

Impact of Information systems on the performance and improvement of an Enterprises

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ABSTRACT

It is a technological and business perception, globally recognized, that successful enterprises usually possess strong network to share their skills, information, competencies of internal resources include not only tangible (physical, financial and human resources) but also intangible resources (capabilities, competencies and organizational culture) in order to get the better and viable respond to the business opportunities. This paper investigates the various parameters of information regarding the enterprise's performance. SMEDA (small and Medium Enterprises Development Authority) striving for the sustainable development of Small and Medium sized Enterprises (SMEs) which is increasingly supporting in the area of employment opportunities and Human resources development sector of Pakistani environment.

The investigation also provided an opportunity to employ MIS model regarding organizational performance for business promotion and its establishment.

This information will provide a blueprint to guide future research to find new avenues of progress and prosperous of SMEs which are successfully leading towards height of success with the continuous support of SMEDA.

Keywords. *Sustainability, Emerging technologies, SMEs, SMEDA*

1 INTRODUCTION

In this informatics society, the basic idea of Information system is "A system to convert data from internal and external sources to information and communicate that information in an appropriate form"(James A O brien, 2004) for managers at all levels in the functions to enable them to make timely decisions for planning, directing and controlling the activities for which they are responsible (Bee, R ,Bee F,1999) Small and Medium Enterprises has long been major debating issue for the researchers, manufacturers, economist to revamp its current status to the advance one so as to shape it as a key driving force for the sustainability of SMEs in the global market.

After the globalization, the adoption of emerging technologies has promised more business market opportunity for SMEs (Damien power 2006) Information technology (IT) encompasses the gathering, processing storing, retrieving, displaying and communication of information or data(willcock and Fitzgerald). Research and development (R&D) planners and technology managers must train the

flexibility to cope with both expected and unexpected changes in their environment. (Rothwell 1992), has also stated in his paper that, SMEs often lack suitably qualified technical specialists. They are often unable to support a formal R&D effort on an appreciable scale .although IT has expanded its role in all types and sizes of the business enabling managers' engineers, manufactures to adopt the new emerging Technologies in their companies to boost up the competitive strategies in the business enterprises.

2 SMALL AND MEDIUM ENTERPRISES DEVELOPMENT AUTHORITY (SMEDA)

SMEDA was established in October 1998 with the aim of undertaking the challenge of establishing, guiding and monitoring the operations of Small & Medium Enterprises (SMEs) under the Ministry of Industries, Production & Special initiative Govt. of Pakistan. The purpose of establishing (SMEDA) was to implement the futuristic approach and enhance professional capabilities of institutions under the viable management structure. It has been focusing on providing and enabling conducive environment and advanced business development services for the sustainable SMEs. SMEDA is not only an SME policy-advisory body of the government of Pakistan but also facilitates other stakeholders in addressing their SME development agendas. With the initiative of SMEDA at gross root level there are 3.2 million business enterprises employing up to 99% persons, constitute over 95% of all private in the industrial sector and 78% of the non-agriculture labor force. They contribute over 30% to he GDP, Rs.40 billion to export business and 25% of export of manufactured goods besides sharing 35% in manufacturing value added. (M.I Panhwar and G.Y Shaikh, 2006).

Presently, the government of Pakistan while realizing the growing need of global market has approved the SME policy, emphasized to facilitate the logistic support and infra structure to strengthen the SME. It has committed to provide the liberal economic environment to forge the international partnership, enabling this sector to upgrade their competitiveness in the regional and in global market. (www.smeda.org.pk) This project idea will be materialized in every province of Pakistan, in this regard Ministry of sindh has setup 16 small industrial estates and three industrial parks in order to activate the business for sustainable operation of SMEs.(Dawn 03 feb)

3 The Purpose of Research

The key purpose of research is to identify the role of SMEDA for SMEs establishment, operations in business by implementing information system.

4 DEVELOPMENT OF A CONCEPTUAL MODEL AND RESEARCH METHODOLOGY

James A O brien 1990 developed, implemented and suggested the conceptual frame work for the business students, managers, enabling them to address the business issues and the complexities by implementing it in their own organizations according to their types and sizes. The same model has been adopted to collect the information of SMEDA, operating in the Pakistani based business environment to evaluate the performance.



Source: James A O'Brien Framework for Information Systems 2004

4.1 Information System

Information System means the set of interrelated components working together to collect, process, store and disseminate information to support decision making processes in order to achieve the predetermined objectives of an organization. (Kenneth C. Laudon 2004)

In order to get the better results for your company to solve the problems Geradine emphasized that than it is time for the user to have strong coordination with the technology so as to explore new methods of business in terms of MIS.

4.2 Foundation concept

Management of the SMEDA is responsible to develop the fundamental business information systems which are available at their regional offices that can be shared with the prospective business operator. In this regard they are given proper guidance in shape of written material (business guide, rules regulation financial procedures.) Information technology. Although Pakistan is emerging as a developing country to share its due potential

In technological support for the promotion of sustainable SMEs, CAD, CAM.TQM, internet and other information technological have really contributed at the gross root level.

4.3 Business application.

In order to boost up the business activities of small as well as medium scale industries, the SMEDA usually organizes the business related trainings, courses for the managers and manufactures at the national and regional level. There are many Commercial Banks and development financial institutes (DFI) widely using the business and information oriented application to compete in the business environment

4.4 Developing process.

SMEDA has started various IT related and business oriented systems. The organization has also introduced C D of software for SMEs enabling users to drive the expertise from such software. It plans series of training at the gross root level to enhance the capabilities of the workers.

4.5 Management challenges.

SMEDA is an organized body consists of business professional Engineers, highly qualified managers. The Future of emerging technologies will be challenging for the stakeholders of SMEDA to employ the new Business strategies to complete globally.

4.6 Information Technology:

Today in modern business environment, SMEs are usually flexible in their nature to adopt the information systems to operate in the business environment (Margi levy and Philip powell). The use of Information Technologies means Implementation of all hard ware and software packages to enhance the business with the help of Information Systems. (6) (p.p 8) With the advancement of technologies, It has brought revolutionary changes in the life of managers to alter their tasks in order meet the organizational objectives to compete the global trends.(Lawerance W foster)

(5) Conclusions.

This paper presents the role of SMEDA for the implementation of information systems and other business procedures to boost up the small and medium sized enterprises on their own fees to compete at regional and global market

In order to enhance the over all performance of enterprise, the top management must chalk out the competitive strategies to reduce the unemployment exclusively in the rural areas by encouraging the establishment of sustainable SME to strengthen the national economy

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