

Universiti Teknologi MARA

**THE NEED FOR ICT TOWARDS ENHANCING SMEs'
BUSINESS ACTIVITIES IN SHAH ALAM**

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DECLARATION

I hereby declare that everything in this project is done by myself, except for quotes and summary that each of which their source are mentioned.

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ABSTRACT

As ICT is becoming a natural part of our daily lives, its use in industrial sectors is becoming necessity. Whether we realized or not industrial sectors are experiencing an increase in the use of a variety of ICT. The purpose of this research is to determine the level of awareness about the importance of ICT in managing business activities. The focuses were on small medium sized enterprises (SMEs) in Shah Alam which involved various types of industries. This research also focuses on the organization perspective by using a research model based on Technology Acceptance Model (TAM) to identify factors that affect SME's acceptance of ICT. Besides that, this research also highlights the degree of awareness among SME employees regarding the importance of benefits of ICT. Cross tabulation analysis has been performed to investigate whether the hypothesized attributes, variable and belief structure are correlated with each other. Perhaps this research will give awareness to SMEs about the role of ICT in their organization.

TABLE OF CONTENT

	Page
ACKNOWLEDGEMENT	iii
ABSTRACT	iv
LIST OF TABLES	x
LIST OF FIGURES	xii
CHAPTER 1 INTRODUCTION	
1.1 Research Background	1
1.2 Research Problem	3
1.3 Research Objectives	3
1.4 Importance of The Research	4
1.5 Research Scope	4
1.6 Research Approach and Methodology	5
1.7 Limitation of The Research	5
1.8 Overview of The Research	6
CHAPTER 2 LITERATURE REVIEW	

3.6	Methods of Data Collection	27
3.7	Analysis of Research Data	30
3.8	Conclusion	32
CHAPTER 4	RESULTS AND FINDINGS	
4.1	Introduction	33
4.2	Part A: Enterprise As Respondent	34
4.2.1	Analysis of Company Profile	34
4.2.1.1	Number of Employees	34
4.2.1.2	Paid-Up Capital	35
4.2.1.3	Annual Sales Turnover	36
4.2.2	Investment In ICT	37
4.2.2.1	Investment In Computer Hardware	37
4.2.2.2	Investment In Computer Software	38
4.2.2.3	Investment In Website	39
4.2.3	Level of Awareness About The Importance of ICT	40