

**HETEROGENEITY OF RECORDS AND INFORMATION RISKS IN RECORDS
MANAGEMENT AMONG THE BUMIPUTRA MANUFACTURING OF SMALL AND
MEDIUM ENTERPRISES (SMEs) IN JOHOR**



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3.0 Acknowledgements

“In the name of Allah, Most Gracious, Most Merciful”

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5.2 Enhanced Executive Summary

In many countries, Small and Medium Enterprises (SMEs) are still facing challenges in a globalized environment. These challenges if not overcome, can affect the growth of economic contribution to their countries. It is vital for records and information to be organized and protected in all SMEs. It also can be a risk to the SMEs if any of their records and information are damaged, lost or fall into their competitors' hands.

The research explores the awareness of managing records and information risks among the bumiputra manufacturing SMEs in Johor. A goal of this research is to develop a theory that will allow the researcher to better understand the awareness of managing records and information risks in records management among the bumiputra manufacturing SMEs in Johor. Furthermore, this research will fill a gap or void in the existing literature and at the same time will add quantitative data that may bring new perspectives to the field for further study.

In addition, the research will also exploring the general knowledge of the records management practices among the bumiputra manufacturing SMEs in Johor. It will also identify any problems related to records management that can become risk to the organization and at the same time examine whether they are aware of the strategy towards managing the risks in their organizations. The data of this study were collected from all bumiputra manufacturing SMEs business in Johor.

The approach will be adopted from Lemieux (2004) on Event-based Records and Information Risks. A total of 110 bumiputra manufacturing SMEs in Johor were identified from the SMEs website (www.smecorp.gov.my). The questionnaires were distributed to all 110 manufacturing SMEs through mails and some were personally delivered to the organizations.

5.3 Introduction

Information is the basis of knowledge and action (O' Brien, 1999, p.1), while records are any information gathered and reproducible in any form in performing daily business activities (Eugenia, 1995, p. 2). All organizations are operated through information. According to Sprehe (2008):

“Professionals who work in records management refer to their field as records and information management” (p. 62)

For the past years, many studies have been done on the importance of records and information management (RIM) to business. The importance was emphasized until it is unimaginable to think of any public or private sector services which do not depend upon it (O'Donnell, 2008, p. 2). Government of Alberta (2003) emphasized that information is a consequential asset for the business or any enterprise which as same as people, capital and technology. (p. 1). Yusof (2008) believes that businesses rely on information to:

“develop products and services, make critical strategic decisions, protect property rights, propel marketing, manage projects, process transactions, service customers and generate revenue” (p. 219)

These activities, of course, will be recorded in a form of business transaction as an evidence. Obura (2012) added that any business no matter how large the size, that is involved in the engenderment or business transactions produces records and information. (p. 449) Records are the backbone to the business because they document an organization's decisions, actions, transactions, and other activities. So, this is the main reason why these records should be kept and manage as a consequence of their activities which lay as cogent evidence to the business (Yusof, 2008, p. 218).