

UTILISATION OF ICTs BY SMEs IN

**UTILISATION OF ICTs BY SMEs IN
RECORDS AND INFORMATION
MANAGEMENT IN UGANDA: a Baseline
study**

By

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Presentation Outline

- Fundamental issues
- Objectives of the study
- Methodology
- Findings
- Conclusion and Recommendations.

Fundamental Issues

- Uganda's economy has great potential for growth and development.
- The liberalization of the economy has created many business opportunities and most of these are SMEs
- SMEs sector by all means in virtually all countries, plays a key role in national economic development strategies by facilitating flows of information, capital, ideas, people and products.

Issues Cont'

- Many businesses run by SMEs have generated volumes of records and information
- The questions therefore are:
 - How are these records managed?
 - Can ICTs be adopted to facilitate their management?
- Its therefore prudent that we first find out the situation on the ground!

Objectives of the study

- To establish the ICTs used in records and information management by SMEs
- To determine how e-mail records and information are managed by the SMEs
- To propose strategic measures to improve on application of ICTs in records and information management by the SMEs

Methodology

- Used quantitative research approach
- Questionnaire was used as the main data collection method and was structured into four main parts, namely: background information of the respondents; Utilization of ICTs by SMEs in records and information management; e-mail management among the SMEs and strategies to improve on ICTs application in records and information management among SMEs.

Methodology cont'

- Since there were no authoritative sources for the number of SMEs in Tororo District, snowball sampling strategy was applied
- A total of 61 SMEs were identified. Out of the 61, only 42 (69%) participated in the study.

Findings

- **Refer to another file**

Conclusion

- Small and Medium Enterprises (SMEs) play a key role in the economic growth of any country.
- The application of modern ICTs can improve the performance of SMEs by reducing management costs.
- Quite often, the application of ICTs in records and information management are ignored and more especially the e-mail records management component.
- Generally, SMEs have been slower than larger firms to adopt for instance the e-business strategies despite the potential benefits.
- This study concludes that the ICTs skills of SMEs in Tororo district are far inadequate and the management of e-mail records and information requires a proactive approach to help the SMEs

Recommendations

- Lack of ICT skills and business skills are widespread impediments to effective business performance. SMEs managers should be trained in basic ICTs utilisation skills and especially in their applications in managing records and information by the Government Uganda.
- The government of Uganda through the Private Sector Foundation should sensitize the SMEs managers on the business environment in Uganda and the East African region that need efficient and fast decision-making

Recommendations

- The government of Uganda should design a proactive strategy to provide ICTs at subsidized costs to registered SMEs to improve on ICTs adoption in business operations.
- SMEs should be supported to create Web sites that can help in the management of business information especially for the consumption of the public and customers.
- All SMEs should be encouraged to put in place e-mail records and information management policy that include among others the capturing, processing, storage, archiving strategy and retention of e-mail communication

END

THANK YOU