AN INVESTIGATION ON THE EFFECTIVENESS OF THE VOUCHER BASED CREDIT CONTROL SYSTEMS AT INNSCOR FAST FOODS

A DISSERTATION SUBMITTED IN PARTIAL FULFILMENT OF THE REQUIREMENTS OF THE BACHELOR OF ACCOUNTANCY HONOURS DEGREE OF BINDURA UNIVERSITY OF SCIENCE EDUCATION

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ABSTRACT

The research sought to determine the effectiveness of the voucher based credit control systems being used at Innscor Fast Foods. The study was guided by mainly the following objectives: to identify why and how the voucher based credit control system is used at Innscor, to identify the strength and weaknesses of the voucher based credit control system and to identify whether the voucher based credit control system is being abused by employees. Questionnaires, observations and interviews were used in the data collection. A sample of seventeen was used to collect the data. The sample included two finance managers, four accountants and eleven branch managers. The questionnaire was for the manager of the voucher printing company. It was proven that not all the procedures were being followed at outlets before the acceptance of these vouchers. So this allowed the introduction of fake vouchers into the system. The researcher recommended that the employees of Innscor must be trained regularly and must have the access to the policy document especially those who are responsible for accepting the vouchers at outlets. It was also recommended that a credit department be introduced at Innscor so that there is proper monitoring and supervision of the system. Finally, the study recommends that further study be carried out to find ways of perfecting the system so that it will substitute or match other systems like the use of credit cards.