Implementation of Open Source Information Systems for Cost Effectiveness and Productivity Enhancement by Knowledge Sharing among SME's in the Food Processing Industry in Penang, Malaysia

A thesis submitted to the Faculty of Management
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By

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2008

Declaration

I declare that all the work described in this dissertation was undertaken by myself (unless otherwise acknowledged in the text) and that none of the work has been previously submitted for any academic degree. All sources of quoted information have been acknowledged through references.

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ABSTRACT

This study was to find out whether there is relationship between utilization frequency, management and development, knowledge sharing and organizational performance. This study examined the relationship of organizational performance of SME's in Penang, Malaysia.

This study is designed to provide the benefit for practitioners, especially for employees and management position in SME's in Penang. The study found that there are positive direct significant relationship between utilization frequency, management and development, knowledge sharing and organizational performance of SME's in Penang, Malaysia..

Keywords: Open Source Software, Utilization Frequency, Management and Development, Knowledge Sharing, SMS's Performance.

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OVERVIEW OF THE RESEARCH

1.1 Introduction

In recent years, the concept of information system and its properly management has been a central in the strategic management field for the large as well as small firm's are concerned with competitive priorities in their strategies and planning. This refers to the big challenges and opportunities. The challenge of the 21st century for SME-s is global competitiveness. This means that customers need to be provided with constant and reliable products and services of a recognized quality, while the market environment is characterized by global competition.

Global competition creates a new threat for SMEs because they required competing with every single enterprise within and outside of the country. The new working environment creates opportunities and obstacles as well. This field of study is brand new. It had existed in the late 80's when globalization showed its power. It emerged everywhere on the world, regardless country, nation, territory, or geographical location. The main reason to study open source information system is that it can provide relatively low cost for SME while its usefulness is distinctly high. There is a basic assumption by Lee (2001) uses these words:

The contents of the thesis is for internal user only

The findings then, are not necessarily generalizable to the whole industry and care should be taken in any generalization since only three independent variables were examined to explore the organizational performance. Further research to examine the generalizability is required to enhance a better view of using the open source software in organization.

5.4 Recommendations

The research confirmed the relationship between utilization frequency, management and development and knowledge sharing of using open source software through SME's performance. Further research is needed to verify and refine the rules that are listed here.

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