



Research Article

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Implementation and impact of integrated information systems in Albanian SME's

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Abstract

This research work analyses how information technology improves business efficiency, creates employment, and fosters economic development. This paper investigates the level of integrated information systems used by small and medium enterprises in Albania. The research philosophy employed in this research work based on the case study method, and researcher interaction has been applied as a technique for data collection. Through careful observation and investigation of practical and real cases, a complete picture of the actual interaction of factors and events are obtained. A self-selection sampling technique was used. Through this technique, cooperation with managers was enabled to recommend possible concrete improvements in the systems or subsystems of information they apply. Results indicate that while information technology adoption is growing, significant barriers such as financial constraints and lack of technical skills persist. The empirical work showed that the firms involved in the study used information systems for different aspects such as sales, accounting, or quality control, but they were not integrated. The lack of the "smart" use of the information systems hampered their efficiency and make them less competitive. By leveraging such systems, SMEs can overcome challenges posed by limited resources and achieve sustainable growth.

Keywords: Integrated information system, manufactories small and medium enterprises, information technology, Albania.

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