

IMPACT OF INFORMATION SYSTEM PACKAGES ON PRODUCTIVITY OF MICRO AND SMALL BUSINESSES IN KADUNA MAIN TOWN

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Abstract

The use of information and telecommunication infrastructures to manage business processes today cannot be said to be restricted to large business organisations alone. It is in the light of the foregoing that the study was embarked on to assess the impact of business information system packages adopted by micro and small business owners within the strategic locations in Kaduna main town, North West of Nigeria. Data for the study were collected through the use of five (5) sets of structured questionnaires designed and administered across 17 enterprises. A survey design was used sampling a total of 184 managers and employees of all targeted micro and small businesses in Kaduna town. The study used descriptive analysis and correlation analysis based on Stata Package to analyze the collected data. The study found that over 88 percent of the micro and small businesses sampled deployed one or another form of business information system packages in the management of their business processes. In addition, application of information system packages correlates positively and significantly with speedy service delivery, increased sales volume, accurate accounts records; but negatively and insignificantly correlates with sustained stocks level. The study recommends based on the findings that since deployment of business information system package has become a major factor in determining the success of micro and small businesses, more efforts must be put in place by owners and managers in embracing ICT in general and business information system packages in particular.

Keywords: *business information packages, micro and small businesses, business processes, ICT.*