

Usage of Information Technologies in Malaysian Businesses

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Abstract

A survey on small and medium sized industries in Malaysia has been carried out in order to identify and recognize the usage of IT in business. The parameters such as organizational details (i.e. the numbers of employees, sales or profitability and the type of business) and managers details (in terms of educational level, computer literacy and computer experiences) were studied in order to see whether these parameters do contribute towards the usage of IT in business. Based on the survey, the results found are discussed and an IT adoption model is proposed.

Keywords: Adoption model, small & medium sized industries, organizations.

Introduction

Understanding the major roles and functions of Information Technology (IT) in an organization is an important factor in shaping the organization's characteristics and determining the usage of IT as an enabler in the business. However, few researches have been done in Malaysia to gather information from small and medium sized industries on how and why IT can be applied to the business. The survey was done in order to collect and gather information regarding the usage of IT in small and medium sized industries (SMIs) in Malaysia. Quantitative and qualitative questions were asked in order to acquire both tacit and explicit data on various aspects regarding IT usage in Malaysian industries.

Various surveys (Ang et al., 1994; Sohal et al., 1998) have been conducted to investigate the impact of business using IT in respective countries. In this paper, we share the lessons learned from the survey of Malaysian business in regards to the usage of IT. Throughout the survey, we also collected two main categories of information: from the organizational perspectives (such as size, sale or profitability and type of business) and the managerial perspectives (such as education level, computer literacy and computer experience).

This research has four core objectives. Firstly, is to collect data from a selection of small and medium sized industries, which has relations to IT. Secondly, is to identify the relationship between the usage of IT in their business with the size of industry and the managers' tacit or explicit knowledge in IT. Thirdly, is to investigate and analyze whether the parameters used such as the managers' computer literacy and the sale or profitability (annual sales turnovers) of