in the need to buy goods and services using advancement technology, Ok Limited, like any company, embraced technology as a way to quicken purchasing of goods and services to increase business transactions. There has been growth in economic challenges such as cash crisis as being witnessed in the country. Further, to that there have been noted cases of hyper-inflation, money laundering and hoarding of goods on the market from the period extending from year 2020 to 2023, which necessitated the need for use of modern technology in purchasing.

As a result of the advancement in technology, some forms of payment have increased and they now include the use of swiping, bank cheques, electronic money transfer such as Ecocash and OneWallet and electronic payment platforms like PayPal among others. (Kufandirimbwa O et Al 2012)

Despite the rise in new payment methods, all shops continue demanding cash for all goods and services at inflated prices. Although cash prices are inflated, they are better than prices charged on other payment methods such as Ecocash and swiping which attract an additional percentage charge thereby making it difficult for buyers at Ok Bindura for the retail to survive. On the other hand, mobile money transfers and swiping also require the use of data networks for the OK limited buyers to perform their transactions and such networks are not always readily available due to technical issues such as electricity load shedding, unavailability of gadgets to use among others.

**1.2 Statement of the Problem**

There has been advancement of technology which has brought changes on purchasing of goods and services on retailers. According to Ok Private Limited, board minutes of 23 February 2023, electronic transactions amounting to ZWL$1778,265,000 equivalent US 2million were rejected by suppliers citing various reasons such as the unstable local currency, costly transactional costs among others. This has instigated the rationale for the researcher to investigate on the impacts of the advancement of technology in the payment methods for goods and services on retailers.

This research undertakes a posture to close the gaps caused by impact of advancement of technology in payment methods on goods and services on retailers. It is going to be helpful in improving the method to use and efficiency of the purchasing method and it may necessitate establishment of a more structured payment method in retailers.

**1.3 Purpose of the study**

This study sought to understand how advancement in technology impacts payment methods on goods and services on retailers, both positively, and negatively,

**1.4 Research Objectives**

The research will be directed by the following goals:

1. To establish the impacts caused by the advancement of technology in purchasing of goods and services at OK Bindura.
2. To establish benefits brought about by the advancement of technology in the use of payment methods.
3. To identify crimes caused by the advancement of technology in the use of purchasing methods by retailers.

**1.5 Research Questions**

To address the research problem, this study will explore the following questions:

1. What are the impacts of the advancement of technology in the use of payment methods by retailers
2. What are the benefits brought about by the advancement of technology in the use of payment methods by retailers

c. What are the crimes that are caused by the advancement of technology in the use of purchasing methods by retailers

**1.6 Significance of the study**

This study will have a positive impact on the following stakeholders:

* 1. **The Customers**

The customers may use the study to examine the impact of technology advancement on their disposable income.

[b] **Academic world**

Researchers may use the study for referral purposes and to get information about effects of advancement of technology on the retailer and customers’ disposable income. This result of the study could serve as a valuable contribution to the development of new theories and future research in the field of how technological advancements impact retailers and consumer spending habits. Specifically, the findings may shed light on how technology influences the relationship between retailers and customers' disposable income, providing insights that can inform future investigations and theoretical frameworks.

**[C] Bindura University of Science Education**

By conducting this research, the institution will acquire valuable insights into the impact of technological advancements on purchasing methods and their effects on retailers and consumers' disposable income. This study will also provide an opportunity for the university to evaluate students' understanding and application of concepts learned throughout the program. Additionally, the research will contribute to the institution's academic resources, serving as a reference for future research and becoming a part of the university's library materials, thereby enriching the academic community's knowledge and resources.

**(d) Researcher**

The study may improve the researcher’s knowledge on the impact of technology advancement in the purchasing methods on the retailers and customers’ disposable income and also researcher’s skills will be enhanced.

[e] **Service providers**

They will have a clear picture of what is expected of them by the retailers, who use network and swiping cards.

**1.7 Assumptions of the study**

The study was based on the following assumptions:

1. Respondents will give truthful responses that will facilitate reasonable inference and deductions.
2. Respondents will reply questionnaires sent to them.
3. Primary data relevant to research will be accessible.
4. The researcher will have all the necessary co-operation from all retailers and customers during the entire research study.

**1.8 Delimitation of the study**

The study is confined to Ok Bindura where the researcher conducted his research, to enable the researcher to complete the study in the stipulated time period. The study considered subjects from all retailers and customers in Bindura Municipal area, since they are impacted by the advancement of technology in the payment methods. Study participants were drawn from customers and suppliers in the municipal area. The study covered the period extending from 1 January 2020 to 31 May 2024.

**1.9 Study Limitations**

Limitations are conditions that are outside the control of the researcher. The researcher encountered some few challenges in the process of the study, as follows:

**(a) Resource Constraints**

The researcher faced some challenges in meeting transport costs as the researcher had to travel from Harare to Bindura to meet the supervisor. To overcome this limitation, the researcher sought assistance from relatives and friends and at times resorted to the use of public transport. He also had to look for printing facilities for questionnaires which were distributed to respondents. To tackle this researcher approached well-wishers with printing facilities for their services and also forked out own funds, however, these were minimal.

**(b) Attitude of Research Participants**

A number of participants were hesitant to complete or return the questionnaires, citing concerns about sharing sensitive information. To address this, the researcher took steps to establish trust and confidentiality. She introduced herself, clearly explained the study's purpose, and emphasized her commitment to upholding high ethical standards. Participants were assured that their responses would be used solely for academic purposes and would remain anonymous. Additionally, the researcher made follow-up attempts to retrieve the questionnaires, aiming to increase the response rate and encourage participants to share their valuable insights.

**1.10 Definition of Terms**

The following terms were used and are explained as follows in relation to the study:-

* **Payment**

This is an action or process of paying someone or something or of being paid something given as a reward or in recompense for something done.

* **Cash payment**

These are notes or coins paid by the recipient of goods or services to the provider.

* **Mobile payment**

This refers to payment services operated under financial regulation and performed from or via a mobile device. Instead of paying with cash, cheque, or credit cards, a consumer can use a mobile to pay for a wide range of services and digital or hard goods.

* **Impact**

This is a marked effect or influence.

* **Swipe**

Use of a plastic card such as a credit card or ID card bearing magnetically encoded information which is read when the edge of the card is slid through an electronic device

* **Investigation**

Is a systematic and thorough examination or inquiry into a matter, situation, or problem to gather facts, evidence, and information.

* **Bank card**

A bank card is a payment card issued by a bank which let customers to access funds in checking or savings accounts or make purchases against a line of credit. Pierce (2020)

* **Electronic payment system**

Refers to cash and associated transactions that are implemented using

Electronic means (Humprey et. al, 2020).

### 

### 1.11 Summary

### This chapter provided an overview of the research context, exploring the significance of implementing computerized systems and strategic information. It also defined the research problem, formulated the study's objectives, and identified the specific research questions to be addressed. Additionally, this chapter clarified the assumptions, scope, and limitations of the study, and defined key terms used throughout the research. The next chapter will review existing literature on the impact of technological advancements in the retail industry, laying the groundwork for further investigation.

### CHAPTER II

## 

## **LITERATURE OF RELATED REVIEW**

### 

### 2.0 Introduction

This section focuses on the literature of related reviews that is the theoretical review explaining theories that were important to the advancement of technology. Also the conceptual framework that the independent and dependent variable. This chapters also explain the empirical review of the research topic in study, research gaps and areas for further investigation and reveals potential weaknesses and pitfalls to avoid. In essence, a literature review lays the groundwork for original research, ensuring that new studies build upon existing knowledge and contribute meaningfully to the field.

### 

### 2.1 Theoretical Review

This section dealt with the theories that were important to the subject of this study. Many theories of payments methods have been proposed and expanded for the past decades in contemporary auditing research literature. In this context, most of the studies inspiring these theories have generated adoption metrics that can be used to determine the effects posed by auditing and they all attempt to explain what factors influence the effectiveness or non- effectiveness of auditing by its potential users due to their benefits and challenges they pose. The relevant paradigms will be presented in a chronological discussion.

**2.2.1 The Technology Acceptance Model**

The Technology Acceptance Model was developed by Fred Davis in 1989. It is an information system that illustrates how users come to acknowledge and adapt the technology. The TAM model addressed why users accepted or rejected information technology. The TAM holds that users’ behavioral intention to use technology is affected by the perceived usefulness and perceived ease of use of the technology (Vankatesh and Davis, 2000). Davis (1989) claimed that perceived usefulness, “a belief that using the new system will increase the performance”, and perceived ease of use or “the degree to which a person believes that using a particular system would be effortless” are the main two parameters that impact the usage of these systems. Both perceived usefulness and perceived ease of use predict attitude, the user’s interest or desire to use the system. Attitude and perceived usefulness, together, are then predictive of an individual’s behavioral intention to use the system.

The technology acceptance model is the main theory used in relation to this study as it is suitable for using modeling tools including predictions, attitudes, satisfaction, and usage based on beliefs and external variables to show if there are any benefits in adopting such a model or it brings about challenges. The study focuses on the impact of advancement of technology in the retail industry.

**2.2.2 The Unified Theory of Acceptance and Use of Technology (UTAUT) Model**

The Unified Theory of Acceptance and Use of Technology (UTAUT**)** model explains technology acceptance and it is based on eight technology acceptance theories or models (Vankatesh et al 2020.Particularly, the UTAUT extracts from the Theory of Reasoned Action (TRA), the Technology Acceptance Model (TAM), the Motivational Model, the Theory of Planned Behavior (TPB), the combination of TAM and TPB, the model of Personal Computer Utilization, the Innovation Diffusion Theory and the Social Cognitive Theory (Vankatesh et al., 2013). Centrally, the UTAUT model uses behavioral intention as a predictor of the technology use behavior. The behavioral intention predictors that are included are based on the components of the eight technology adoption models reviewed. Adding to behavioral intention and use behavior, the UTAUT model comprise of four constructs which are performance expectancy, effort expectancy, social factors and facilitating conditions. The model also includes four moderating variables: age, gender, education and voluntaries of use. In the model, performance expectancy and effort expectancy and social factors directly affects behavioral intention which along with facilitating directly affects use behavior.

Thomas, Singh and Gaffar (2018), the effects of interaction of each performance expectancy, effort expectancy and social factors with each age and gender, interactions of experience with each of effort expectancy and social factors and an interaction of voluntariness of use and social factors on behavioral intention are also included. Lastly, interactions of age and facilitating conditions and experience and facilitating condition have effects on use behavior (Vankatesh et al. 2003). This theory will assist this study by realizing the behavior of customers irrespective of their gender and help to evaluate whether the impact caused by the three forms of payment namely cash, mobile and swipe on the customers’ disposable income has improved effectiveness on the payment systems or not.

### 

### 2.3 Difficulty in the Choice of Software

There is much software to choose from then the hardware. Software can be purchase off the shelf of a computer store to satisfy almost any business requirements. Deciding what programmed to use therefore requires very careful analysis.

So much software is available today that even in the microcomputer software industry; people need a directory of software to keep track of it.

As a result of this problem, organizations find it very difficult to select the best software which meets their need effectively brands of hardware components or operating systems may be limited to a given volume of data or number of files.

Moreover, differences in fiscal, legal and tax requirement of countries make it difficult for foreign software to meet the needs of organizations using such software in different countries. In Zimbabwe, most of the organizations have to modify the foreign package to satisfy local requirements at an additional cost. It is difficult and expensive to modify them to satisfy local requirements. While licensing agreement varies from company to company most include a limitation on your right to modify software.

Again failure and interrupted power supply is also one of the main problems in using computerized accounting system. Without electric power the whole computer becomes a “white elephant”. Also, low electricity current may cause the loss of data in the primary storage while too much electricity current may also destroy chips or other electric component of a computer.

In Zimbabwe, power cut is rampant and this has pushed some organization to incur additional cost by acquiring a stand-by generator to ensure an uninterrupted power supply. Power failure sometimes destroys work done if it has not been saved whilst it is being processed, unless the software provides for an automatic back-up file if the machine is turned off accidentally.

Again, there is high possibility of data loss in a computerized accounting system. One of the reasons for this loss of data is computer virus. The storage medium such as hard disk, diskette, computer disk, pen drive can be attached by the computer virus.

According to Kierman (2007) Trojan packed virus for example was discovered on August 22nd 2007. Investigators believe this virus has infected more than 5 million computers around the world. This shows that viruses are not accidental.

Another problem in the computer-system is maintenance. For the system to work well and give maximum output, it should be maintained very well. Maintenance could be in hardware and software. If it is required in the software area, what will improve it are skills and training. Hardware maintenance may be performed by any of the following.

* The staff of the company itself
* The vender of the hardware itself
* A third party

This practice can be attributed to one main reason. The sale contract of hardware usually guarantees a twelve – month warranty maintenance after which period the buyer may opt to stay with the vender for maintenance or choose an alternative arrangement.

In Zimbabwe, the tendency for the maintenance personnel to replace a whole motherboard was known to be high. The reason being that, most of the maintenance outfits did not have the requisite tools to help in trouble shooting. Swapping parts was the usual practice. If a fault is traced to say a motherboard was likely to be replaced instead of a technician trouble – shooting to locate, the faulty spot. This practice resulted in high maintenance of cost. Apart from the high cost of maintenance vendors are not known to keep stocks of spare – parts. The result prolonged maintenance if a part is to be ordered from a parent manufacturing company abroad a worse scenario is when the parent company goes out of business.

### 2.5 The Need for Computerized System

Hunt and Shelley (2016) have suggested that, banks are among the first large organization to invest heavily in computerization. The use of computerized system in many organizations today has been necessitated by various factors. One of the main factors which determine the use of computerized accounting system in an organization is the volume of business transactions. If these masses of data have to be processed manually, the result would be chaotic and there would be confusion, delays and excessive amount of errors leading to inaccurate result. The computer, with its high capacity and speed, can process thousands of records or business calculations per minute, and with far greater efficiency than any previous method.

Hunt and Shelly further asserted that the second factor is the cost of processing the data. Accounting to them, competitive pressures have led many firms to adopt computerized methods of data processing. In the past, sales could be written up by hand, order filed by hand and bills and records of the transactions prepared by hand. However, with a large volume of transactions the cost of hand labour precludes this method. They further indicated that, another pressure on the business firm is requirement on strict accuracy in many areas. The firm must take decision, perform calculations and plan production with precision. A business decision involving millions of cedis may rest on a few pieces of data.

Success in business today is based not only on goods produced but on the way it manages information. The effective control of large organization requires that management make daily or even hourly decisions about many matter. That is its ability to maintain, control over cost and on the speed and flexibility with which it responds to new market conditions, actions of competitors and technological advancement. Data therefore needs to be processed with speed in order to get the information at the right time.

### 2.6 CONCERPTUAL FRAMEWORRK

### The conceptual framework can be used to analyze the impact of technological advancements on purchasing behaviour with OK Bindura as a case study is as follows, independent variable like advancement in technology (e-commerce platforms, mobile apps, online marketplaces) and dependent variable purchasing Behaviour (frequency of online purchases, preference for online versus offline purchases). Conceptual framework could include the following variables:

### Dependent Variables

### Purchasing Behaviour of Company Goods and Services

### This variable, purchasing behaviour of company goods and services refers to the actions taken by OK Bindura in acquiring goods and services through various technological channels, such as online platforms, e-commerce websites, or digital procurement systems.

### Sales Performance

### Measure of the retail organization's revenue generated from the sales of goods and services due to technological advancements. OK Bindura will use sale performance to know the trend of sale that the organization is making and identify ways to improve these sales.

### Customer Satisfaction

### Evaluation of customer satisfaction levels influenced by the technological improvements in the purchasing process. Customer satisfaction can be enhanced through introduction of technological advancement leading to reduction in customer complaints and increase customer retention.

### Operational efficiency

### Efficiency gains in operations like inventory management, order processing, and supply chain management resulting from technological enhancements thus lead to reduction in lead time.

### Independent variables

### Advancement of Technology

### This variable represents the progress and innovations in technology that facilitates the purchasing process. Advancement of technology represents the different technological advancements adopted by the retail organization that is OK Bindura, such as e-commerce platforms for example PRAZ, inventory management systems such as bar code scanners and indent management system, and customer relationship management software.

### Customer Perception of Technology

### This variable captures how customers perceive and interact with technology in the purchasing process, including factors such as ease of use, convenience, and perceived value of utilizing technology for procurement.

### Trust in Technology

### This variable reflects the level of confidence and reliability that OK Bindura place in technology driven solutions for purchasing goods and services, encompassing aspects like data security, system integrity, and overall trustworthiness of technological tools.

### Marketing Strategies Utilizing Technology

### This variable encompasses the use of technology in marketing efforts to promote and sell company goods and services, including personalized recommendations, targeted advertising, and digital marketing campaigns leveraging technological platforms.

### Competitive Landscape

### This variable refers to the market environment in which companies operate, considering the technological innovations and strategies employed by competitors in the industry that may influence purchasing decisions and behaviours.

### 2.7 Empirical Review

This section discussed the empirical review both international and local evidence of studies that had been carried out by other researchers.

Alshebeil (2010) aimed to identify the role of technology systems in achieving competitive advantage for Jordanian commercial banks, and his findings were that there is a statistically significant impact for accounting information systems on achieving the dimensions of competitive advantage by improving the pricing process for banking services, reducing costs of banking services, increasing the speed of provided services, and increasing market share.

Kateeba (2000) did the relationship between governance and quality of financial reports in NGOS in Kosovo, According to the survey done in Kosovo, the group questions dealing the Financial factor, when asked about their financial resources bases on the last financial year, (75%) of non-governmental organizations (NGOs) declared that they rely heavily on foreign donors as their primary or sole source of funding for projects and activities. Research findings revealed a strong correlation between the effectiveness of accounting systems and the quality of financial reporting. As a result, it is suggested that NGOs should assess their current accounting systems to identify areas for improvement and implement measures to address these gaps, thereby enhancing the transparency and reliability of their financial reports."

Amveko (2011) conducted a study examining the effect of computerized information systems on financial reporting in Kampala. Her research found that financial reports generated through these systems exhibited some qualities of good financial information, such as timeliness and accuracy, although to a limited extent. The study revealed a positive correlation between computerized accounting systems and the quality of financial reports, suggesting that these systems have a significant impact on the quality of financial reports intended for publication

In 2012, El-Dalabeeh conducted a study at King Abdullah University Hospital to investigate the impact of computerized accounting information systems on reducing medical service costs. The research revealed that computerized systems significantly contribute to cost reduction, unlike non-computerized systems which often require higher expenses and fail to contribute to cost savings. The findings highlighted the importance of computerized accounting information systems in minimizing medical service costs at the hospital.

Lastly empirical evidence study conducted by Otieno and Oima in Kenya in 2013 investigated the impact of computerized accounting systems on audit risk management in public enterprises. The findings revealed that only a minority (36%) of the institutions had a fully implemented computerized system, while another 24% were in the process of implementing it. Moreover, a significant majority (over 40%) of the participating institutions lacked a plan for implementing computerized audit systems, highlighting a significant gap in their audit risk management practices.

### 2.8 Identification of Research Gap

Most of the literature reviewed covered studies both in developed and developing countries’ adoption of advance technology system by retail sector. However, there were only limited literatures available for this research on African retailers. Previous study in Zimbabwe directly related to this research i.e. determinants and impact of computerized systems, to the knowledge of the researcher, is not found though there is one research focusing on one computerized system in Zimbabwe. Therefore, this research contributes towards filling the gap by examining the effects of adopting computerized accounting software and their consequences on the performance of the parastatal sector as a whole in Zimbabwe and taking a closer look at NRZ.

### 

### 2.9 Summary

Chapter II presented the literature review for this study. The chapter was sub divided into theoretical framework on the adoption of effective computerised systems. It also looked at the conceptual framework of the conceptual aspect of computerised systems. It also assessed the empirical studies carried out elsewhere by other scholars on the effects of computerized software packages. Related literature on the cost benefits analysis of computerized system was also reviewed. The next chapter presents the research methodology used to meet the main objective of this research project.

**CHAPTER III**

**RESEARCH METHODOLOGY AND DESIGN**

**3.0 Introduction**

This chapter deals with the methodology aspects applied to this study. It looks at the research design, selected sample, the type of data, and the data collection methods used. It also looks at ethical considerations observed by the researcher throughout the study, data analysis method and issues of validity and reliability of the research design. The purpose of the research methodology is to indicate how the study was undertaken so that anyone else interested in conducting similar studies may adopt the methodology and replicate the study so s to test the validity and reliability of the findings. It concludes with a summery.

### 

### 3.1 Research design

Saunders et al (2016), defines research design as a highly structured plan of the proposed research work which provides guidelines to help researchers to remain on the right track. This implies that it is much concerned about how variables are measured and also about how sampling procedures that minimize error and allow for generalization of the research findings to the population are drawn. It is a compass for directing the plan of action for the study. As stated by Wilson (2020), a research design serves as a comprehensive blueprint or strategy that directs researchers throughout the entire research process, providing a clear structure and guidance to ensure a systematic and organized approach to collecting and analyzing data.

Furthermore, according to Zikmund et al. (2019), a research design is a comprehensive blueprint that outlines the strategies and techniques for gathering and examining data. In essence, it serves as a master plan that guides the researcher through a logical and sequential to finish. Different designs are appropriate for different purposes and questions. In this study, the researcher will use the descriptive survey research design for its appropriateness in a study that seeks to gather opinions and views of respondents on the impacts of advancement of technology in payment methods of goods and services on retailers and the disposable income of customers specifically at OK Pvt Limited.

Descriptive research design will also be adopted during the study. According to Robertson (2002), descriptive research design is value laden and context dependent as it is characterized by a holistic perspective. This holistic perspective as explained by Robertson (supra) refers to the fact that the research problem is investigated in its original context.

In this study, a descriptive research design will be used to generate data relating to the impacts of advancement of technology in purchasing methods of goods and services on retailers and the disposable income of customers specifically at OK Pvt Limited, Bindura. Saunders et al (2016), are of the view that descriptive research design creates space for marginalized voices because research is carried out about people’s experiences in the natural settings in which these experiences occur.

This study will be guided by the descriptive research design which will use the survey method. The researcher will select a sample of respondents from customers and suppliers at traders and service providers at OK Limited.

**Advantages of Descriptive Survey Research Design**

* Given the time constraints of this study, the research design will prioritize efficiency and timeliness. To achieve this, a sample will be used to gather respondents' views and opinions, enabling the collection of data within a brief period.
* The survey will be comprehensive in that it will be designed to measure other attributes like the respondents’ physical or demographic characteristics. Through the use of descriptive research design, the researcher will access participants who will be coming to the retail on different dates and times by handing them questionnaires and as such the design will be flexible.

**Demerits of Descriptive Survey Design**

* Survey research will be costly in monetary terms. During the study, the researcher will face financial challenges of stationery, printing and transport costs. However, the researcher will overcome this challenge by borrowing cash to fund the research from relatives and friends.

#### **3.2 Research Strategy**

When conducting research, there are five primary approaches to choose from that are case study, experiment, surveys, grounded theory, and archival research (Saunders et al., 2013). To achieve valid results, it's crucial to select the most appropriate strategy for the study (Saunders et al., 2014). No single research approach is inherently better or worse than another; rather, the key is to choose a strategy that aligns with the research question and objectives (Saunders et al., 2007). The right approach will enable the researcher to effectively address the research question and achieve the desired outcomes.

This study used a survey to assess the impact of advancement of technology in the purchasing of goods and services by retail organizations. The researcher opted for a descriptive survey design because it enables the selection of a representative sample, which was crucial for this time-bound study. Given the limited timeframe, using a sample was the best option for the researcher to gather data and meet the research goals efficiently

Therefore, this study utilized a descriptive survey research design, which was chosen because it enables the examination of the current situation and relationships between two or more variables at a particular moment, offering a comprehensive understanding of their existing status.

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### 3.3 Target Population

The targeted population is 1000 which consist of 500 suppliers and 500 customers who buys vegetables per day. A percentage rate of 10% which resulted in a sample size of 50 suppliers and 50 customers from a total sample of 100. Saunders et al. (2016) describe a population as a distinct and well-defined collection of people, cases, or incidents from which a researcher draws a representative sample for investigation. It is the aggregation of elements from which the sample is actually selected. In this study, population will refer to the respondents who are customers and suppliers of Ok Limited who are directly linked on their day to day activities.

According to Saunders et al. (ibid), there are two types of populations that is the study population and the target population. The study population refers to the specific group from which data is collected, either by examining the entire population or by selecting samples from it. This group includes all individuals to whom the research findings will be applied, including those who do not participate in the study. In this particular research, the study population consists of 1000 individuals: 500 retailers and 500 customers.

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### 3.4 Sample Size

According to Saunders et al. (2016), a sample is a smaller, representative group drawn from the larger population, used to collect data and gain insights that can be applied to the entire population. In other words, a sample is a subset of the population, selected to represent the whole. In this study, the researcher will follow Dale's (2012) guideline of using 10-30% of the population as the sample size, which translates to 10% of the population, resulting in a sample size of 60, as shown in Table 3.4.1 below, (the researcher took only few like suppliers for vegetables only then customers categorized basic commodities just a cluster only)

Table 3.4.1: Sample representation

|  |  |  |  |
| --- | --- | --- | --- |
| **Group** | **Population** | **Sample** | **Percentage Representation** |
| Suppliers | 500 | 50 | 10 |
| Customers | 500 | 50 | 10 |
| TOTAL | **1000** | **100** | **10** |

**Primary source by author**

#### **3.4.1 Sampling Procedure**

In order to come up with a sample of suppliers and customers the researcher used stratified random sampling technique by categorizing suppliers and customers according to the form of payment they used to transact with. Random sampling was done at each form of transaction so as to choose at least ten at each designated category to come up with a sample of thirty.

### 

### 3.5 Research Instruments

Research tools used to gather data are referred to as data collection instruments. Examples of these instruments include surveys, interviews, and observations. In this particular study, the researcher employed questionnaires to collect data from participants. The use of questionnaires allowed the researcher to gather insightful and informed opinions from respondents regarding the effectiveness of auditing in local authorities.

#### **3.5.1 Questionnaire**

Kothari (2015) defines a questionnaire as a comprehensive data collection instrument that includes various formats, such as checklists, rating scales, and projective techniques. This study used a semi-structured questionnaire that combined open-ended and closed questions. The closed questions employed a Likert scale to measure respondents' agreement or disagreement with statements, while the questions themselves were designed to gather respondents' personal perspectives on credit risk issues, based on the literature review. On open ended questions, respondents filled in their thoughts without the constraint of given choices. Questionnaires had the greatest potential of increasing the response rate since respondents remain anonymous to the researcher. A high-quality response was possible because the respondents were given enough time to familiarise with the questions before answering them.

The following are some of the advantages of questionnaires:

* They are cost-effective and require less interviewer effort compared to verbal or telephone surveys, making them a convenient and efficient option.
* Standardized questionnaires offer objectivity and ease of data compilation due to their
* Structured response format, but this same structure can also limit respondents' ability to express themselves, potentially leading to frustration.
* It allows a wide coverage at minimum costs in terms of time and finances.
* It is relatively quick to collect information using a questionnaire. Gilham (2015) asserts that the respondents can complete them when it suits them, so the researcher may leave the questionnaire and collect them later, analysis of answers to closed questions is relatively straight forward.
* According to Gilham (2014), questionnaires have the advantage of being unbiased by the demographic characteristics of the interviewer, such as race, gender, social status, age, and educational background, which can influence the responses of the participant, ensuring a more objective data collection process.

The limitations of using questionnaires include the following:

* According to Kothari (2015), open-ended questions can yield a vast amount of qualitative data, which can be time-consuming and labour-intensive to process and analyze, requiring significant resources and effort to extract meaningful insights.
* According to Gilham (2014), questionnaires are not intrinsically rewarding and few people are strongly motivated by a questionnaire unless they can see it as having personal relevance, that is, gathering information and opinions on job organizations, status and salary. As such, some respondents may be reluctant to complete the questionnaires and assign other members with experience on smuggling to fill in.
* Questionnaires do not probe the respondents if they yield an inadequate answer.

The researcher tried to minimise these problems by being cautious in order to avoid ambiguity, vagueness and long items in the instrument. Short, clear and easy to understand research instruments were also used to encourage the respondents to react instantly and positively. The researcher also gave a clear explanation on the importance of questionnaires, and guaranteed their confidentiality by reassuring respondents that the study is purely academic in order to ensure that the respondents participated freely and at ease. In addition, in order to overcome these limitations a combination of open ended and closed ended, self-administered questionnaires was used. Also, simple language, short questions, open ended questions were used. Open ended questions had advantage of not limiting the respondent, but give them the latitude to express themselves. A combination of these was used throughout the questionnaire. The benefits of the self-administered questionnaires in this research were that they enabled the respondents to fill or complete the questionnaires at their own time. The questions were pre-tested using a pilot run in order to identify and minimize weaknesses, ambiguities and omissions before the questions were used in the study.

### 

### 3.6 Data Collection Procedures

For this study, primary data were collected from the OK Bindura clients and customers with the help of questionnaires. This represented the original data for this research meant to capture people’s opinions and positions with regards to the topic discussed. The data collected aimed to provide answers to the research questions as to the iimpact of advancement of technology in the purchasing of company goods and services by retail organizations. The questionnaires were divided into four sections, that is, section A which contained the personal details of the respondent, and sections B, C and D which addressed the objectives of the study. Questionnaires contained both closed and open-ended questions. Open ended questions sought to find the views of the respondents and provided a space where a respondent could express their views. Closed ended questions sought to find information that direct and guide the respondents by giving them responses to choose from. Twenty questionnaires will be hand delivered to suppliers and customers at retail shop. The researcher personally hand delivered and collected questionnaires. Gilham (2014) suggested that questionnaire delivered n person and collected directly from respondents are more likely to be completed and returned than those sent through the postal service.

### 

### 3.7 Reliability and Validity of Data

**Validity**

Coldwell and Hebst (2014) define validity as a process of drawing conclusions about cause and effect relationships, which relies on the ability of the research tools to accurately measure their intended targets. Similarly, Chandra and Sharma (2016) emphasize that validity refers to the degree to which a research instrument successfully measures what it is designed to measure, ensure that the data collected accurately reflects the intended concept.

**Reliability**

Zikmund et al [2019], defines reliability as the replicability of the research under similar conditions elsewhere. Reliability is a measure of the consistency of the instrument. According to Chandra and Sharma (2016), reliability refers to the consistency of a research method in producing the same outcome when applied multiple times to the same phenomenon. In other words a reliable instrument is one that yields similar results each time it is used, and its reliability is determined by the consistency of responses obtained from participants.

To maximize the reliability and validity of the data, the researcher made sure that the data collection instruments were straightforward, easy to comprehend, and free from ambiguity, enabling participants to provide precise and consistent response. Leading questions were not given in both interviews and questionnaires. In addition, the questionnaires were designed using simple language with short and precise questions. This ensured face validity of the instruments.

Secondly, the questionnaire was designed on the on the basis of the research questions, namely as to the impact of advancement of technology in the purchasing of company goods and services by retail organizations and the suggested solutions to the problem. Before conducting the actual study, a pre-sting exercise was conducted to assess the effectiveness of the questionnaire in gathering the desired information. A pilot test was administered to a small group of individuals who were not part of the main study, allowing the researcher reviewed and refined the questionnaire to ensure its validity and reliability. Questions that were difficult to answer were rephrased for clarity, ambiguous questions were simplified, and lengthy questions were condensed to make them more user friendly. The process ensured that the final instrument accurately measured what it intended to measure, a key characteristic to a valid instrument

To ensure validity and reliability respondents were treated according to their ages, sex, work experience and qualifications in order to avoid bias. In fact instruments were applied as per sample structure.

### 

### 3.8 Ethical Issues

Ethical considerations are of utmost importance not only when conducting original research, but also when working with existing data sets, as there are ethical implications involved in selecting and analyzing sources fairly and without bias (Farrimond, 2013). Additionally, ensuring the confidentiality of the findings and maintaining anonymity of participants are vital ethical concerns that must be addressed (Black, 2020). In other words, researchers have a responsibility to handle data and participant information with care, transparency and respect, whether collecting new data or reused existing data

Therefore, ethical values were greatly considered during the entire research and a clear outline on the ethical principles were presented to all participants to the study. All participants were told that no one will be obliged to participate and they are at liberty to withdraw from the study at any point of the research process although it was clearly stated to them that their participation is greatly appreciated. To respect the autonomy and well-being of the respondents, they were given the freedom to decline participation in the interviews if they felt it could cause them any distress or discomfort, or if they simply did not wish to participate for any reason. This allowed respondents to opt out if the interview would have a negative impact on them, ensuring their voluntary and informed consent.

Assurance was also be given to all participants that their responses are strictly confidential as no names and any other identification clues will be written to that effect and the information will only be used for academic purposes. A copy of this dissertation will be made accessible to suppliers and customers at Ok limited and the Bindura University of Science Education at the end of study.

### 

### 3.9 Data Analysis and Presentation

Data analysis involves the transforming raw data into meaningful insights by identifying patterns, categorizing information and summarizing findings into clear and concise units (Saunders et al., 2017). This process entails condensing large datasets into manageable sizes, creating summaries, uncovering patterns, and applying statistical methods (Cooper and Schindler, 2011). In this study, raw data summarized and presented in tables and simple descriptive statistics were used to visualize the results through tables, pie charts and bar graphs. The researcher then drew conclusions based on the findings and made recommendations accordingly. Additionally, consistencies were identified and potential explanations were highlighted. The primary benefit of this approach is its accuracy and efficiency.

### 

### 3.10 Summary

The preceding discussion of the research methodology has highlighted the key elements and steps involves in the study. The chapter has provided a comprehensive overview of the research design, data collection methods, data presentation and analysis techniques employed in the study. Additionally, it has assessed the appropriateness and effectiveness of the chosen methods and techniques used in achieving the research objectives. The next chapter will delve into presentation, analysis, and interpretation of the data, providing insights and findings that address the research questions and objectives

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# CHAPTER IV

## 

## **DATA PRESENTATION, ANALYSIS AND DISCUSSION**

### 

### 4.0 Introduction

This chapter presented the data of research collected from the field. The data was presented in the form of tables. The analysis and discussion of the findings was done in a logical sequence of the sub-problems highlighted in chapter one. Some background information on the respondents was provided so as to provide some adequate information of the research findings.

### 

### 4.1 Response Rate

"The researcher examined and interpreted the answers provided by the respondents to the questions in the questionnaire and interview guide, in order to draw meaningful insights and conclusions.

The research targeted 30 individuals as the sample population, and 24 of them responded, resulting in an impressive 80% response rate. This high response rate indicates that the data collected is sufficient for analysis. The researcher's distribution and collection method, which involved hand-delivering and collecting the questionnaires in person, contributed to this high response rate. While 80% participation is a strong validation of the research, 6 individuals (21%) did not return their questionnaires, citing lack of time due to work commitments.

**Table 4.1.1 : Questionnaire Réponse Rate**

|  |  |  |
| --- | --- | --- |
| **Questionnaire** | **Frequency** | **Response Rate %** |
| Returned Questionnaires | 19 | 79.% |
| Unreturned Questionnaires | 5 | 21% |
| **Total Distributed** | **24** | **100%** |

**Source: Primary data (2019)**

This information can be displayed by **Fig 4.1.1** as follows;

**Figure 4.1.1 : Questionnaire Réponse Rate**

### 4.2 Demographics of Respondents

The data was organized using tables, graphs, and charts to make it easy to understand. Then, the researcher looked at the answers to each question, starting with the gender of the people who responded, to get a better understanding of the results.

**Table 4.2.1: Gender of Respondents**

|  |  |  |
| --- | --- | --- |
| **Gender** | **No of respondents** | **Response rate (%)** |
| Females | 4 | 21.5% |
| Males | 15 | 78.9% |
| **Total** | **19** | **100** |

**Source: Survey (2019)**

**Figure 4.2.1: Distributions of Respondents by Gender**

Table 4.2.1 this data reveals the gender breakdown of the respondents who completed and returned the questionnaires that were sent to them. Out of the questionnaires returned 15 of them were respondents of men representing 78.9% and the remainder 4 were women representing 21.5% of the respondents.

**Table 4.2.3: Distribution of Respondents by Age Range**

|  |  |  |
| --- | --- | --- |
| **Age Range** | **Frequency** | **%** |
| 26 – 35 | 6 | 31.6 |
| 36 – 45 | 8 | 42.1 |
| 46 – 55 | 3 | 15.8 |
| 56+ | 2 | 10.5 |
| **Total** | **19** | **100** |

Source: Field Data

Table 4.2.3 shows distribution of respondents by age. The bulk of the respondents (42.1%) were in the 36 – 45 years age range group. 10.5% the respondents were above 56 years old. Reasons on why 36-45 categories have attracted more attention could include among others, this group is made up of middle-aged people who have a lot of family responsibilities, taking care of and supporting their families. The age group 26-35 years or 31.6% is made up of the young generation. It is an indication of high active group possibly made up of a school going age, school leavers looking for jobs or waiting to go to universities and those who failed but still need to survive. Thus Michael et al (2011) notes that the informal sector is absorbing thousands of job seekers coming out of Zimbabwe school system every year. He pointed out that informal sector is absorbing thousands of retrenched workers Carlos (2013) Fig 4.2.3 below indicates this:

Figure 4.2.3: Distributions of Respondents by Age Group

**Table 4.2.5: Respondents by Educational Qualifications**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Masters** | **Degree** | **Diploma** | **A level** | **O level** | **Total** |
| **Respondents** | 4 | 3 | 9 | 2 | 1 | 19 |
| % | **21.1** | **15.7** | **47.4** | **10.5** | **5.3** | **100** |

**Source: Survey**

The majority of the respondents (47%) hold a diploma as their highest qualification. This relatively high level of education may be attributed to the successful mass education policy implemented by the Zimbabwean government in the first decade following independence, which focused on expanding secondary and tertiary education opportunities (Zvobgo, 1999). Notably, tertiary education is the highest level of education attained by most participants in the study. Out of 10.5% only 5.3% of them had 5 subject passes at this level, the rest participants ranged from three passes to none.

The 10.5% category is made up of “A” Level graduates who had two subject passes at this level. Although the statistics indicate a significant level of literacy, the researcher encountered difficulties during the data collection process. Some respondents struggled to complete the questionnaire, which was written in English, and required additional support through interview sessions to ensure their responses were accurately captured. The remaining 21.1% is made up of considerable people with master’s degree and about 16% are degreed respondents whose opinions in the answers supplied to the questionnaires were important to take note of. This supports previous research by Beach (2013), which suggests that individuals need to possess a threshold level of intelligence and knowledge to make meaningful contributions.

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Figure 4.4 shows distribution of respondents by their educational qualifications. Majority of the respondents hold tertiary education such as diploma, degree and a Master’s Degree.

### 

### 4.3 Presentation of Findings to the Research Questions

The findings are presented following the research questions of the study. The data collected from the empirical research was organised and examined to address the research questions, and the results were presented in a clear and visual format using frequency tables, graphs and charts to facilitate understanding and interpretation.

### 

### 4.4 Factors that influenced the adoption of accounting software package

**Table 4.4.1: Factors that influenced the adoption of accounting software package**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Factor** | **Strongly**  **agree** | **Agree** | **Neutral** | **Disagree** | **Strongly disagree** | **Total** |
| Efficiency of the computer system | 10  (52.6%) | 5  (26.3% | 4  (21.1%) | 0  (0%) | 0  (0%) | 19  (100%) |
| Customer Support | 4  (21.1%) | 10  (52.6%) | 5  (26.3%) | 0  (0%) | 0  (0%) | 19  (100%) |
| Multi-Currency Transactions | 2  (10.5%) | 11  (57.9% | 6  (31.6%) | 0  (0%) | 0  (0%) | 19  (100%) |
| Others | 1  (5.3%) | 4  (21.1%) | 5  (26.3%) | 9  (47.4%) | 0  (0%) | 19  (100%) |
| **Total** | **19**  **(100%)** | **19**  **(100%)** | **19**  **(100%)** | **19**  **(100%)** | **19**  **(100%)** | **19**  **(100%)** |

**Source: Primary Data (2019)**

Table 4.4.1 as indicated earlier, 10.5% strongly agreed and 57.9% agreed that multi currency tranctions influenced the adoption of computerised accounting. 31.6% were neutral, 0% both disagreed and strongly disagreed. On efficiency of the computer system52.6% strongly agree, 26.6% only agree and 21,1% were neutral on itsinfluenced othe adoption of accounting software package.

### 

### 4.5 What are challenges of progress from the advancement of technology in the purchasing of company goods and services by retail organizations?

**Table 4.5.1: Challenges affecting the progress from the advancement of technology?**

|  |  |  |
| --- | --- | --- |
| **Challenges** | **Frequency** | **Response Rate %** |
| Lack of skill and Expertise | 5 | 26.3% |
| Financial Constrains | 8 | 42.1% |
| Data Security | 3 | 15.8 % |
| Ethical consideration | 2 | 10.5% |
| Other factors | 1 | 5,.3% |
| **Total** | **19** | **100%** |

**Source: Primary Data (2019)**

**Fig 4.5.1: Challenges affecting the progression to the advancement of technology**

The results on Fig 4.5.1 above show that most of the respondents (42.1%) felt that the major constraint to progression from usage of technology was due to financial constrain. 5 respondents representing 26.3% felt that lack of skill and expertise hinders the implementation of a advanced technology, 3 respondents representing 15.8% thought that aspects to do with data security affect the implementation of advanced technology. 2 respondents representing 10.5% however felt that the delay in progression to the advancement of technology in the purchasing of company goods and services is attributed to ethical consideration while the failure to implement the same is at about 5.3% is due to other factors.

### 

### 4.6 Have been adequately trained in the utilization of the new technology?

**Table 4.6.1: Adequate training**

|  |  |  |
| --- | --- | --- |
| **Response** | **Frequency** | **%** |
| Yes | 5 | 26.3 |
| At times | 12 | 63.2 |
| Not at all | 2 | 10 |
| **Total** | **19** | **100** |

The data presented above shows that 10% pointed that there were not trained at all while 26.3% highlighted that there were a adequately trained on the utilization of the new technology. However, the majority which constitute 63.2% were on the view that they sometimes receive training though not on regular basis

### 4.7 What are the major factors considered before choosing new technology

Source: Primary data

**Fig 4.7.1: Factors considered before choosing new technology**

#### **4.8 Integration with Other Business Software**

When upgrading to the latest technology, exercise caution in your selection. Ensure the software you choose harmonize effortlessly with your existing business software suite. Failing to consider the potential consequences of your choice can have adverse effects on your business operations, causing disruptions and hindrance

Furthermore, as your business grows, you may need to integrate additional software tools to enhance efficiency. Therefore, opting for flexible and easy integratable software as a prudent decision.

**4.9 Summery**

The researcher carefully analysed the responses to the questionnaire and interview guide to extract valuable insights and draw meaningful conclusions. The researcher’s personal approach to distributing and collecting the questionnaires, which involved hand-delivering and collecting them in person, likely contributed to the high response rate. To facilitate clear understanding, the data was systematically organized and presented using tables, charts and graphs. Additionally primary data and secondary sources were utilized to gather the data. The next chapter will present a summary of findings, recommendations and conclusions were drawn from the study

**CHAPTER V**

## **SUMMARY, CONCLUSION AND RECOMMENDATIONS**

### 

### 5.0 Introduction

This chapter is going to look at the research summary and draw up conclusion on the findings that were found during the research process. The chapter will then suggest recommendations that are aimed at improving the computerised system of OK Pvt Limited, Bindura. This chapter looked at findings from data collected through questionnaires, interviews and secondary data on effects of computerised accounting system as a cost reduction measure on financial and operational performance of the entity.

### 

### 5.1 Summary

This study's findings expand our understanding of how technology can enhance the procurement of goods and services in retail organizations, offering valuable insights for improvement. The research provides actionable recommendations for retail organizations in Zimbabwe to address identified challenges and optimize technology adoption. Additionally, stakeholders are offered suggestions to streamline the process, leading to enhanced service delivery. These recommendations can serve as a foundation for future research and contribute to the efficient performance of Zimbabwe's public sector, which relies on technology to deliver quality services at minimal cost. By embracing technology, public sector organizations can fulfil their mandate to provide excellent services to the public.

This study intend to determine the consequences of advancement of technology in the purchasing of company goods and services by retail organizations. Conclusion that follows was therefore based on the above objectives. Despite spirited attempt on advancement of technology reforms to reduce cost to the public, it was established that there was still major concerns that had not been fully implemented, the use of technology did not translate to quality and efficient cost reduction hence hiding improvement of cost reduction.

* The first chapter of the study provides an overview of the research plan, including the methodology used. A clear explanation of the research design and its rationale is provided. The chapter also specifies the model and variables used in the study, as well as the types and sources of data. Additionally, the research sample and population are defined, and the data collection methods and instruments are described. The chapter primarily relies on secondary data collected from company records and other existing sources.
* Chapter two noted that the advancement of technology in the purchasing of company goods and services by retail organizations appear to have significant influence on the quality of financial reports from previous empirical studies.
* "The data was gathered and examined using a combination of numerical (quantitative) and non-numerical (qualitative) analysis techniques. The quantitative approach employed descriptive statistics, which included calculating frequencies and percentages to summarize the data. This data was then presented in a clear and visual format using tables and graphs, making it easier to understand and interpret."
* The opinions drawn from the questionnaire and interviews formed the basis for the next chapter where the researcher made recommendations based on the questionnaire surveys.
* Many factors were found to be having an impact on the advancement of technology in the purchasing of company goods and services by retail organizations in Zimbabwe and these included the following among other factors; corruption, lack of finances to buy the services, the challenge of getting the right service provider with the equipment’s to do the job well. The entity also faces a challenge of limited skilled personnel to meet the rising needs of local people, projects are done not according to or as demanded by the people, and also poor communication with communities has also hampered the advancement of technology in the purchasing of company goods and services by retail organizations services in the area.

### 

### 5.2 Conclusions and Recommendations

Based on the finding established in the study it was evident that despite the efforts made at advancement of technology in the purchasing of company goods and services by retail organizations, there are still some gaps that are required to be addressed. These studies therefore suggests that for the advancement of technology to be more effective and improve service and reduce cost the following is needed to be done;

* Boards and management of OK Pvt Limited Zimbabwe OK Pvt Limited Zimbabwe should establish thorough information technology policies and procedures that clearly outline measures to safeguard the company's information, ensuring its accuracy, security, and confidentiality.
* Management must teach and constantly remind employees of their responsibility to keep confidential information private, as skilled individuals can often find ways to bypass physical security measures.
* OK Pvt Limited should set up rules for who can access company data and systems, even if it's tricky to do so.
* The company should have strong security measures in place to protect its computer systems and data, including rules, guidelines, and controls to prevent unauthorized access and ensure everything is secure."
* To other researchers, it is recommended that further studies on the advancement of technology in the purchasing of company goods and services by retail organizations be conducted on other retailers and institution such as universities

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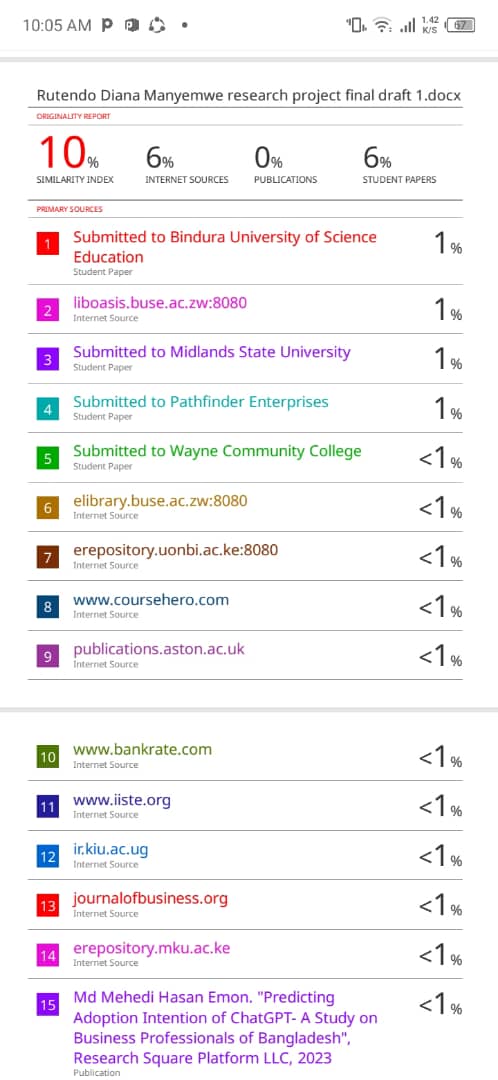
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# APPENDEX

# APLAGIARISM REPORT



# APPENDIX B

**QUESTIONNAIRE**

# BINDURA UNIVERSITY OF SCIENCE EDUCATION

# FACULTY OF COMMERCE DEPARTMENT OF ECONOMICS

# 

Questionnaire Cover

My name is Rutendo Diana Manyemwe and I am currently working on the research part of the Bachelor of Commerce Honours Degree in Purchasing and Supply Accounting at Bindura University of science Education

The purpose of my study is to identify and examine the impact of advancement technology as a cost reduction measure: a case study of Ok Private Limited, Bindura. The study intends to gather information from selected personnel through a self-administered questionnaire.

The participation is fully voluntary and responses are for the research study only and will be treated with strictest confidence. The questionnaire takes about 15 minutes to complete. I would appreciate your favourable consideration in completing the enclosed questionnaire and assisting me in the research endeavour.

1. Please do not write your name on the questionnaire
2. Tick in the appropriate box that corresponds with your answer or fill in the spaces provided

In case of any queries, kindly call my number

Thank you in advance

**SECTION A Demographic Information**

1. Gender : Male Female

2. Age : Under 25 26 – 35

36 – 45 46 -55 56+

3. Personal Qualification : Certificate Diploma

: First Degree Advanced Degree

If other specify…………………………………………………………………………..

4 How long have you been employed at ok?

 Less than 1 year  1-5 years  6-10 years  More than 10 years

**5**. Your position in the Organization?

Manager Bookkeeper

Supervisor Technicians

**SECTION B: Research Study Questions**

1. The factors that influenced the adoption of information technology in purchasing goods and services

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Factor** | **Strongly agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** |
| Efficiency of the information technology system |  |  |  |  |  |
| Customer Support |  |  |  |  |  |
| Multi-Currency Transactions |  |  |  |  |  |
| Others |  |  |  |  |  |

**If there are any other factors specify.**

**……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………....**

2. What are challenges of progress from manual cash payment systems to computerized information system?

Lack of skill and expertise

Lack of financial resources

Data security

Ethical factors

Others…………………………………………………………………………

3. Have been adequately trained in the utilization of the new technology?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Yes |  | At times |  | Not at all |  |

What are the problems related with the adoption of computerised information system?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Reaction** | **Strongly agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** |
| Maintenance |  |  |  |  |  |
| Computer Virus |  |  |  |  |  |
| Adopting new tech just because it’s new.  Power Failure |  |  |  |  |  |

**If there are any other problems please specify.**

**………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………**

4. What are the major factors considered before choosing adoption of information system ?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Challenge** | **Strongly agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** |
| Maintenance |  |  |  |  |  |
| Pricing of information Software |  |  |  |  |  |
| Integration With Other Business Software |  |  |  |  |  |

**Give reasons for your answers above and specify any other factor that is proper.√**

**…………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………**

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# APPENDIX C

**INTERVIEW GUIDE**

Name Rutendo Diana Manyemwe

**Purpose of study**

To evaluate the impact of information technology in purchasing of goods and services as a cost reduction measure at Ok, Bindura, Zimbabwe

All answers will be treated as anonymous and confidential. All answers are for study purposes only.

**Interview Questions**

* + 1. What are the major factors influencing the adoption of information technology in the purchasing of goods and services at OK Limited system?
    2. What are the effects of information technology system as a cost reduction measure?
    3. What is the cost benefit analysis associated with the use of information technology in purchasing of goods and services?
    4. What are the challenges associated with computerised information technology in purchasing of goods and services?
    5. What are the possible solutions for effective information technology in purchasing of goods and services?

Thank You For your co-operation

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