

User (dis)Satisfaction Surveys

an article by sme financial systems

surveys suggest 60% to 80% dissatisfaction
with accounting software and vendors. why?.

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Surveys suggest a high dissatisfaction level with accounting software and vendors with a majority of users stating they would never use the same package or vendor again.

Many businesses use software that is inappropriate for their needs, often too complex and sometimes too basic. Unfortunately all too frequently the reason for user dissatisfaction is that there was an insufficient understanding of the needs of the business before a package was recommended.

Even if the package is the correct one, if it is poorly installed and inadequately tailored it will not produce the desired results.

Yet an appropriate package well installed is of little use if the users can't use it! Appropriate user training, catering for the level of skills available and the peculiar needs of the business, is the final ingredient in a successful implementation.

Independent advice in identifying business needs and matching them to an appropriate package, allied to expert tailoring, installation and training can prevent the business joining the statistics of dissatisfied users.

We have sought permission from the publishers to include the full survey results on our site or at least extracts. Watch this space!!

We are also redesigning our own survey form which will be available again soon.