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FIELD REPORT

OPERATIONAL CHALLENGES IN ACCOUNTING SYSTEM

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TABLE OF CONTENT

SECTION A	3
1.0 INTRODUCTION	3
2.0 SUMMARY OF WORK DONE	4
3.0 STRENGTHS AND WEAKNESSES OF TRAINING	5
4.0 SELF REFLECTION	7
SECTION B	8
1.0 INTRODUCTION	8
2.0 ISSUE AND PROBLEM STATEMENT	9
3.0 DISCUSSION	10
4.0 RECOMMENDATION	12
5.0 CONCLUSION	14
REFERENCES	15

SECTION A

1.0 INTRODUCTION

Baxter Healthcare Malaysia is a subsidiary of Baxter International Inc., a multinational healthcare firm focused on delivering vital healthcare goods and services. Donald Baxter founded Baxter International in 1931, and the company is located in Deerfield, Illinois, USA. Baxter Healthcare Malaysia, part of Baxter's worldwide network, aims to improve healthcare delivery and results in Malaysia.

The firm develops, manufactures, and promotes goods and solutions for a variety of medical requirements, including renal care, hospital products, infusion systems, nutrition, and medicines. Baxter Healthcare Malaysia is a leading provider of medical solutions to hospitals, clinics, healthcare professionals, and patients in Malaysia. The firm provides goods and treatments for dialysis, IV therapy, nutrition, anaesthesia, and surgical care.

The finance department of Baxter Healthcare Malaysia manages the company's finances and operations in Malaysia. It ensures the company's financial stability, compliance, and informed decision-making. In addition to creating revenue statements, balance sheets, and cash flow statements, the finance department is responsible for financial planning, budgeting, and forecasting.

The department controls cash flow, working capital, and financial transactions. It assures compliance with financial legislation and corporate standards, manages tax planning and compliance, and keeps correct financial records.

2.0 SUMMARY OF WORK DONE

As an invoice administrator, I play an important part in my company's financial operations. I am in charge of preparing accurate invoices for items or services given to clients, as well as managing invoices received from suppliers to ensure they match purchase orders. My responsibilities involve confirming invoice correctness, such as reviewing quantities, prices, and terms, as well as ensuring that all invoices are approved. I also reconcile invoices with purchase orders and delivery receipts to eliminate any anomalies. Keeping detailed records of all invoices, payments, and transactions is an important element of my job to ensure compliance with business policy and regulatory requirements.

Communication is vital in my position. I communicate with customers and vendors about billing difficulties, discrepancies, and payment arrangements, and I work with internal departments to ensure that billing runs smoothly. I manage accounts receivable to ensure prompt payment from consumers and process vendor payments while adhering to agreed-upon terms. In addition, I produce regular reports on billing operations and evaluate billing data to discover patterns and areas for improvement.

Adherence to applicable laws, regulations, and corporate policies is a top focus, as is accurate tax calculation and reporting in invoices. I utilize invoicing and accounting software to ease the billing process and keep correct financial records. My work is critical in safeguarding the organization's financial stability, keeping accurate financial records, and facilitating timely payments.

3.0 STRENGTHS AND WEAKNESSES OF TRAINING

STRENGTHS

- Eagerness to learn

One of my finest qualities as an intern is my passion to learn. I am naturally curious and inquisitive, therefore I ask questions and go further into my tasks and the broader workflow. I am constantly willing to take on new challenges and unfamiliar work, viewing them as chances to broaden my knowledge and skills. I regularly seek out extra resources, such as online courses, webinars, and books, to enhance my on-the-job training. Furthermore, I have a positive approach toward feedback, seeing constructive criticism as a tool for personal and professional development. I strive to have a growth mentality and to constantly better myself in order to contribute effectively to the team. In addition, I am proactive in seeking mentoring and coaching from more experienced colleagues to improve my understanding and performance on various projects.

- Technical skills

Another big asset I bring to the table is my technical expertise. My recent education has provided me with up-to-date information on the latest tools, technologies, and approaches. I am technologically savvy and skilled with modern software and digital tools that can assist optimize procedures and create new efficiencies. I am a quick learner, able to quickly grasp new applications, platforms, and technologies thanks to my recent academic background. Along with that, my knowledge of current trends and methodologies enables me to contribute creative ideas and solutions to the team. Overall, my technical talents, combined with my ability to swiftly adapt to new technologies, make me a valued member of any team. I am confident in my abilities to contribute effectively and efficiently in a fast-paced, always changing work environment.

WEAKNESSES

- Lack of experience

I acknowledge that my lack of experience is a significant shortcoming. While I have a strong academic foundation, I am currently working on practical application of this knowledge in real-world settings. I'm still learning about professional etiquette, company culture, and the unspoken standards of the workplace. Because of my lack of expertise, I may make more mistakes or take longer to finish tasks, reducing productivity. Complex projects or multitasking might be difficult at times, as I am still working on improving my time management and prioritization skills. However, I am willing to learn and develop, and I welcome feedback and advice from more experienced colleagues. I am actively looking for opportunities to obtain hands-on experience and improve my abilities so that I may be a more valuable member of the team.

- Dependence on guidance

I often find myself relying on guidance. I frequently require regular check-ins and supervision to ensure that I am on track and can overcome problems. This reliance on more experienced colleagues for guidance and support can occasionally disrupt their workflow. Without enough experience, I may struggle to make independent decisions or lack confidence in doing so. As a result, jobs may take longer since I need to clarify instructions and confirm specifics before continuing. As I continue to hone my talents, I hope to become more self-sufficient and proactive in seeking independent answers. By taking the initiative to problem solve and learn from failures, I may lessen my reliance on instruction and contribute more effectively to the team.

4.0 SELF REFLECTION

When I was a member of the Global Invoice Administration team, I was responsible for managing invoices from three primary regions: EMEA, UCAN, and APAC. I played a significant part in this process. For me, this experience was a wonderful learning opportunity that helped me enhance both my knowledge and my communication abilities during the course of the programme that lasted for twenty-four weeks.

Processing invoices in the Canon system was my primary responsibility, and I was responsible for ensuring that all of the essential information was input correctly. After beginning with UCAN, I went on to APAC and EMEA, each of which has its own unique experiences and difficulties. In addition to that, I got proficient in the use of the KOFAX programme to divide many invoices into a single document.

The completion of this activity helped me become better at multitasking and meeting daily goals. Additionally, I aided in the management of requestors, which included dealing with problems such as suppliers that were not registered and information that was missing.

During this training, I was introduced to a variety of tools and provided with the opportunity to enhance my communication skills by exchanging emails with requestors from a variety of areas. In general, it was a beneficial experience that contributed to the expansion of my skill set.

SECTION B

1.0 INTRODUCTION

Operational accounting systems are essential parts of every company's financial structure. These systems are intended to organise and process financial transactions while ensuring accurate and timely reporting of financial data. Accounts payable and receivable, payroll, inventory management, and general ledger maintenance are all examples of operational accounting activities. The efficiency and dependability of these systems have a direct influence on an organisation's financial health and decision-making skills.

Accounting systems have changed throughout time, from manual bookkeeping to complex digital solutions that incorporate cutting-edge technology like automation, artificial intelligence, and real-time data processing. The contemporary operational accounting system improves accuracy and efficiency while also providing important insights via thorough financial reporting and analytics. These discoveries allow management to make decisions with greater understanding, optimise resources, and ensure regulatory compliance.

The primary goal is to thoroughly investigate the role of operational accounting systems in organisations. This entails comprehending the primary activities and procedures that these systems manage, including accounts payable, receivable, payroll, inventory management, and general ledger maintenance. By diving into how these systems interact with entire corporate operations, this study hopes to demonstrate their importance in maintaining proper financial management and operational efficiency.

Another essential purpose is to assess the efficiency and reliability of operational accounting systems. This involves looking at how these tools improve the precision of financial data and speed financial procedures. By studying the effects of these enhancements, the study aims to bring out the value these systems offer to an organisation's financial operations.

Technological developments in operational accounting systems are an important topic of this study. The report aims to explore the most recent advancements in automation, artificial intelligence, and real-time data processing inside these systems. Understanding how these technologies are applied, and their benefits might help organisations modernise their accounting infrastructure.

2.0 ISSUE AND PROBLEM STATEMENT

Ensuring data quality and integrity in accounting systems is crucial to an organization's effective financial oversight. This is because the complexity and volume of financial transactions handled by businesses today need a high degree of data quality. When data quality and integrity are compromised, it may lead to significant financial differences, compliance issues, and a loss of stakeholder trust. Furthermore, faulty data may lead to improper decision-making and reporting, with major ramifications for the organization's overall financial health. As a result, having strong data validation procedures and conducting frequent audits is critical to preserving accurate and dependable financial information.

As organisations expand, their accounting requirements get increasingly complicated. Accounting systems must be scalable to manage rising data volume while also being adaptable to new business processes or organisational structure changes. Failure to scale or adapt might lead to performance concerns and data errors. Implementing a reliable accounting system may help firms simplify their financial procedures and guarantee accurate reporting. Businesses must periodically examine their accounting systems and make any required improvements to accommodate growth and change within the firm. Businesses may guarantee they are prepared to meet changing demands by examining and upgrading their accounting systems on a regular basis. This preventive strategy may assist to avoid expensive mistakes and inefficiencies in the long term.

Employees need proper training to utilise accounting systems efficiently. A lack of sufficient training may result in user mistakes and inefficiencies since users may not completely comprehend how to use the system or its capabilities. This may lead to erroneous financial data and reports, which can have major implications for the company's decision-making processes and overall financial well-being. On top of that, continual training and support are required to ensure that personnel are up to speed on any system upgrades or changes. Employees who do not get ongoing training may struggle to adapt to new features or functions, reducing productivity and financial data accuracy. Investing in frequent training sessions may help staff get the most out of the accounting system and contribute to the company's success.

3.0 DISCUSSION

Manual data input mistakes are a common problem in accounting systems, posing substantial hurdles in preserving data correctness and integrity. Typographical errors, in which individuals make small mistakes during data input, such as entering wrong numbers or characters, may cause significant differences in financial reporting. These tiny mistakes may add up and generate large disparities in financial accounts, influencing decision-making and possibly leading to compliance concerns. Inconsistent data entry results from differences in how various users enter data into the system, which causes data mismatches and mistakes that affect data aggregation and reporting operations. For example, differing date formats used by different users might lead to confusion and inaccuracies in data interpretation. The absence of defined data input formats, as well as inconsistent standards or processes for how data should be entered, hampers data accuracy. This lack of standardisation leads to varying interpretations and entries, making it difficult to keep consistent financial records and limiting the usefulness of automated data processing systems. Standardised data input formats are necessary to provide consistent and reliable financial data, reducing difficulties during consolidation and reporting.

Accounting systems need to be adaptable and scalable since the accounting demands of growing firms are becoming increasingly complicated. Failure to achieve this can result in a number of operational issues that affect the efficiency and accuracy of financial data management. Performance bottlenecks occur when accounting systems are unable to properly process greater data loads, particularly during peak times such as financial year-end or tax season, resulting in delays in financial reporting, disrupted corporate operations, and user aggravation. Inflexible accounting systems are unable to handle new business processes or changes in organisational structure, resulting in inefficient workarounds and data fragmentation, limiting the company's capacity to adapt to market changes or expand. Furthermore, accounting systems' limited data handling capabilities make it difficult to manage larger datasets, perform complex analyses, or store historical data efficiently, resulting in incomplete or inaccurate financial reporting, compromised data integrity, and a negative impact on financial forecasting and strategic planning accuracy. As a whole, these problems make it more difficult for the company to make use of sophisticated analytical tools or integrate with other business systems, which in turn reduces the overall operational effectiveness of the organisation.

It is vital for employees to have adequate training in order to be able to use accounting systems properly. This training ensures that employees are able to use the system effectively and make use of all of its capabilities. Employees may struggle with system operations or ignore valuable functions if they are not provided with enough training, which can lead to user errors and inefficiencies. An inadequate amount of onboarding programmes for new users leaves them unprepared to deal with the complexities of the system, which results in errors and irritation, which in turn leads to a decrease in productivity and an increase in employee attrition. Additionally, because employees are not provided with continual education on new features and upgrades, they may be unable to take advantage of enhancements that have the potential to improve efficiency. This situation can lead to suboptimal system utilisation as well as chronic inaccuracies in financial data. Additionally, limited access to a helpdesk or technical assistance for the purpose of debugging issues can cause system downtime to be prolonged and lead to workarounds that jeopardise data integrity, which in turn causes disruptions in the processing and reporting of financial data. To keep operations running smoothly and to guarantee that data is accurate, it is necessary to have support services that are effective. These services should include a help desk that is responsive and provides thorough technical assistance.

4.0 RECOMMENDATION

Optical Character Recognition (OCR) and Robotic Process Automation (RPA) are two accounting technologies that dramatically improve data quality and efficiency. OCR technology analyses and recognises text inside pictures to turn diverse documents, such as scanned paper documents, PDF files, and photos, into editable and searchable data. Accounting uses OCR to automatically collect data from financial documents such as invoices and receipts, decreasing the need for human data input. This automation reduces human error, speeds up data input procedures, and assures data consistency, all of which are critical for accurate financial reporting and analysis. RPA, on the other hand, automates repetitive processes like data input, data extraction, and transaction processing using software robots or "bots". These bots simulate human interactions with digital systems, allowing them to log onto apps, copy and paste data, and make computations. In accounting, RPA may automate operations such as accounts payable, where bots can handle everything from receiving invoices to updating the general ledger. This automation improves operational efficiency, minimises mistakes by adhering to specified rules and procedures, and frees accounting professionals to concentrate on more complicated activities like financial analysis and strategic planning. Thus, both OCR and RPA play critical roles in modernising accounting operations, assuring data accuracy, and increasing overall productivity.

Cloud-based accounting software provides a flexible and scalable alternative for companies. These platforms let businesses to increase resources as required, like as storage and processing capacity, without requiring major infrastructure upgrades. Cloud-based solutions are housed on distant servers and accessible over the internet, allowing organisations to avoid the high initial expenses associated with conventional on-premises software and infrastructure. The principal advantages are seamless scalability to support corporate expansion, lower IT maintenance costs, and improved remote access capabilities. Scalability guarantees that when a company expands, it can simply expand its accounting capability without making significant expenditures in new equipment. Outsourcing software maintenance and upgrades to a service provider reduces IT maintenance expenses while freeing up internal personnel. Employees may now access the accounting system from anywhere with an internet connection, allowing for remote work and improved collaboration across several locations. Accounting systems have modular architecture, which implies that features may be added, withdrawn, or updated separately. This approach allows firms to tailor the system to their own requirements without redesigning the whole system. Each module may function independently while being smoothly integrated with the rest of the system. The

primary benefits of modular system design are the ability to adapt to changing company demands, simpler customisation, and cost-effective updates. Flexibility enables organisations to customise the system to suit changing procedures and needs, ensuring that the software stays relevant and valuable over time. Easier customisation allows organisations to incorporate just the features they want, making the system more efficient and user-friendly. Cost-effective upgrades are feasible because new modules or features may be introduced without affecting the current system, avoiding the need for costly and time-consuming system overhauls.

Creating extensive onboarding programmes for new users is critical to ensure that they get familiar with the accounting system instantly. These courses should cover all parts of the system, from the fundamentals like data input and report creation to sophisticated features and best practices. Effective onboarding should also involve practical, hands-on training that enables new workers to get real-world experience with the technology. Providing thorough user guides and access to a knowledge base may help with the onboarding process. With appropriate onboarding, new workers may dramatically minimise their initial learning curve, allowing them to start utilising the system efficiently right away. This competency reduces early mistakes caused by unfamiliarity with the programme, resulting in more accurate data input and efficient system utilisation. Employees who learn to use the system quickly may help maintain high data quality and consistent financial reporting, which is critical for overall company operations and decision-making. Regular training and seminars are essential for maintaining and improving user expertise. These should contain notifications about new features, system changes, and complex functionality that consumers may be unfamiliar with. Using a variety of training techniques, such as online courses, webinars, and hands-on workshops, may accommodate diverse learning styles while providing full coverage of the content. Regular training may also include simulations and practical activities to reinforce learning and application. continual training and development keeps users up to speed on the newest system advancements and best practices, resulting in continual progress in their skills and knowledge. This continuing education ensures that users can make the most use of the accounting system, increasing data accuracy and operational efficiency. Enhanced user competency not only reduces mistakes, but also allows users to take use of complex features that may improve financial management procedures. Regular training promotes a culture of constant learning and adaptability, which is critical for staying current with technology breakthroughs and preserving a competitive edge.

5.0 CONCLUSION

To summarize, guaranteeing data quality and integrity in accounting systems is critical for successful financial supervision and decision-making inside organizations. The complexity and number of financial transactions nowadays demand stringent data validation methods and regular audits to ensure accurate and trustworthy financial data. As firms grow, accounting systems' scalability and flexibility become critical for handling rising data quantities and adjusting organizational changes, preventing performance difficulties and data mistakes.

Furthermore, effective personnel training and continuing education are critical to improving the efficiency and accuracy of accounting processes. Proper onboarding programs for new users, together with frequent training sessions and workshops, allow staff to efficiently exploit system capabilities and keep up to current on new features. This investment in training not only improves user competency, but it also fosters operational excellence and adds to overall organisational success.

Implementing technologies such as OCR and RPA improves data accuracy and operational efficiency by automating repetitive activities and assuring consistent data treatment. Cloud-based accounting solutions are flexible and scalable, allowing organizations to grow resources as required and save IT expenses while enabling remote access and collaboration.

In summary, a complete strategy that includes strong system architecture, continual training, and technology improvements is critical for keeping accurate financial data, facilitating informed decision-making, and creating organizational resilience in a volatile economic climate.

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