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The Role of Accounting Information Software on User Satisfaction and Inventory Management of Drugstores in Baliwag City

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ABSTRACT

In this study, accounting information software is used in assessing the importance of its role in drugstores' user satisfaction and inventory management in Baliwag City. This paper examines the performance of software in terms of the quality of the system and quality of information, measures computer users' satisfactions based on system reliability and system accuracy, investigates the practices of inventory management, and identifies the relationship between accounting information software, satisfaction among users, and inventory management. The research designs are quantitative and descriptive statistics including mean and standard deviation, this is used to interpret the responses of respondents. Results show that the answers from the respondents generally consider the software reliable, efficient, in terms of the accuracy (M=3.60 and SD=0.498) and security (M=3.47 and SD=0.507). However, there are still problems in system integration (M=3.23, SD=0.568) and inventory classification (M=3.13, SD=0.629).

Second, correlation analysis also shows that there is a very strong and positive relationship between the system quality and the user satisfaction (r=0.727, p=0.001) and a very strong positive relationship between system quality and inventory management (r=0.501, p=0.005) which suggests that software efficiency is crucial to enhancing efficiency of business operations. It shows the need for a boost in software usability, training initiatives and system integration that enhances operational efficiency. Technology Acceptance Model (TAM) serves as the basis for the study owing to the fact that it supports the perception that ease of use and usefulness perceived of the system lead to system adoption. The results inform the business owner, software developer and policymaker of the importance of continuous system improvement to ensure that accounting information software continues to be effective for business for the long term.

Introduction

Context and Rationale

According to Karunaratne, (2023) In recent years, the fast pace of technological advancement has significantly benefited global businesses especially in accounting and financial management. The existence of the Accounting Information System had changed the way the business managed its financial data, enhancing decision-making and streamlining the processes. Most of the large corporations adopted AIS to ensure accuracy, efficiency and regulatory compliance. Otherwise, small medium scale enterprises, such as drugstores, usually struggle to integrate these systems due to lack of knowledge, financial limitations and adaptability to change. Consequently, they just continued to depend on manual processing, which can result in inefficiencies and financial management. According to Lubis et al., (2024) One of the crucial parts in managing a pharmaceutical industry are efficient inventory control and financial management to ensure the availability of necessary medications. Drugstores significantly played an important role in healthcare delivery in providing the communities with connection to prescription and over-the-counter medicines. However, a lot of small medium scale enterprises, particularly in various regions, still relied on traditional record-keeping strategies, which lead to overstocking, inaccuracies and stock shortages. Manual accounting processing most likely had the highest chance of error compared to automated systems. Therefore, the integration of AIS in drugstores provided a relevant opportunity that enhanced financial reporting, improved the operational efficiency and optimized inventory management. Various studies have investigated how the implementation of AIS affects pharmacy settings. Accounting information software enhanced the stability, effectiveness and efficiency of the supply chain of the pharmacies by accurate and timely monitoring of quality and inventory (Khanjari, et al., 2022). Drugstores had a belief that AIS was important given that it is used for keeping emergency stocks and monitoring inventory effectively (Ravikumar, 2022) and highlights the recognition of AIS as a necessary resource in drugstore management, specifically in addressing inventory-related challenges. In connection with this, with the observations from Muschar that pharmacists see AIS positively because it minimizes distribution mistakes due to improved distributions of medication to customers. (Ravikumar, et al., 2022). Locally, Drugstores in the city of Baliwag provided an important part in delivering healthcare, ensuring the healthcare delivery available for everyone, even though they still rely on traditional manual practices. On the other hand, there is a great opportunity to adapt modern technology in improving inventory management to promote user satisfaction among employees

of drugstores, while achieving the goals of the healthcare industry. A study at Tirta Pharmacy emphasized that having an effective accounting information system was vital in optimizing business operations related to inventory control (Mustofa, et al.

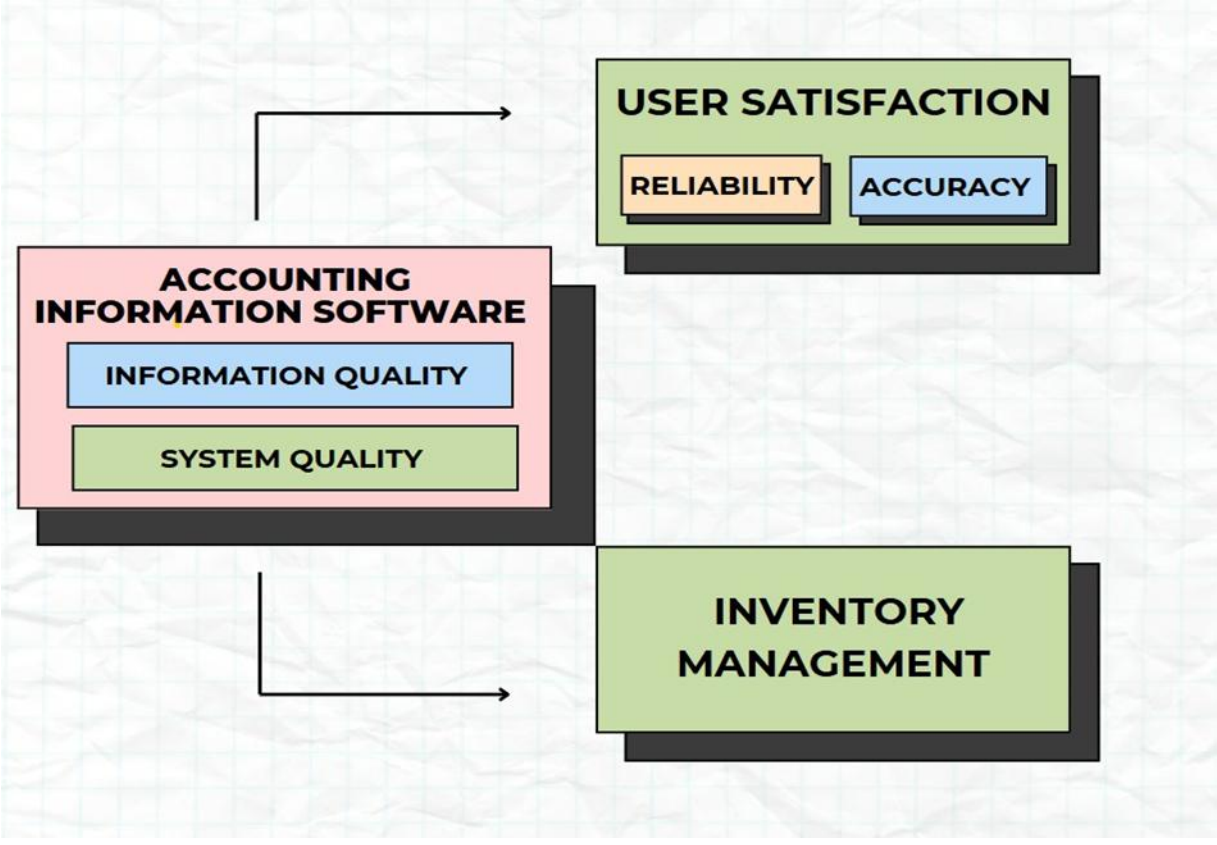
2021). With that, it is vital to assess how this modern system can improve efficiency and effective service standards in drugstores. This study aimed to know the effects of Accounting Information Software (AIS) on user satisfaction and inventory management in drugstores within the Baliwag City. By assessing roles in daily business operations, financial accuracy, and inventory management efficiency, this research gave insights into the challenge and opportunities of adopting the use of digital accounting and in identifying the factors that influence AIS implementation that can help stakeholders in planning strategies to improve digital transformation in pharmaceutical retail sectors.

Theoretical Framework

Technology Acceptance Model (TAM) and Resource-BasedView (RBV) Theory

This study was grounded by the Technology Acceptance Model (TAM) and

Resource-BasedView (RBV) Theory. These theories delivered a perception on the adoption of Accounting Information Software on the inventory management of the pharmacies in Baliwag City. The first theory was the Technology Acceptance Model. This explained how the accounting information software helped inventory management based on the two key main factors which were the ease of use and usefulness of the proposed technology. To elaborate, ease of use refers to being simple to understand and operate. The proposed system satisfied the needs of the user. The adoption of accounting information software enhanced the efficiency and accuracy of inventory management. Information quality and system quality were considered when determining if the system justifies its purpose. System quality referred to the performance, how well the system functioned, and how it satisfies its users. Also, if the system was useful and dependable, it provided quality information. This was very crucial for inventory management since it needs precise, accurate, reliable and timely inventory monitoring. The proposed system fulfilled these factors, by reducing human error, and improving the accuracy and efficiency of pharmacies in Baliwag City. The second theory is the Resourced Based-View (Jay Barney, 1991). This theory gave insights on how Accounting Information Software helped drugstores that adapted the system gain more advantages over their competitors, managed the inventory more reliably and accurately and this lessened human errors that helped upgrade their decision making and inventory management. The accounting information software provided high-quality data and an efficient system to fulfill its purpose. It simplified processes and gave users a competitive edge. In conclusion, both theoretical frameworks highlighted how adopting an accounting information system enhanced drugstores' inventory management. Key factors to consider include ease of use, user satisfaction, and whether the system met industry standards. Additionally, its ability to provide a competitive advantage over businesses was crucial.



Conceptual Framework Figure 1

System Quality and Information Quality are shown in this conceptual framework to affect the Accounting Information System (AIS). These two components define how the software runs and also how the information of it is accurate. It facilitates the software's overall effectiveness and efficiency of drugstores through a delivery of testable reliable data from a high quality system. AIS directly impacts user satisfaction. Usually users are satisfied because of the efficiency of the software. The two main factors on which the satisfaction of the users depends are reliability, which makes sure the system never breaks down, and Accuracy, which means that the data entered is accurate. Since there is a more favorable interaction with the software, the levels of satisfaction of the users increase. Inventory management has a role to play in improving user satisfaction. The improved inventory control is a result of the software's implementation if users like it. Reliability and accuracy of the system helps the stock levels to be tracked properly, so issues like shortage or overflow is avoided. This overall improves the operational capacity of drugstores. The quality of AIS is related to inventory management through the bridge called user satisfaction.

Research Questions

This study aims to determine the relationship between accounting information software, user satisfaction and inventory management of drugstores.

1. How may the accounting information software be described in terms of:
    1.1 System Quality
    1.2 Information Quality
2. How may the user satisfaction of drugstores be described in terms of:

2.2 Reliability

2.3 Accuracy

3. How may the inventory management of drugstores be described?
4. Is there a significant relationship between accounting information software and inventory management?
5. Is there a significant relationship between accounting information software and user satisfaction?

Hypothesis

1. There is no significant relationship between the accounting information software and user satisfaction.
2. There is no significant relationship between the accounting information software and inventory management**.**

Significance of the Study

Implementing an accounting information system can significantly improve the operation of various drugstores and benefit various stakeholders. Drugstore owners and managers will be informed how AIS can enhance their business operations. The study could help them to identify the contribution of AIS to operational efficiency, lessen human error, and accurate inventory tracking. Additionally, consumers and clients will be able to benefit from better management of drugstores in terms of services and products through the effective use of AIS which can lead to greater satisfaction and accuracy in inventory management, ensuring that customers have timely access to necessary medicines. Drugstore employees and system users will be able to gain knowledge from this research and gain a deeper understanding of AIS, since they are the ones who interact with accounting software. Additionally, this study will help their work to be more efficient and comfortable serving the customers, which results in job satisfaction. Lastly, future researchers can use this study as a guide, enabling them to compare the results of this study and get valuable information about the effect of AIS on user satisfaction and inventory management. Thus, this research stands as a useful equipment in promoting the effective usage of accounting information software in drugstore operations.

Scope and Delimitations

This study explores the role of accounting information software on user satisfaction and inventory management of drugstores in Baliwag City. The independent variable, accounting information software, are assessed based on the following factors: system quality and information quality. Meanwhile, the dependent variable, user satisfaction, is evaluated through parameters such as accuracy and reliability. Another dependent variable which is inventory management is used in survey questionnaires, this is used to measure Accounting Information Software in terms of system quality and information quality, adapted from the study of Nhan,V. et al (2023). "Accounting information security control and satisfaction of accountants regarding accounting information systems.". To assess User Satisfaction in terms of Reliability and Accuracy, survey instruments are adopted from the study "Efficacy, Reliability, and Accuracy of Inventory System and Point-of-Sale Service for Small-Medium Enterprises in Tabuk City, Mariani, M. J. P., & Wacas, R. U. (2022). Finally, the survey questions to evaluate the Inventory Management are taken from the study of Nerona, G.G., Bohol, J.R., et al. (2023). entitled "Improving the functionality, 5S rating, and inventory management system of the supply department of a regimental academy in the Philippines through industrial engineering applications". Interpretation of the data is conducted using Jamovi, specifically through spearman correlation. The study focuses exclusively on the relationship between accounting information software on user satisfaction and inventory management, excluding aspects related to sales, user interface and accounting. The research period is during the Second Semester of Academic Year 2024-2025

Methods

Research Design

This study utilized a Quantitative Descriptive research design. Descriptive research designs are used in describing accounting information software in terms of system quality and information quality as this method is used to obtain numerical and measurable data from an objective perspective. This type of method aims to obtain data through the use of research instruments. In that case, data are gathered through different methods such as questionnaires (Creswell, 2009). Additionally, user satisfaction and inventory management also use descriptive research design. The researchers chose this type of approach to acquire precise data in analyzing the responses. It had to be descriptive for the researchers to process and present the points and results more accurately and systematically about the research topic. Correlation research designs are used to correlate the relationship between accounting information software and user satisfaction and to determine the influence of accounting information software and inventory management. The researchers believed that this kind of research design is best suited for this study because the researchers aim to investigate the background of the research problem before the actual research occurs.

Respondents

The respondents in this study were the drugstores personnel who utilized accounting information software within Baliwag City. Drugstores personnel were the primary user of accounting information software in healthcare delivery. Therefore, they were the appropriate respondent in this study that can provide insights about the role of accounting information software on user satisfaction and inventory management of Baliwag City.

A purposive sampling method is utilized to select respondents, with a target of 30 drugstores in Baliwag City. They must acquired these following criteria: (1) the type of business should be a drugstore, (2) They should use accounting information software specifically

Pointof-Sale system, (3) there should working within Baliwag City. The researchers believe that purposive sampling method is the most fit in this study because not all drugstores in Baliwag City are using accounting information software. Therefore, drugstores who utilize accounting information software are selected because they are able to provide insights and experience in the role of accounting information software on user satisfaction and inventory management in Baliwag City.

Instrument

This study utilized a survey questionnaire and adapted a Likert scale system which is based on different studies and the Likert scale we have adapted. This survey questionnaire helps the researchers use this in collecting and gathering data which is distributed to the respondents of the study. According to Huda (2021) Likert scales are also quick, efficient and inexpensive methods for data collection. They have high versatility and can be sent out through mail, over the internet, or given in person. The studies that we have taken into consideration are that they are aligned with the data that we would need to collect and gather. The researchers also modify the Likert scale to a 4-point Likert scale since most of the studies that we have adapted from is a

5-point Likert scale so that it can clear up any neutral options in the survey questionnaire. The instrument used is carefully tested for validity and reliability, resulting in Cronbach's alpha values exceeding 0.7 which means the survey questions are reliable. Therefore, pilot testing is not required for this research, as it has already been proven to provide reliable and valid data

Data Gathering Procedure

Before the execution of the survey questionnaire, the researchers initially requested approval from every drugstore who utilized AIS in each barangay in Baliwag City. When the letter was received, the researcher coordinated with the person in charge of the schedule of data collection. Online survey questionnaires administered through Google Forms were used in getting the data from the respondents. Respondents are given enough time to answer the questions.

Researchers informed the respondents that their participation in this study is voluntary, and they can reject it anytime. Their identity was protected, and no personal information was disclosed. Moreover, the respondents were informed that all of the information collected was exclusively used to complete the study.

Data Analysis

The data collected from the questionnaires were organized in Jamovi and analyzed if it answered all the research questions. This study made use of descriptive and inferential statistics. Regression helped to identify the relationship between accounting information software, inventory management and user satisfaction. For the descriptive statistics the study used Pearson's r , it assessed if there's relationship between the inventory management and the accounting information software, it was also used to assessed the linear relationship between the accounting information software and the user satisfaction, and lastly mean and standard deviation were used to analyze the accounting information software in terms of information quality and system quality also to analyze reliability and accuracy of the inventory management of the pharmacy. This data analysis approach ensured a comprehensive statistical analysis that fulfilled the study's objectives.

Ethical Considerations

A variety of ethical issues were taken into account to make sure that this study was carried out properly. Upon conducting the study, all respondents were informed of the goal of the study using the forms that were attached to the questionnaires, as well as their right to withdraw at any time while the data collection was being conducted. The researchers ensured the confidentiality of the data collected from every participant. They remained anonymous respondents in the study.

Results and Discussion

The study concerning the role of accounting information software in improving user satisfaction and the management of drugstores inventory in Baliwag City is presented in this section. They are organized by the different system quality, information quality, user satisfaction and inventory management. The collected data was used to provide their descriptive statistics like mean and standard deviation in order to give meaning to the fact. Further it yields the results as the result of responses about how respondents think accounting information software can make business operations more effective, accurate and reliable.

Table 1.1

Descriptive Measures of the Accounting Information Software in terms of System Quality of Drugstores in Baliwag, Bulacan

Statements		**1**	**2**	**3**	**4**	**Mean**	**SD**	**Interpretation**
The accounting information software is provided accurately.	F	-	-	12	18	3.37	0.490	Agree
	%	-	-	40	60			
Accounting information software is honest and objective.	F	1	-	15	14	3.43	0.568	Agree
	%	3.3	-	50	46.7			
Accounting information software is provided in full accordance with the requirements.	F	-	-	18	12	3.40	0.498	Agree
	%	-	-	60	40			
Accounting information software is presented clearly and comprehensively.	F	-	-	14	16	3.53	0.507	Agree
	%	-	-	46.7	53.3			
Accounting information software is provided immediately upon request	F	-	-	14	16	3.53	0.507	Agree
	%	-	-	46.7	53.3			
Accounting information software ensures comparability.	F	-	-	17	13	3.43	0.504	Agree
	%	-	-	56.7	43.3			
Overall						**3.48**	**0.522**	**Agree**

Legend:

Scale	**Verbal Description**
4.00	Strongly Agree
3.00 - 3.99	Agree
2.00 - 2.99	Disagree
1.00 - 1.99	Strongly Disagree

Perceptions of the system quality of the respondents are given in table 1. “The accounting information software is provided accurately” (M=3.60, SD=0.498) is the item with the highest rating, suggesting that users believe the system is precise in providing information. Although the system fulfilled many expectations, “Accounting information software provided in full accordance with the requirements” (M=3.40, SD=0.498) indicates the

lowest rated item which might suggest that a system is not provided in its entirety as required for the business. This overall mean (SD=0.522) is M=3.48, which indicates that there is general agreement among respondents of the software's reliability and the clarity in which it presents accounting data to aid better decision making on inventory management.

Table 1.2

Descriptive Measures of the Accounting Information Software in terms of Information Quality of Drugstores in Baliwag, Bulacan

Statements		**1**	**2**	**3**	**4**	**Mean**	**SD**	**Interpretation**
The accounting information software figures are provided accurately	F	-	-	15	15	3.50	0.509	Agree
	%	-	-	50	50			
The accounting information software has a good information processing speed.	F	1	-	20	9	3.27	0.521	Agree
	%	3.3	-	66.7	30			
The accounting information software processes information reliably.	F	1	-	18	11	3.33	0.547	Agree
	%	3.3	-	60	36.7			
The accounting information software is flexible in responding to changes.	F	-	-	19	11	3.37	0.490	Agree
	%	-	-	63.3	36.7			
The accounting information software can connect with other information systems.	F	2	-	19	9	3.23	0.568	Agree
	%	6.7	-	63.3	30			
The accounting information software ensures the safety and security of accounting information.	F	-	-	16	14	3.47	0.507	Agree
	%	-	-	53.3	46.7			
Overall						**3.36**	**0.524**	**Agree**

The accounting information software figures are provided accurately.

Legend:

Scale	**Verbal Description**
4.00	Strongly Agree
3.00 - 3.99	Agree
2.00 - 2.99	Disagree
1.00 - 1.99	Strongly Disagree

As it appears from table 1.2, the accounting information software provides accurate and reliable data that respondents generally agree with. There is a highest rated statement, "The accounting information software makes sure that the accounting information is secure and secure" (M=3.47, SD=0.507), which indicates that the respondents place significance on the importance of security with the accounting software. Nevertheless, the lowest rated dimension, "The accounting information software can be connected to other information systems located in the company" (M=3.23, SD=0.568), refers to a point where the integration with other systems needs to be improved. The software has been found to be effective in the processing and keeping of information as the overall mean of M=3.36 (SD=0.524) indicates that they are working adequately although there would be a need for improvement in connectivity features.

Table 2.1

Descriptive Measures of the User Satisfaction in terms of Reliability of Drugstores in Baliwag, Bulacan

Statements		1	2	3	4	Mea n	SD	Interpretatio n
Learning to operate the system is easy.	F	-	-	19	11	3.37	0.490	Agree
	%	-	-	63.3	36.7			
Exploring new features by trial and error is manageable.	F	6	-	20	4	2.93	0.583	Neutral
	%	20	-	66.7	13.3			
Remembering names and use of commands is straightforward.	F	2	-	21	7	3.20	0.573	Agree
	%	6.7	-	70	23.3			
Performing tasks is straightforward.	F	9	-	14	7	2.93	0.740	Neutral
	%	30	-	46.7	23.3			
The system has a help function.	F	4	-	19	7	3.10	0.590	Agree
	%	13.3	-	63.3	23.3			
Total Mean						3.10	0.590	Agree

Legend:

Scale	Verbal Description
4.00	Strongly Agree
3.00 - 3.99	Agree
2.00 - 2.99	Disagree
1.00 - 1.99	Strongly Disagree

The statement with the mean of 3.37 (Std. deviation of 0.490) which indicates the highest level of rating of the statement “Learning to operate the system: I am a beginner user but I can easily use the system” implies that it was regarded as easy to use the software for simple functions. Nevertheless, the lowest rated items include ‘Exploring new features by trial and error’ (M = 2.93, SD = 0.583) and ‘Performing tasks is straightforward’ (M = 2.93, SD = 0.740), implying that users would find it more difficult when using more advanced functions along with needing more training. The average value M = 3.10 (SD = 0.590) indicates that the system, while reliable in aggregate, can still benefit from usability and guidance improvements to increase user experience when exploring features.

Table 2.2

Descriptive Measures of User Satisfaction in terms of Accuracy of Drugstores in Baliwag, Bulacan

Statements		1	2	3	4	Mea n	SD	Interpretation
System speed: The new system is faster than the traditional system.	F	-	-	18	12	3.40	0.498	Agree
	%		-	60	40			
System accuracy: I have tested and trust that reports generated are accurate.	F	-	1	16	13	3.29	0.565	Agree
	%		3.3	53.3	43.3			
The system suggests corrections whenever I commit a mistake.	F	-	4	17	9	3.17	0.648	Agree
	%		13.3	56.7	30			

The system is designed for all levels of users.	F	-	2	20	8	3.20	0.573	Agree
%		6.7	66.7	26.7				
Overall						**3.27**	**0.571**	**Agree**

Legend:

Scale	**Verbal Description**
4.00	Strongly Agree
3.00 - 3.99	Agree
2.00 - 2.99	Disagree
1.00 - 1.99	Strongly Disagree

The most highly rated-statement 'System speed: The new system is faster than the traditional system' (M=3.40 SD=0.498) supports the idea that the software is superior to a manual or other previous digital method. Statement “Correcting your mistakes: The system suggests whenever I commit a mistake” (M=3.17, SD=0.648) is the lowest rated with the possibility that users might need more support when they make mistakes. Third, the average across all the respondents of 3.29 (SD = 0.565) shows that generally they have faith in the accuracy of the software but could benefit from better error detection and correction features.

Table 3

Descriptive Measures of the Inventory Management of Drugstores in Baliwag, Bulacan

Statements	**1**	**2**	**3**	**4**	**Mea n**	**SD**	**Interpretation**
There is a list of all inventory items available in the Inventory system, including their descriptions, SKUs, and quantities.	-	-	18	12	3.40	0.498	Agree
%	-	-	60.0%	40.0%			
Physical inventory count of all items in the warehouse or storage location is conducted periodically or once a month.	1	-	20	9	3.30	0.567	Agree
%	3.3%	-	66.7%	30.0%			
A physical inventory count is conducted by authorized personnel.	-	-	16	14	3.47	0.507	Agree
%	-	-	53.3%	46.7%			
Physical inventory count is compared to the inventory records.	2	-	19	9	3.23	0.572	Agree
%	6.7%	-	63.3%	30.0%			
Proper identification and classification of fast-moving inventory (items issued 2-7 times a week) is done.	4	-	18	8	3.13	0.582	Agree
%	13.3%	-	60.0%	26.7%			
Proper identification and classification of slow-moving inventory (items issued 3 times a week or less) is done.	1	-	18	11	3.33	0.547	Agree
%	3.3%	-	60.0%	36.7%			

Proper identification and removal of obsolete goods (expired or not in use anymore) is ensured.	-	-	24	6	3.20	0.561	Agree
%	-	-	80.0%	20.0%			
Damaged goods are properly identified and removed from inventory.	-	-	19	11	3.37	0.512	Agree
%	-	-	63.3%	36.7%			
The appropriate level of safety stock to maintain is determined to ensure inventory is available when needed.	-	-	21	9	3.30	0.523	Agree
%	-	-	70.0%	30.0%			
There is a record of all inventory movements, including receipts, issues, returns, and adjustments.	-	-	18	12	3.40	0.498	Agree
%	-	-	60.0%	40.0%			
Reorder points for each item based on demand, lead time, and safety stock are calculated.	-	-	20	10	3.33	0.514	Agree
%	-	-	66.7%	33.3%			
Inventory records are updated regularly to show real-time movement of materials.	-	-	20	10	3.33	0.514	Agree
%	-	-	66.7%	33.3%			
Overall Mean					**3.31**	**0.537**	**Agree**

Legend:

Scale	**Verbal Description**
4.00	Strongly Agree
3.00 - 3.99	Agree
2.00 - 2.99	Disagree
1.00 - 1.99	Strongly Disagree

Inventory Management is assessed by the respondents in the table 3 above. The most highly rated statement is “A physical inventory count is conducted by authorized personnel” (M=3.47, SD=0.507) which reflects the importance of authority accounting in making sure of inventory accuracy. One pattern that stood out in its latter half was that of the lowest rated statement being “Proper identification and classification of fast moving inventory is done” (M=3.13 SD=0.629), which could indicate that the tracking of often issued items is lacking. This means that on the overall scale, the inventory management practices are viewed to be effective (M=3.33, SD=0.508), although further improvement in categorization and record keeping would optimize inventory control.

Table 4.1

Correlational Analysis between the Accounting Information Software in terms of System Quality and User Satisfaction of Drugstores in Baliwag, Bulacan

User Satisfaction	**Pearson’s r**	**p-val ue**	**Interpretation**	**Decision**
Reliability	0.727	0.001	Significant	Reject the Hypothesis
Accuracy	0.672	0.001	Significant	Reject the Hypothesis

Note. * p < .05, ** p < .01, *** p < .001

The correlation analysis between accounting information software in terms of system quality and user satisfaction in drugstores in Baliwag, Bulacan are presented in Table 4.1. The findings show a strong positive correlation between system quality (r=0.727, p=0.001) and user satisfaction, especially in

relation to reliability (r=0.672, p=0.001) and accuracy. The corresponding p-values indicate that improvements in system quality are very related to improved user satisfaction. The null hypothesis is rejected, meaning that system quality directly impacts user's perceived reliability and accuracy of the software, because of the high correlation values.

Table 4.2

Correlational Analysis between the Accounting Information Software in terms of Information Quality and User Satisfaction of Drugstores in Baliwag, Bulacan

User Satisfaction	Pearson's r	p-val ue	Interpretation	Decision
Reliability	0.599	0.001	Significant	Reject the Hypothesis
Accuracy	0.628	0.001	Significant	Reject the Hypothesis

The results of correlation analysis between accounting information software on information quality and user satisfaction in drugstore in Baliwag, Bulacan is presented in Table 4.2, and the results show that the correlation between information quality and user satisfaction is moderately strong positive (r=0.599, p=0.001) and highly strong positive (r=0.628, p=0.001) for reliability and accuracy respectively. Better information quality helps to achieve higher user satisfaction, which further enhances trust and confidence in the software. As we can see that both correlations are significant, it means the null hypothesis is rejected and it shows that there is an importance of info quality in order to increase user satisfaction.

Table 4.3

Correlational Analysis between Accounting Information Software in terms of System Quality and Inventory Management in Baliwag, Bulacan

Inventory Management	Pearson's r	p-val ue	Interpretation	Decision
Inventory Management	0.501	0.005	Significant	Reject the Hypothesis

Note. * p < .05, ** p < .01, *** p < .001

Table 4.3 shows the correlation analysis in accounting information software as system quality and inventory management at Baliwag, Bulacan. It is found that inventory management has moderate positive correlation (r=0.501, p=0.005) with system quality. This indicates that a high performing and well-structured system positively influences inventory management efficiency. This confirms the significance level that says that the system quality improvements can result in tracking inventory well, accuracy and control of stock better. Since the correlation is so strong, the null hypothesis is rejected, signifying that indeed the system quality matters to inventory management effectiveness.

Table 4.4

Correlational Analysis between the Accounting Information Software in terms of Information Quality and Inventory Management in Baliwag, Bulacan

Inventory Management	Pearson's r	p-val ue	Interpretation	Decision
Inventory Management	0.475	0.008	Significant	Reject the Hypothesis

Note. * p < .05, ** p < .01, *** p < .001

The correlation analysis between accounting information software regarding information quality and inventory management in Baliwag, Bulacan is presented in Table 4.4. The correlation between inventory management performance and the quality of the information is moderately positive (r=455, p=8). The significant relationship thus suggests that an improvement in data accuracy, timeliness of data updates and security of data in information systems will result in improved inventory tracking. The p-value is given, and the null is rejected with the information quality playing a key role in inventory management operations.

Summary of Findings

This study is undertaken to determine the role of accounting information software on the drugstores' satisfaction with inventory management and their user satisfaction counting in Baliwag City. Particularly, the study wants to know how the software can be described in regard to system quality and information quality, on the one hand, and user satisfaction in terms of reliability and accuracy, on the other hand; inventory management practices; and significant relationships between accounting information software, user satisfaction and inventory management.

The first objective is to identify how the accounting information software may be described in terms of system quality. The software is generally rated positively for accuracy, clarity and comparability. Accuracy (M=3.60, SD=0.498) is ranked the highest, signifying that the putative system delivers the information in anticipation and precision. However, full requirements are rated as the lowest compliance in terms of M=3.40, SD=0.498, meaning that while they meet basic necessities, additional improvements might be required to fully comply with businesses' needs. This suggests that the system helps in enhancing financial reporting as well as operational efficiency, yet the system may require periodic improvements to maintain its effectiveness.

The second objective involves explanation of the information quality of accounting information software. It is found that respondents tend to agree about the fact the software offers secure and reliable data for judging. Security of accounting information (M=3.47; SD, 0.507) is the highest rated factor which entails trust in the software's security of financial information. Yet the concern expressed is that business system integration (M=3.23, SD=0.568) is the lowest rated together indicating concerns with other business systems compatibility. Improvements in system interoperability could improve operational efficiency, streamline data flow throughout different business functions, and these results indicate that furthering these improvements would be beneficial for the practice.

The third objective is to measure satisfaction of users regarding reliability and accuracy. According to findings, respondents tend to think the software is reliable and accurate. Reliability wise, the most reliable response is "Learning the system: I am a newbie user, but the system can easily be used by me (M=3.37, SD=0.490) which means the software is easier to operate for classic jobs. Nevertheless, "Exploring new features by trial and error" (M=2.93, SD=0.583) is the lowest rated, indicating that new features could not be easily found. Error correction features (M=3.17, SD=0.648) are rated the lowest, indicating errors and need to be supported with better means. Overall, these results indicate that the system can be very effective but slight improvements to user training and system guidance can strengthen the user experience and adoption rate.

The fourth objective is to evaluate how inventory management of drugstores is described. The results indicate that the software was believed to be effective for maintaining stock accuracy and supplying adequate inventory control. The best rated aspect was also "A physical inventory count is done by authorized personnel" (M=3.47, SD=0.507) which indicates that the role of personnel accountability for inventory control is important. However, "Proper classification of fast-moving inventory" (M=3.13, SD=0.629) was rated as the lowest, suggesting that there may be a need for better tracking systems for items that fast things are sold. This implies that the software allows for efficient inventory management, but optimized classification components lead to better stock control and reduction of the operations inefficiencies.

At last, the study examines the relation of accounting information software with user satisfaction. We find a strong positive correlation between system quality and the user's satisfaction in reliability (r=0.727, p=0.001) as well as in accuracy (r=0.672, p=0.001), which means that the system efficiency has a direct influence on the user's perception. Information quality and user satisfaction show a moderate to strong correlation, reliability (r=0.599, p<.001) and accuracy (r=0.628, p<.001) indicating that accurate and reliable information is very important for the experience of users. The implications of these findings indicate that repeated improvements to the ease of use and accuracy of data in the system will contribute additional benefits in terms of operational effectiveness and user satisfaction.

The study also points out the weakness as well as the strength of accounting information software implementation. As the software is effective in improving finance and inventory management, integration, users training and inventory classification mechanism, however, there might be something that could improve the effectiveness of the software further if addressed. The results indicate that software developers need to emphasize adjustments of the consistency and reliability of the software, whereas the head of business has to support training policies to produce those technicians who are able to use the software to the fullest in daily operations.

Conclusion

The study based on its findings could conclude that accounting information software significantly accounted for user satisfaction in drugstores in Baliwag city. The implications are that system quality and information quality have a positive contribution to the operational efficiency with strong correlation to the user satisfaction and inventory accuracy. By considering just the respondents' perception of the software, the respondents considered it reliable, secure, as well as efficient, especially in terms of accuracy, clarity, and system speed. Nevertheless, work remains in placing systems together, getting users to work with new routines and features, and identifying fast-moving inventory items.

It also proves that better systems and information quality lead to more positive user satisfaction. Respondents largely find the software is reliable for routine operation, however error correction as well as advanced facility complaints show that there is room for more user training. Inventory management also earns positive ratings for stock monitoring and accountability, while the mechanisms for fast moving items need to be improved on classes and record keeping.

This study was based on the Technology Acceptance Model (TAM) theoretical framework that has been claimed to explain that perceived ease of use and usefulness influence greatly the acceptance of technology by users. This model was further confirmed by the findings, for achieving user satisfaction and effective inventory management, system quality plus information accuracy is critical. Businesses spent on improving these facets will easily enjoy greater operational success.

Several practical applications for the implications of the study are suggested. The continuous training programs will help business owners to provide the employees with effective training, which will result in higher stability, productivity and employee satisfaction. Given to the software developers, it will improve the features of integration and user-friendly error correction mechanisms to be more adaptable and functional. Standardizing the software requirements for financial and inventory management systems could otherwise help businesses improve their technological solutions by better implementing them.

Overall, the study highlights how accounting information software helps businesses to function at a high level by ensuring better business processes. The software has strong capabilities for accuracy and efficiency; however, integration, user training, and inventory classification issues will improve effectiveness of the software. Improvements related to these, and other factors can be taken up by businesses with the ability to maximize the use of accounting information software and maintain operational growth and efficiency.

Recommendations

The following recommendations were made considering the study's findings and conclusions:

1. Given this, business owners should have implemented comprehensive training programs for their employees so that they have all they need to use the accounting information software efficiently. It will also enable the solution to some error correction, system navigation, and advanced features exploration challenges.
2. To deliver more software capability of integration with other business applications, those in accounting information software development have to pay more attention. This will smooth out streamlining of operations and improves decision making. Following this, the system should be improved so that developers could have the time to come up with a means for the system to do an efficient detection and correction of any user errors. Users will be better satisfied and more efficient if better error messages that explain more details of the error and better options of how to troubleshoot replace the ones we have now.
3. To hit a home run in this area, inventory classification has to be scaled back, particularly when tracking stock that moves quickly. Categorization of products can be done systematically, which will increase efficiency of the stock control, reduce inefficiencies and prevent inventory discrepancies.
4. There should be standardized guidelines for the accounting information software, such as for security of data, reliability of systems and integration. This will help businesses to progress, especially small and medium enterprises, to move to reliable financial and inventory management systems.
5. With the necessity of information accuracy in inventory management, security measures which protect financial, and inventory data are of high importance for the software developers. Securing encryption and access controls will preserve business-sensitive sensitive information's integrity.
6. Business owners and software developers should create a mechanism for this to have feedback. Overall user concern will be better taken care of by regular software updates that will improve the overall usability and operational efficiency of the system.

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