

Information and Communication Technology (ICT) Risk: Impact on Small and Medium Enterprises

Anass Bayaga

*Faculty of Education, University of Fort Hare, East London, South Africa
Telephone: +27 (0)43 704 7076, E-mail: abayaga@ufh.ac.za*

KEYWORDS Risk Management. Performance. Operational Management. Small Organisations. Large Organisations

ABSTRACT The focus of this study was to investigate the relationship between: (1) Information and Communication Technology (ICT) risk constraints and performances of SMEs. The study was based upon survey design to collect the primary data from 107 respondents using the simple random sampling technique. In order to understand the degree of association between the performances of SMEs and the independent variables, multiple regression, Repeated-Measures Analysis of Variance RM-ANOVA were performed. Where a significant value was observed, either Betas of multiple regression or significant levels of RM-ANOVA or RM-MANOVA ascertained these differences. It was found that information system failure or improper user participation in the systems development process actively impacts on SMEs. By implication there was enough evidence to suggest that SMEs would become more effective if efforts are targeted towards ICT risk control. As a recommendation the significant feature that may be drawn from the current study is the change in the adoption and application of ICTs from large organisations to SMEs.