

Impact of Information and Communication Technology (ICT) Risk Change Management Requirement on Performance of Small and Medium Enterprises (SMEs)

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. Small and Medium Enterprise. Information Communication Technology Risk

ABSTRACT The purpose of the research was to assess the ICT change management requirements for building successful systems-risk monitoring and reporting of Operational Risk Management (ORM) in SME. From the review of literature, an instrument (closed ended questionnaire) was developed with the aim of covering the research purpose. A minimum of N=90 respondents of an SME according to simple random sampling plan was conducted. Multiple regression analysis was utilised to determine the percentage contribution of some of the identified significant predictors of challenges posed by ORM solutions. The distribution revealed that only one variable made significant percentage contribution, thus (how end users deal with implementation of ICT projects) $\beta = 0.447$, $p < 0.01$. The results additionally suggested that the variable contributed approximately 88.4% of the variations in level of challenges posed by ORM solutions. The analysis of variance also revealed that the regression coefficients were real and did not occur by chance. The recommendation is that though SMEs are at an earlier adopter stage, the evidence from the current study taken into consideration with the rapid pace of technology development, suggests that SME managers must engage with the concept of the ICT operation model.