

A Study on Impact of Malaysian SMES Inter-Organizational Relationships and Knowledge Management Towards E-Business Supply Chain Technology Implementation

Prepared by: Tang Shu Yi

ABSTRACT

This research focuses on the impact of Malaysia's SMEs inter-organizational relationships (IOR) and knowledge management (KM) towards the e-business supply chain technology implementation by investigating the level of e-business supply chain technology utilization on Malaysia's SME. Most of the multinational companies in the country had implemented e-business. However, many small/medium businesses are still based on traditional management practices. Only 30% of SMEs in Malaysia embraced basic information and communication technology (ICT) (*Microsoft Corporation, 2008*). The percentage of e-business supply chain technology utilization among Malaysia's SMEs still left unknown. Hence, this project proposed to research on a sample size of 200 SMEs in Malaysia to determine the status of e-business supply chain technology utilization and how knowledge is managed within the organization. In order to achieve the desired results, trading partners and entire supply chains need to form alliance and deliver specific customer requirements quickly. Although managing a supply chain is about the entire supply chain, few companies have really moved beyond limited integration with few numbers of trading partners along a supply chain. These connections have not always resulted in better and faster execution of supply chain processes. Therefore, the project's following objective is to focus on determining the impacts of SMEs' IOR and KM towards e-business supply chain technology implementation.