

Measures of Customer Satisfaction in the Usage of Accounting Software Programs

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Abstract: *Businesses can obtain their operational results more accurate and faster with the rapid changes and development in information technology. The Accounting Office Software Programs which are used by the accounting department of corporations and private accounting offices are also information technology products. Users' access more accurate information more easily by the help of these computer assisted programs. Thus, obtained financial reports and other outputs will help business managers to take better decision.*

The purpose of this study is to determine whether professional accountants are satisfied with the accounting software they use in regular basis. For this purpose, a questionnaire was applied to Accountants and Financial Advisors registered in Erzurum Chamber of Certified Public Accountants in the province of Erzurum. The data obtained from the questionnaire was analyzed using the Statistical Package for Social Science for Windows (SPSS 20.0) program. In conclusion, professional accountants generally satisfied with the accounting software they use, except a few issues.

Keywords: *Information, Information Technology, Accounting Package Programs, Customer Satisfaction, Accounting Information Systems.*

