

EFFECTIVENESS OF INTERNAL FINANCIAL CONTROLS ON OPERATIONS PERFORMANCE USING A CASE OF UNI-HANDLING INTERNATIONAL (PVT.) LIMITED, MUTARE

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ABSTRACT

The Research investigates the internal financial control systems that help to boost operations performance at Uni-Handling International. Data collected was presented qualitatively and quantitatively using tables, and graphs and also descriptive presentations. The sample comprised clients (55), management (10), and Operational staff (30). In determining the sample size, the researcher used the census method. This approach is to use the entire population as the sample. The interviews and questionnaires were used as data collection tools. Based on the research findings of the study a number of conclusions were made on the evaluation of the effectiveness of internal financial controls at Uni-Handling International. The researcher managed to conclude positive relationship between internal controls and operational financial performance at Uni-Handling International. It is now very obvious that internal financial control is of tremendous importance to business organizations and such establishments can easily survive if the internal control technique is properly implemented in its routine operations. However, internal financial control is not a substitute for the individual performance of the entire staff. Obviously, it has some shortcomings, although those may be minimal. Ensure that every subordinate is carried along the formulation and implementation of the internal controls.

Keywords: Effectiveness, internal financial controls, performance.