

Achieving SMES Business Performance Through an Integrated Information System Success Model and TOE Framework: Review Paper

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Abstract

TOE framework has been tested its effect on a lot of past studies about innovative technologies have been done by adopting the TOE research method, including information systems studies from different types of organizations, including small and medium-size enterprises (SMEs) sectors in both developed and developing world. However, the UAE SMEs productivity still not satisfactory and yet there are a limited studies integrated IS model and TOE framework to examine their effect on SMEs business performance in the Arabic context. Therefore, this study will examine the effect of the three dimensions of the information system from DeLone and McLean's information systems success model. (e.i. information quality, system quality and service quality) and TOE framework on UAESMEs business performance (e.i. technological context, organizational context and environmental context) directly. Also, the study aims to examine the mediating role of the perceived usefulness and perceived satisfaction between the six independent variables (information quality, system quality, service quality, technological context, organizational context and environmental context) and SMEs business performance in UAE. In this quantitative research work, a structured questionnaire will use with a 5-point Likert scale was used as the instrument for data collection from the target respondents which are the SMEs director and managers. The validity and reliability of the measurement and structural models will be established. The Partial Least Square Structural Equation Modeling (PLS-SEM) will be used to test the hypotheses of the study. Therefore, this study will lead to better decision-making regarding SMEs' adoption of information system and help SMEs pilot the factors that influencing business performance for optimal productivity and organizational success.

Keywords: SMES Business Performance, Information System Success Model and TOE Framework