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## Information and Communications Technology in Asia Pacific Countries: implications for small and medium enterprises in Malaysia

*Tim Beal, Moha Abdullah*

### Abstract

Information communications and technology (ICT) is transforming the environment in which SMEs operate and changing the paradigms of value creation, customer satisfaction and business effectiveness. This paper attempts to explore global and Asia Pacific ICT usage and the major factors influencing SMEs. It focuses particularly on Malaysia where the development of ICT usage amongst SMEs is one of the main policy items in the agenda of the Malaysian government. It describes a survey of SMEs in north and eastern peninsula Malaysia 1999-2000.

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