

**IMPACT OF INFORMATION SYSTEM ON FIRM'S PERFORMANCE:
SMALL AND MEDIUM ENTERPRISES IN BANGLADESH**

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**IMPACT OF INFORMATION SYSTEM ON FIRM'S PERFORMANCE:
SMALL AND MEDIUM ENTERPRISES IN BANGLADESH**

A thesis submitted to the College of Business in partial fulfillment of the
requirement for the degree Master of Science (Management) in

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ABSTRACT

The challenge before Bangladesh today is how to make her existing SMEs compete with their equal-level rivals from abroad by modernizing themselves with up-to-date technologies and production processes. Along with that comes the question of how to develop the culture and practice of setting up new industries able to thrive in global competition right from the beginning Globalization, as one knows, has not only challenges but also enormous opportunities for those who have the capability of utilizing them. For them to the most important issue will be choice of correct technology. The main purpose of this study is to investigate the impact of information system in SMEs performance in Bangladesh. To accomplish this objective sample has been selected from industrial area in Dhaka Bangladesh and questionnaire was distributed to the respondents. There is positive relationship has found among ease of use, skills and knowledge and information quality with SMEs performance in Bangladesh.

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CHAPTER ONE

INTRODUCTION

1.0 Background of the Study

The economy of Bangladesh is at the crossroads. Rapid liberalization has put most existing industries under severe strain because of their inability to compete with consumer goods being freely imported after the withdrawal of quantitative restrictions and the drastic reduction of import tariffs. Some producers have been successful in improving their products and significantly increasing external market access, most are languishing. The challenge at present is not to compete in top class brand products, which are also available in abundance in local markets, meant for those affluent consumers used to shopping in Milan, Zurich, London or New York. The challenge before Bangladesh today is how to make her existing SMEs compete with their equal-level rivals from abroad by modernizing themselves with up-to-date technologies and production processes. Along with that comes the question of how to develop the culture and practice of setting up new industries able to thrive in global competition right from the beginning. Globalization, as one knows, has not only challenges but also enormous opportunities for those who have the capability of utilizing them. For them to the most important issue will be choice of correct technology.

Several information systems (IS) adoption research studies involving SMEs have identified factors that influence IS adoption behavior by these enterprises. Closer

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