

The Use of Information and Communication Technologies in Small Medium and Micro Enterprises in the Capricorn District

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ABSTRACT Investment in modern ICT infrastructure is becoming a core focus of successful companies. This paper examines the role of basic ICT infrastructure in building a competitive and sustainable SMME sector in the Capricorn District, Limpopo Province. Questionnaires were distributed to 30 owners of SMMEs in the Municipality. This study aims to determine the current usage of ICT by SMMEs in this District. The study found that, despite the proven benefits of integrating ICT in a small business, local SMMEs' take-up of ICT is very slow. Few business owners understand the potential impact of ICT on their business operations and 85 percent have no ICT strategy. Most SMMEs lack the financial resources to set up dedicated ICT departments and their level of investment in advanced ICT infrastructure is very low compared with other countries. It is therefore recommended that government, in partnership with the private sector, accelerate initiatives to bridge this gap. This could include improving access to ICT training opportunities, targeted financial support to SMMEs in the ICT sector, establishing ICT zones or parks in rural areas, setting up ICT linkages with the private sector, and awareness campaigns to sensitise SMMEs to the importance of ICT to their core business.