Technology Acceptance and the Influence Towards Small and Medium-sized Enterprise (SME) Company Performance in Malaysia

Sam Toong Hai[1*], Yap Pei Wen[2], Rajani Balakrishnan[3], Lim Kim Yew[4], Wong Chee Hoo[5],Alex Hou Hong Ng[6], Chee-Pung Ng[7]

Abstract

Company performance represents the ability of company to achieve high productivity, high profitability, and high competitiveness in today's business world. This study is to illustrate the company performance of Small and Medium-sized Enterprise (SME), demonstrate technology acceptance towards Small and Medium-sized Enterprise (SME) in Malaysia. The dimensions of UTAUT Theory: performance expectancy, effort expectancy, facilitating conditions, and technophobia will be studied as the independent variables. Data is collected from 430 respondents through online questionnaire. The data is statistically analysed using SPSS software version 26. In this research, it is found that there are significant relationships between company performance of Small and Medium-sized Enterprise (SME) and performance expectancy (p-value=0.000), facilitating conditions (p-value=0.039) and technophobia (p-value=0.001). Performance expectancy is the dominant factor influencing company performance of Small and Medium-sized Enterprise (SME) follows by technophobia and facilitating conditions. This research can help Small and Medium-sized Enterprise (SME) to understand on factors influencing company performance and re-strategize the technological capabilities to move further in innovation performance.

KeyWords: Technology Acceptance, UTAUT Theory, Company Performance, Small and Medium-sized Enterprise (SME).

DOI Number: 10.14704/nq.2022.20.6.NQ22003 **NeuroQuantology 2022; 20(6):19-33**

Introduction

Company performance is the achievement or results obtained in management, economics, and marketing that provides competitiveness, efficiency, and effectiveness to the company (Taouab and Issor, 2019; Yasmin and Utama, 2020).According toTaouab and Issor (2019), indicated that company performance can be measured through four perspectives which are financial, customer, innovation and learning, and internal processes. Company performance is considered critical research as it lies with multiple phenomena with different variables (Alhawandeh and Alsmairat, 2019), and the ways to manage company performance and improve its competitiveness had become one of the most complex but most important issues in this business world (Tulcanaza-Prieto et. al., 2020).

In 2020, Malaysia GDP growth has declined from 4.303% in previous year to -5.588%, the Asian financial crisis in 1998 was -7.359% (The World Bank, 2021). Malaysian companies are currently underperforming, which will eventually bring down the overall economic performance of Malaysia (Ahmad Mokhtar and Ibrahim, 2020). There are 97.2% of business establishments are contributed by Small and Medium Enterprise (SME) (Department of Statistic Malaysia, 2020), and SME played increasingly important role in Malaysia (Chin and Lim, 2018). Although SME contributes highest number of business establishments in Malaysia, but in fact the failure rates of these firms are disquieting and the survival of these firms is also questionable (Singh and Hanafi, 2019).

Corresponding author: Sam Toong Hai
Address: [1*,2,3,4,5,6,7]Faculty of Business and Communications (FOBC), INTI International University, Persiaran Perdana BBN, Putra Nilai, Nilai, Negeri Sembilan, Malaysia.
E-mail: [1*]toonghai.sam@newinti.edu.my

In today's changing global markets, SMEs in Malaysia face many challenges including the capability or ability to compete and move up the value chain. The contribution of SMEs to Malaysia's GDP has declined since year 2017, with a lower contribution rate of 38.9%, the annual percentage change has dropped from 6.2 to 5.8 (Department of Statistics Malaysia, 2020). In addition, Malaysia SME's contribution rate has again decreased to 38.2% in 2020 (Department of Statistics Malaysia, 2020).

Consequentially, technology plays an active role in most of the business performance that it used to further improve features such as performance, product life, usefulness and convenience (Siddique, Nilofar, Munir et. al., 2021). There is 90% of respondents emphasized that technology is crucial for improving performance; and 54% of respondents have high confidence that there will be sufficient trust by using technology (Statista, 2018). In fact, the technology adoption in Malaysia is still at the fundamental stage and it slowed down the company performance in Malaysia (Razali, Saraih, Shaari, et. al., 2018). Mustafa and Yaakub (2018) stressed that the poor company performance in Malaysia are due to various issues, such as financing, market accessibility, human capital development, legal and regulatory environment, infrastructure, and innovation and technology adoption.Notably, SMEs in Malaysia have poor capacity to acquire technological knowledge and innovative capability which have resulted in significantly poor innovation performance (Yuen and Ng, 2021).

The overview of expectations of using technology includes perceived benefits in optimization, processes, quality of service, utilization of infrastructure, productivity and efficiency, operational activities and etc (Brous, Janssen, Schraven, et. al., 2017). Once the implementation of technology has failed to achieve its goal, for instance, deliver expected benefits to technology users; it will then be identified as an obstacle for company to improve performance (Alanazi and Soh, 2019). Moreover, technological infrastructure is crucial in any business activities as the basic foundation of technology system capabilities that can be used to achieve company goal which including achieving high company performance (Widajanti and Ratnawati, 2020).Hence, there are several studies identified that adequate and sufficient of technological infrastructure have a significant influence on company performance (Benkhider and Meziani, 2021; Queiroz, et. al., 2020; Widajanti and Ratnawati, 2020).

The objectives of this study is to determine whether the factors such as performance expectancy, effort expectancy, facilitating conditions, and technophobia have substantial impact on company performance of Small and Medium-sized Enterprise (SME) in Malaysia. This study also addresses the existing gaps in the literature and improves the critical business skills of Small and Medium-sized Enterprise (SME) in Malaysia.

Literature Review

Company Performance

Company performance is the achievement or results obtained in management, economics, and marketing that provides competitiveness, efficiency, and effectiveness to the company (Taouab and Issor, 2019; Yasmin and Utama, 2020). Company performance is crucial for any company as it acts as an output defining efficiencies and inefficiencies related to the overall performance, so that there will be further improvement in order to achieve organizational vision (Uddin and Shaiq, 2020); it includes aspects such as sustainability, internal business processes, finance, and company growth (Huda, Soepriyono and Siswoyo, 2019).

Performance Expectancy

Performance expectancy has been defined as a degree in which using a technology that provides benefits to users in performing certain activities (Venkatesh et. al., 2012; Gupta, Manrai and Goel, 2019). There are five substances that pertain to performance expectancy which are perceived usefulness, job-fit, extrinsic motivation, relative advantage, and outcome expectations (Venkantesh et. al., 2003; Xena and Rahadi, 2019). Performance expectancy would influence users into continuing to use particular technology as the belief of the technology can significantly improve the quality of work and job performance (Baharudena et. al., 2019). Users will use the technology if they are convinced that this system is able to achieve the desired performance achievements and eventually improve company performance (Chirchir, Aruasa and Chebon, 2019) as it enables process optimization, value chain expansion, and resources allocation by the

use of technology (Fretzen, 2018). As such, this fits with task-technology fit (TTF) that introduced technology system will have a positive influence on individual's performance only if the technology system matches the tasks that the particular individual should perform and being fully utilized (Endege and Otieno, 2019). Furthermore, performance expectancy has significant influence on company performance, it provides an evaluation to measure one's own abilities to perform and when it gives back with positive information, it increases motivation to continue perform (Hussain and Mohtar, 2017), eventually helps to improve the overall company performance (Hutabarat, Suryawan, Andrew et. al., 2021).Notably, relative advantage of technology adoption has significant influence on company performance by achieving in higher competitiveness (Nuseir and Aljumah, 2020). At this point of view, company is encouraged to implement technology; if the awareness about technology is high, then it can improve the performance of company, then company will want to use technology in their business activities (Nurrunissa, 2020). Since the performance expectancy is significantly relevant to the use of technology and it will influence company to do business in a better way and to better improve company performance only if the technology is providing promised benefits to users leading to the first hypothesis:
H1: Performance expectancy as a dimension of UTAUT theory has a significant influence on company performance of Small and Medium-sized Enterprise (SME) in Malaysia.

Effort Expectancy

Effort expectancy is the level of ease or complexity that an individual perceives to adopt certain technology system in order to complete related tasks; in which compatible with perceived ease of use (Ryu and Fortenberry, 2021), it includes variables like perceived ease of use, complexity and ease of use (Catherine, Geofrey, Moya, et. al., 2019; Chen, 2019). From company's perspective, effort expectancy has been used to determine whether the technology is easy to be learned and used, this being an important factor contributing in technology practices in company, so that it will ease the company's internal business transaction and then to determine the company performance (Shahzad et. al., 2020).The perceived ease of use is important to company performance as employees are easy to learn and adapt, clear and understandable, and easy to become skilful when performing the job (Indarsin and Ali, 2017).Moreover, when the level of perceived complexity is higher, it will cause the cost of adoption to be higher, and potentially lead tohigher level of difficult to understand and use (Nguyen and Peterson, 2017). The perceived complexity is related with perceived ease of use, if the technology is difficult to understand and use, it will influence the level of easiness (Sugandini, Sudiyarto, Surjanti, et. al., 2020). Thus, the greater the perceived complexity of technology adoption in company, the less likely the performance of company to be improved (Nguyen and Petersen, 2017). When the technology is clear and easy interaction, and flexible operation, it will tend to build up user confidence to learn and become skilled and then perform better (Maryanto and Kaihatu, 2021), which leads to the second hypothesis:
H2: Effort expectancy as a dimension of UTAUT theory has a significant influence on company performance of Small and Medium-sized Enterprise (SME) in Malaysia.

Facilitating Conditions

Facilitating conditions refers to an extend in which an individual perceives that technical infrastructure required for intended system are available (Onaolapo and Oyewole, 2018).Facilitating conditions mainly refer to guidance, infrastructure, training and support and these can improve or hinder technology usages in which are required to ensure the success implementation of technology (Baharuden et. al., 2019). There are three main variables to mention which are perceived behavioural control, facilitating conditions, and compatibility (Chakava, Mberria and Gatero, 2019; Rakhmawati, Sutrisno and Riisydi, 2020). On the conceptual basis, perceived behavioural control is important to intention of using technology, when there is sufficient technological infrastructure supports, user will tend to believe that the behaviour is under control and able to develop skill when performing (Kabir, Saidin and Ahmi, 2017). The level of sufficient technology infrastructure represents the system quality that affects successful adoption; lacking in sufficient infrastructure is one of the issues faced by companies when it comes to technology adoption (Mukred, Yusof and Alotaibi, 2019). From company's perspectives, facilitating conditions can be used for company to realize that sufficient technical infrastructure is important to support any existing technology

that potentially strike company performance (Shahzad et. al., 2020), which leads to the third hypothesis:
H3: Facilitating conditions as a dimension of UTAUT theory has a significant influence on company performance of Small and Medium-sized Enterprise (SME) in Malaysia.

Technophobia

Technophobia is defined as abnormal extreme anxiety or fear about the usage of technology, individuals who experiencing technophobia tend to feel themselves as inadequate in the technology management in which influence the degree of technology adaptation (Di Giacomo et. al., 2019). The underlying components of technophobia have cognitive, emotional, and behavioural, in which made up of negative perspectives to technology, anxiety towards technology interaction, and self-accusation when using technology (Nestik et. al., 2018). Technophobia is one of the possible variables that imposes negative influence on technology adoption in which will eventually lead to negative effects on perceived usefulness and ease of use (Lundberg, 2017). In addition, according to Khasawneh (2020), technophobia is a barrier to company's performance and development, and a major factor in employees' technology adoption, for instance, when it comes to new technology adoption, most of the time employees will go through a stage of technophobia, which will significantly slow down their performance.Cabrera-Sánchez, Ramos-de-Luna, Carvajal-Trujillo et. al (2020) highlighted that the proliferation of technologies will force users to adopt them quickly, somehow negative paired emotional and cognitive reactions will occur unexpectedly, the unpredictability causes anxiety and may be related to technology, and technophobia will cause employees to avoid technology which will affect their job performance (Khasawneh, 2018). Other than that, technophobia that creates technostress will negatively influence on employees' job performance. In here, technophobia will influence employees to avoid using technology in which maximizing employees' use of technology is one of the crucial factors for company success (Khasawneh, 2018). Additionally, the challenge for employees to accept new technologies can lead to job dissatisfaction and affect their performance in company; employees are difficult to achieve outcomes which will then lead them to stress (Al-Munawar, 2017). When employees are unmotivated to use the technology which they will not willing to apply discretionary efforts to accomplish assigned tasks important to the achievement of company goals (Stoyanova and Iliev, 2017), which leads to the forth hypothesis:
H4: Technophobia has a significant influence on company performance of Small and Medium-sized Enterprise (SME) in Malaysia.

Grounded Theory - Unified Theory of Acceptance and Use of Technology (UTAUT)

Unified theory of acceptance and use of technology (UTAUT) theory was formulated to measure technology adoption since it originally introduced by Venkatesh, et. al. (2003), developed with four core determinants: performance expectancy, effort expectancy, social influence and facilitating conditions (Liebenberg, Benade and Ellis, 2018).Performance expectancy has been defined as a degree which an individual believes that the technology system helps to improve job performance (Chao, 2019). The more the reliance on the technology system, the more the efficiency of using the system; and the culture of employees will move towards in improving efficiency of performance and effectiveness (Msallam, Al-Hila, Abu Naser, et. al., 2019). Following that, effort expectancy determined the level of easiness in using a technology system, if employee does not need much efforts while using the system, it will eventually help to enhance the job performance level (Jeng and Tseng, 2018). This is further supported by Ngerema (2019), stated that there is a positive association among technology adoption and human resource productivity, perceived benefits such as motivation, job satisfaction, working time, advancement and etc.; that all these will eventually lead to improvement in company performance. Furthermore, the technological developments in the context of the correlation between the industrial revolution and environment have changed to positive; in which sufficient support of technological infrastructure can optimize the production, productivity, and the overall performance of a company (Ambarwati, Harja and Thamrin, 2020). Hence, UTAUT Theory is an appropriate grounded theory to be applied for this research.

Theoretical Framework

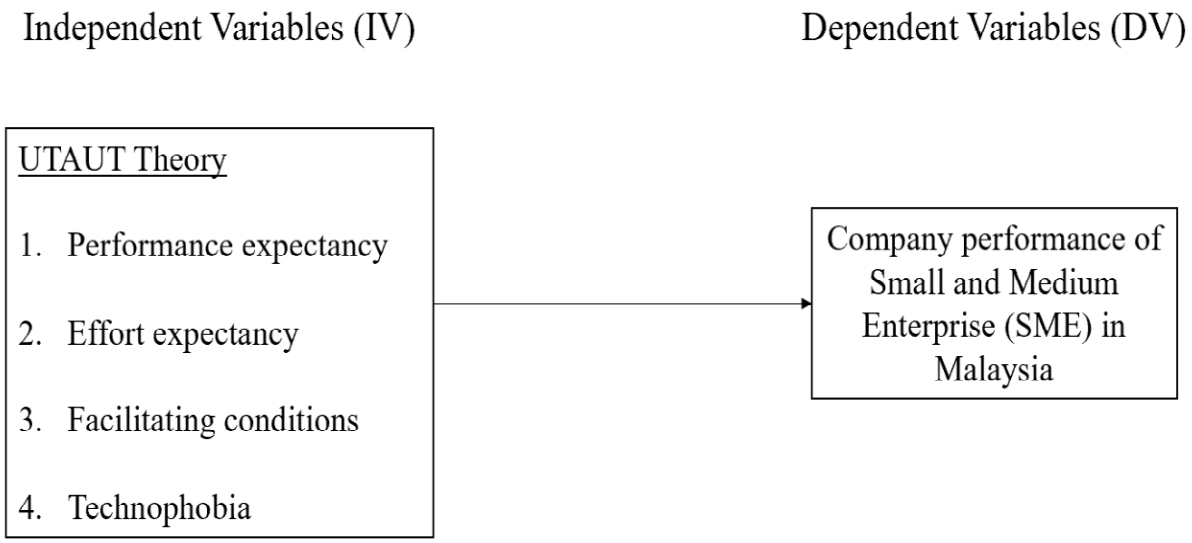

Figure 1. Theoretical Framework of Research Hypothesis Formation

Figure 1 illustrates the theoretical framework and demonstrates the relationship of independent variables towards dependent variable. The independent variables are performance expectancy, effort expectancy, facilitating conditions, and technophobia whilst the dependent variable is the company performance of Small and Medium-sized Enterprise (SME) in Malaysia.

Research Methodology

For this research, a quantitative based research is conducted to identify the correlation between independent variables and dependent variable. An online survey questionnaire is distributed and is analyzed with quantitative method. According to Krejcie and Morgan (1970) sample size determinant table, the sample size for this study will be 384 as the total number of Small and Medium-sized Enterprise (SME) in Malaysia is 1,151,339 (SME Corporation Malaysia, 2021).

The surveyquestionnaire is categorized into three main sections: Section A for demographic profile, Section B is the dependent variable which is the company performance, and Section C is the independent variables of company performance. A five-point Likert Scale as psychometric tool will be the construct of questionnaires. All the items included in questionnaire are adopted and adapted from prior researches (Alghazi, Kamsin, Almaiah et. al., 2021; Khatun, Palas and Ray, 2021; Tran, Zhao, Diop, et. al., 2019; Catherine, et. al., 2019; Indrawati and Putri, 2018; Khatun, Palas and Ray, 2021; Chen, 2019; Harborth and Pape, 2018; Indrawati and Putri, 2018; Khasawneh, 2018; Khasawneh, 2020;Koul and Eydgahi, 2020). The data gathered for this study is cross-sectional or short-term study, which the questionnaires will be collected once from target respondents.

In this research, the pilot test was conducted to examine the adequacy and appropriateness of the questionnaires items as the pilot test fulfils a range of important functions and most importantly is to provide valuable insights for researchers which increase the likelihood of success of the research (Malmqvist, Hellberg, Mollas et. al., 2019). The first 40 responses are selected as the data for pilot test. Preliminary tests such as factor analysis and reliability test are conducted during the pilot testing to ensure the collected data are appropriate, relevant, and adequacy for the full-scale data collection (Pearce and Derrick, 2019).

Pilot Test: Factor Analysis

Table 1. Communalities from Extraction Method: Principal Component Analysis

Communalities		
	Initial	Extraction
Employees can increase job performance by using technology despite different age range?	1.000	.389
Employees can increase job performance by using technology despite different gender?	1.000	.631
The employees can increase job performance by using technology despite distances?	1.000	.851
Small and Medium-sized Enterprise views technology adoption as an important factor to improve company performance?	1.000	.880
Every organization level has adopted technology to further improve their job performance?	1.000	.762
I would find technology useful in my working life.	1.000	.833
Using technology enables me to receive information more quickly and efficiently.	1.000	.657
I think technology enables me to improve the overall job performance.	1.000	.806
I think using technology will enhance my productivity in my job.	1.000	.861
Using technology enables me to develop my skills needed.	1.000	.793
Finding and using the company technology features is easy.	1.000	.726
Learning and adapting company technology is easy for me.	1.000	.860
It does not take long time for me to learn to use company technology.	1.000	.873
The interaction between me and company technology is clear and understandable.	1.000	.899
It would be easy for me to become skilful at using company technology.	1.000	.742
I have the resources necessary to use my company technology.	1.000	.821
I have the knowledge necessary to use my company technology.	1.000	.870
Company technology is compatible with other technologies or applications I use.	1.000	.760
I can get help from others when I have difficulties using company technology.	1.000	.664
I think company technology fits well with the way I like to work.	1.000	.812
I feel inadequate about my ability to use new technology.	1.000	.841
I feel frustrated and nervous when using technology, especially a new technology.	1.000	.797
I worry about using technology will lead me to make mistakes in jobs.	1.000	.855
I feel more comfortable and confident when dealing my job with human instead of dealing with technology.	1.000	.803
I think most people know how to use technology better than I.	1.000	.709

Table 4.1.1.2 has presented the detailed factor loading for each item in this study. All the items have factor loading of above 0.6 in which communalities value between 0.23 to 0.40 have been seen as acceptable cut-off values, with the ideal communalities value of 0.7 and above (Eaton, Frank, Johnson et. al., 2019). Therefore, all the items in the constructs are relevant and appropriate for further analyses in this study. As shown in Table 2, the KMO results for both dependent and independent variables are 0.811 and 0.724 respectively in which are greater than 0.6, therefore it is considered as significant, somewhere between 0.5 to 0.6, it is still acceptable yet the higher the greater (Ayuni and Sari, 2017).

Table 2.KMO and Bartlett's Test for Dependent and Independent Variables

KMO and Bartlett's Test (Dependent Variable)		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.811
Bartlett's Test of Sphericity	Approx. Chi-Square	3629.112
	df	300
	Sig.	.000
KMO and Bartlett's Test(Independent Variables)		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.724
Bartlett's Test of Sphericity	Approx. Chi-Square	554.854
	df	190
	Sig.	.000

The Kaiser-Guttman rule states that components based on eigenvalues greater than 1 should be kept. This is based on the notion that, since the sum of the eigenvalues is p, an eigenvalue larger than 1 represents an `above average'' component. (Mats Björklund, 2019). Hence, based on Table 3, there are 5 eigenvalues with value more than 1 based on the pilot test.

Table 3. Extraction Method: Principal Component Analysis for Dependent Variable and Independent Variables

	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings[a]
Component	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total
1	8.381	41.907	41.907	8.381	41.907	41.907	6.853
2	2.785	13.925	55.833	2.785	13.925	55.833	3.397
3	2.001	10.003	65.835	2.001	10.003	65.835	5.307
4	1.340	6.699	72.535	1.340	6.699	72.535	2.521
5	1.119	5.596	78.131	1.119	5.596	78.131	1.675
6	.839	4.195	82.326				
7	.617	3.085	85.411				
8	.490	2.451	87.862				
9	.433	2.164	90.025				
10	.400	2.000	92.026				
11	.326	1.628	93.654				
12	.264	1.322	94.976				
13	.226	1.132	96.107				
14	.191	.955	97.062				
15	.181	.904	97.966				
16	.154	.769	98.735				
17	.096	.481	99.216				
18	.074	.372	99.588				
19	.054	.268	99.856				
20	.029	.144	100.000				

Extraction Method: Principal Component Analysis.
a. When components are correlated, sums of squared loadings cannot be added to obtain a total variance.

Results and Discussions

1. Descriptive Analysis

Table 5 shows the summary of the age, gender, area/location of organization, size of organization, and designation of 430 respondents.

Table 5. Summary of the Demographic Profile of Respondents

Demographic Profile		**Frequency**	**Percentage**
Age	21 – 30	135	31.39
	31 – 40	132	30.69%
	41 – 50	102	23.72%
	51 – 60	40	9.30%
	61 and above	21	4.88%
Gender	Male	235	54.65%
	Female	195	45.35%
Area / Location of Organization	Sabah	224	52.09%
	Sarawak	69	16.05%
	Peninsula Malaysia	137	31.86%
Size of Organization	Small Enterprise (10 to 49 employees)	216	50.23%
	Medium-sized Enterprise (50 to 249 employees)	214	49.77%
Designation	Executive	81	18.84%
	Senior Executive	90	20.93%
	Manager	67	15.58%
	Senior Manager	85	19.77%
	Chief Executive Officer	15	3.49%
	Other	92	21.40%

2. Preliminary Testing

Factor Analysis – Dependent Variable

Table 6.KMO and Bartlett's Test for Dependent Variable

KMO and Bartlett's Test (Dependent Variable)		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.782
Bartlett's Test of Sphericity	Approx. Chi-Square	3271.290
	df	300
	Sig.	.000

Table 7. Communalities from Extraction Method: Principal Component Analysis

Communalities		
	Initial	Extraction
Employees can increase job performance by using technology despite different age range?	1.000	.610
Employees can increase job performance by using technology despite different gender?	1.000	.603
The employees can increase job performance by using technology despite distances?	1.000	.467
Small and Medium-sized Enterprise views technology adoption as an important factor to improve company performance?	1.000	.522
Every organization level has adopted technology to further improve their job performance?	1.000	.609
Extraction Method: Principal Component Analysis.		

Table 8. Extraction Method: Principal Component Analysis

Total Variance Explained						
Component	**Initial Eigenvalues**			**Extraction Sums of Squared Loadings**		
	Total	**% of Variance**	**Cumulative %**	**Total**	**% of Variance**	**Cumulative %**
1	5.966	23.865	23.865	5.966	23.865	23.865
2	3.075	12.301	36.167	3.075	12.301	36.167
3	1.642	6.568	42.735	1.642	6.568	42.735
4	1.380	5.519	48.254	1.380	5.519	48.254
5	1.164	4.654	52.908	1.164	4.654	52.908
6	1.065	4.259	57.167			
7	.970	3.881	61.048			
8	.917	3.667	64.715			
9	.828	3.314	68.028			
10	.799	3.197	71.226			
11	.723	2.892	74.118			
12	.716	2.863	76.980			
13	.685	2.738	79.719			
14	.654	2.618	82.336			
15	.580	2.320	84.656			
16	.572	2.287	86.943			
17	.534	2.136	89.079			
18	.489	1.958	91.036			
19	.417	1.670	92.706			
20	.396	1.584	94.290			
21	.357	1.426	95.716			
22	.322	1.286	97.003			
23	.276	1.102	98.105			
24	.264	1.057	99.162			
25	.209	.838	100.000			
Extraction Method: Principal Component Analysis.						

According to Bandalos and Finney (2018), factor analysis has been described as a statistical method to express variability among observed or correlated variables in responding of unobserved latent variables. In this research, factor analysis tests include KMO and Bartlett's Test of Sphericity, communalities value and eigenvalues.Based on the tables shown above, the KMO results for dependent

variable is 0.782 in which is greater than 0.6.

In table 7, all of the items of dependent variable and independent variables show a value above 0.4 which communalities value between 0.23 to 0.40 have been seen as acceptable cut-off values, with the ideal communalities value of 0.7 and above (Eaton, et. al., 2019). Based on Table 8, the eigenvalues are greater than 1 and should be maintained. This is based on the notion that, since the sum of the eigenvalues is p, an eigenvalue larger than 1 represents an `above average'' component. (Mats Björklund, 2019). The overall KMO Bartlett's test of Sphericity meet the minimum requirement, the scale taken for company performance of Small and Medium-sized Enterprise (SME) are adequate for the research.

Factor Analysis (Independent Variables)

Table 9.KMO and Bartlett's Test for Independent Variables

KMO and Bartlett's Test (Independent Variables)		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.783
Bartlett's Test of Sphericity	Approx. Chi-Square	3369.155
	df	300
	Sig.	.000

Based on the tables shown above, the KMO results for dependent variable is 0.783 in which is still greater than 0.6, it also means all items within the four constructs can be considered as appropriate and relevant.

Table 10. Communalities from Extraction Method: Principal Component Analysis

Communalities		
	Initial	Extraction
I would find technology useful in my working life.	1.000	.592
Using technology enables me to receive information more quickly and efficiently.	1.000	.634
I think technology enables me to improve the overall job performance.	1.000	.577
I think using technology will enhance my productivity in my job.	1.000	.502
Using technology enables me to develop my skills needed.	1.000	.495
Finding and using the company technology features is easy.	1.000	.625
Learning and adapting company technology is easy for me.	1.000	.487
It does not take long time for me to learn to use company technology.	1.000	.461
The interaction between me and company technology is clear and understandable.	1.000	.580
It would be easy for me to become skilful at using company technology.	1.000	.444
I have the resources necessary to use my company technology.	1.000	.436
I have the knowledge necessary to use my company technology.	1.000	.612
Company technology is compatible with other technologies or applications I use.	1.000	.633
I can get help from others when I have difficulties using company technology.	1.000	.607
I think company technology fits well with the way I like to work.	1.000	.582
I feel inadequate about my ability to use new technology.	1.000	.738
I feel frustrated and nervous when using technology, especially a new technology.	1.000	.699
I worry about using technology will lead me to make mistakes in jobs.	1.000	.700
I feel more comfortable and confident when dealing my job with human instead of dealing with technology.	1.000	.537
I think most people know how to use technology better than I.	1.000	.539

Extraction Method: Principal Component Analysis.

Table 11. Extraction Method: Principal Component Analysis

Total Variance Explained						
Component	**Initial Eigenvalues**			**Extraction Sums of Squared Loadings**		
	Total	**% of Variance**	**Cumulative %**	**Total**	**% of Variance**	**Cumulative %**
1	1.065	4.259	57.167			
2	.970	3.881	61.048			
3	.917	3.667	64.715			
4	.828	3.314	68.028			
5	.799	3.197	71.226			
6	.723	2.892	74.118			
7	.716	2.863	76.980			
8	.685	2.738	79.719			
9	.654	2.618	82.336			
10	.580	2.320	84.656			
11	.572	2.287	86.943			
12	.534	2.136	89.079			
13	.489	1.958	91.036			
14	.417	1.670	92.706			
15	.396	1.584	94.290			
16	.357	1.426	95.716			
17	.322	1.286	97.003			
18	.276	1.102	98.105			
19	.264	1.057	99.162			
20	.209	.838	100.000			
Extraction Method: Principal Component Analysis.						

Reliability Test

Table 12. Reliability Test on the Items of Dependent Variables and Independent Variables in Construct

Variables	Cronbach's Alpha	Number of Items
Company Performance (Dependent Variable)	0.782	5
Performance Expectancy (Independent Variable)	0.782	5
Effort Expectancy (Independent Variable)	0.777	5
Facilitating Conditions (Independent Variable)	0.777	5
Technophobia (Independent Variable)	0.795	5

Table 12 presented the statistical result of Cronbach's Alpha test of this research in which the Cronbach's Alpha value of all variables are greater than 0.7, which means the internal consistency is deemed to be reliable and also indicated a common understanding of the questionnaire items by the respondents.

3. Multiple Regression Analysis (Hypothesis Testing)

Table 13. Multiple Regression Model Summary

Model Summary									
Model	**R**	**R Square**	**Adjusted R Square**	**Std. Error of the Estimate**	**Change Statistics**				
					R Square Change	**F Change**	**df1**	**df2**	**Sig. F Change**
1	.459[a]	.211	.203	.474	.211	28.340	4	425	.000
a. Predictors: (Constant), Technophobia, Performance Expectancy, Facilitating Conditions, Effort Expectancy									

According to Plonsky and Ghanbar (2018), multiple regression is also known as multiple linear regression, which it is a statistical technique to investigate the relationship between a set of predictors (independent varables) and a criterion (dependent variable). Based on the interpretation shown in Table 13, the correlation coefficient of the four independent variables with dependent variable is 0.459; the R square value is 0.211, this indicates that 22.1% of the company performance of Small and Medium-sized Enterprise in Malaysia can be explained by the four studied independent variables which are performance expectancy, effort expectancy, facilitating conditions, and technophobia; while the remaining are explained by other factors that are not within the scope of this current research.

Table 14.ANOVA Analysis

ANOVA[a]						
Model		**Sum of Squares**	**df**	**Mean Square**	**F**	**Sig.**
1	Regression	25.513	4	6.378	28.340	.000[b]
	Residual	95.652	425	.225		
	Total	121.165	429			
a. Dependent Variable: Dependent Variable						
a. Predictors: (Constant), Technophobia, Performance Expectancy, Facilitating Conditions, Effort Expectancy						

As the above table shown, the significant value of ANOVA test towards the proposed model was significant at p-value of 0.00, which means that the proposed model of this research is fit as a whole.

Table 15. Results of Coefficients and Collinearity of Multiple Regression

Coefficients[a]									
Model		**Unstandardized Coefficients**		**Standardized Coefficients**	**t**	**Sig.**	**95.0% Confidence Interval for B**		
		B	**Std. Error**	**Beta**			**Lower Bound**	**Upper Bound**	
1	(Constant)	1.803	.242		7.437	.000	1.326	2.279	-
	Performance Expectancy (H1)	**.349**	**.046**	**.359**	**7.568**	**.000**	**.259**	**.440**	**Accept**
	Effort Expectancy (H2)	**.051**	**.043**	**.060**	**1.178**	**.239**	**-.034**	**.136**	**Reject**
	Facilitating Conditions (H3)	**.100**	**.048**	**.104**	**2.071**	**.039**	**.005**	**.195**	**Accept**
	Technophobia (H4)	**.097**	**.030**	**.141**	**3.228**	**.001**	**.038**	**.157**	**Accept**
a. Dependent Variable: Dependent Variable – Company Performance									

As Table 15 shown as above, the hypotheses testing were performed concluded that performance expectancy, effort expectancy, facilitating conditions, technophobia has significant relationships with Small and Medium-sized Enterprise (SME)'s company performance in Malaysia. For H1, there was a significant positive relationship between performance expectancy and SME company performance in Malaysia with the p-value of 0.00, and β value of 0.359. For H2, there was a significant positive relationship between effort expectancy and SME company performance in Malaysia with the p-value of 0.239, and β value of 0.06. In here, the p-value is greater than the significance level of 0.05, therefore, H2 is rejected. Followed by H3, there was a significant positive relationship between facilitating conditions and SME company performance in Malaysia with the p-value of 0.039, and β value of 0.104. Last but not least, for H4, there was a significant positive relationship between technophobia and SME company performance in Malaysia with the p-value of 0.001, and β value of 0.141.

Summary of Findings

As presented in Table 16, H1, H3, H4 are accepted in this research; while H2 is rejected. There are significant relationships between company performance of Small and Medium-sized Enterprise (SME) in Malaysia and the factors of performance expectancy, facilitating conditions, and technophobia. The influence of performance

expectancy has the most influence on the company performance of Small and Medium-sized Enterprise (SME) in Malaysia.

Table 16. Status of Research Hypotheses

Item	Hypothesis	Status
H1	Performance expectancy as a dimension of UTAUT theory has a significant influence on company performance of Small and Medium-sized Enterprise (SME) in Malaysia.	Accepted
H2	Effort expectancy as a dimension of UTAUT theory has a significant influence on company performance of Small and Medium-sized Enterprise (SME) in Malaysia.	Rejected
H3	Facilitating conditions as a dimension of UTAUT theory has a significant influence on company performance of Small and Medium-sized Enterprise (SME) in Malaysia.	Accepted
H4	Technophobia has a significant influence on company performance of Small and Medium-sized Enterprise (SME) in Malaysia.	Accepted

Conclusion

The findings of this research discovered the Performance Expectancy (PE) that seemed to be the highest significant influencer in improving company performance of Small and Medium-sized Enterprise (SME) in Malaysia as it has the highest loading factor. Small and Medium-sized Enterprise (SME) found that perceived that using a technology will help in attaining a gain in job performance, thus, improving company performance. Additionally, this research study also re-affirmed that Facilitating Conditions (FC) and Technophobia (T) had significant relationships with company performance of Small and Medium-sized Enterprise (SME) in Malaysia. Small and Medium-sized Enterprise (SME) in Malaysia should take the above findings into consideration when adopting technology that will help in attaining a gain in job performance for any technology users. As well, small and Medium-sized Enterprise (SME) in Malaysia could benefit from this research by understanding the how technology embeds in the company. This research study can also contribute to the future researchers and academicians with all the information pack of this research study. Not only that, it will encourage the future researchers or academicians will then become a reference system, or a coordinate system to support their researches.

References

Ahmad Mokhtar, K. and Ibrahim, H., 2020. Does Compensation Influence the Performance of Organizations in Malaysia? Advanced International Journal of Business, Entrepreneurship and SMEs, 2(6), p.31.

Alanazi, M. and Soh, B., 2019. Behavioral Intention to Use IoT Technology in Healthcare Settings. Engineering, Technology & Applied Science Research, 9(5), p.4769.

Alghazi, S., Kamsin, A., Almaiah, M., Wong, S. and Shuib, L., 2021. For Sustainable Application of Mobile Learning: An Extended UTAUT Model to Examine the Effect of Technical Factors on the Usage of Mobile Devices as a Learning Tool. Sustainability, 13(4), p.1856.

Alhawamdeh, H. and Alsmairat, M., 2019. Strategic Decision Making and Organization Performance: A Literature Review.International Review of Management and Marketing, 9(4), p.97.

Al-Munawar, F., 2017. The Impacts of Technostress Towards Workers. Research Hub, 3(8), p.8.

Ambarwati, R., Harja, Y. and Thamrin, S., 2020. The Role of Facilitating Conditions and User Habits: A Case of Indonesian Online Learning Platform. The Journal of Asian Finance, Economics and Business, 7(10), pp.481-483.

Ayuni, N. and Sari, I., 2018. Analysis of factors that influencing the interest of Bali State Polytechnic's students in entrepreneurship.Journal of Physics: Conference Series, 953, p.012071.

Baharuden, A., Isaac, O. and Ameen, A., 2019. Factors Influencing Big Data & Analytics (BD&A) Learning Intentions with Transformational Leadership as Moderator Variable: Malaysian SME Perspective. International Journal of Management and Human Science (IJMHS), 3(1), pp.1-11.

Baharuden, A., Isaac, O. and Ameen, A., 2019. Factors Influencing Big Data & Analytics (BD&A) Learning Intentions with Transformational Leadership as Moderator Variable: Malaysian SME Perspective. International Journal of Management and Human Science (IJMHS), 3(1), pp.10-20.

Baharuden, A., Isaac, O. and Ameen, A., 2019. Factors Influencing Big Data & Analytics (BD&A) Learning Intentions with Transformational Leadership as Moderator Variable: Malaysian SME Perspective. International Journal of Management and Human Science (IJMHS), 3(1), pp.1-11.

Bandalos, D. and Finney, S., 2018. The Reviewer's Guide to Quantitative Methods in the Social Sciences. 2nd ed. Routledge, pp.1-25.

Benkhider, N. and Meziani, M., 2021. The Impact of Company Size, Strategic Alignment, And Employee Training on Technological Infrastructure Availability in Algerian Firms: An Empirical Study. ASJP, 20(1), p.61.

Blut, M., Chong, A., Tsiga, Z. and Venkatesh, V., 2021. JAIS - JOURNAL OF THE ASSOCIATION FOR INFORMATION SYSTEMS. Meta-Analysis of the Unified Theory of Acceptance and Use of Technology (UTAUT): Challenging Its Validity and Charting a Research Agenda in the Red Ocean, p.2.

Brous, P., Janssen, M., Schraven, D., Spiegeler, J. and Can Duzgun, B., 2017. Factors Influencing Adoption of IoT for Data-driven Decision Making in Asset Management

Organizations.Proceedings of the 2nd International Conference on Internet of Things, Big Data and Security, pp.73-74.

Cabrera-Sánchez, J., Ramos-de-Luna, I., Carvajal-Trujillo, E. and Villarejo-Ramos, Á., 2020. Online Recommendation Systems: Factors Influencing Use in E-Commerce. Sustainability, 12(21), p.4.

Catherine, N., Geofrey, K., Moya, M. and Aballo, G., 2021. Effort Expectancy, Performance Expectancy, Social Influence and Facilitating Conditions as Predictors of Behavioural Intentions to use ATMS with Fingerprint Authentication in Ugandan Banks. Global Journal of Computer Science and Technology: ENetwork, Web & Security, 17(5), p.8.

Chakava, M., Mberia, H. and Gatero, G., 2019. Adequacy of Facilitating Conditions for Using New Media in Scholarly Communication by Lecturers in Public Universities in Kenya. IOSR Journal of Humanities and Social Science (IOSR-JHSS), 24(6), p.73.

Chao, C., 2019. Factors Determining the Behavioral Intention to Use Mobile Learning: An Application and Extension of the UTAUT Model. Frontiers in Psychology, 10, p.3.

Chen, L., 2021. Applying the UTAUT Model to Understand Factors Affecting the Use of E-books in Fujian, China. Master's Thesis in Library and Information Science Faculty of Librarianship, Information, Education and IT, p.15.

Chin, Y. and Lim, E., 2018. SME Policies and Performance in Malaysia. ISEAS.

Chirchir, L., Aruasa, W. and Chebon, S., 2019. Perceived Usefulness and Ease of Use as Mediators of the Effect of Health Information Systems on User Performance. European Journal of Computer Science and Information Technology, 17(1), p.27.

Department of Statistics Malaysia, 2020. Department of Statistics Malaysia Official Portal. [online] Dosm.gov.my. Available at: <https://www.dosm.gov.my/v1/index.php?r=column/ctheme ByCat&cat=159&bul_id=VjM1enZ2RmlVRDVTNFAwRW ZiZUs3QT09&menu_id=TE5CRUZCblh4ZTZMODZIbmk2aW RRQT09> [Accessed 30 August 2021].

Department of Statistics Malaysia, 2020. SME Statistics. [online] Smecorp.gov.my. Available at: <https://www.smecorp.gov.my/index.php/en/policies/20 20-02-11-08-01-24/sme-statistics> [Accessed 30 August 2021].

Di Giacomo, D., Guerra, F., Perilli, E. and Ranieri, J., 2019. Technophobia as emerging risk factor in aging: Investigation on computer anxiety dimension. Health Psychology Research, 8(1), p.1.

Di Giacomo, D., Ranieri, J., D'Amico, M., Guerra, F. and Passafiume, D., 2019. Psychological Barriers to Digital Living in Older Adults: Computer Anxiety as Predictive Mechanism for Technophobia. Behavioral Sciences, 9(9), pp.1-2.

Eaton, P., Frank, B., Johnson, K. and Willoughby, S., 2019. Comparing exploratory factor models of the Brief Electricity and Magnetism Assessment and the Conceptual Survey of Electricity and Magnetism. Physical Review Physics Education Research, 15(2), pp.1-11.

Endege, M. and Otieno, D., 2019. Effect of Management Information System on the Performance of Kapsara Tea Company in Trans Nzoia County. International Journal of Recent Research in Commerce Economics and Management (IJRRCEM), 6(2), p.114.

Fretzen, T., 2018. External factors affecting the adoption of IoT Technology: A TAM and UTAUT approach. 11 th IBA Bachelor Thesis Conference, pp.1-26.

Gupta, K., Manrai, R. and Goel, U., 2019. Factors influencing adoption of payments banks by Indian customers: extending UTAUT with perceived credibility. Journal of Asia Business Studies, 13(2), pp.173-178.

Harborth, D. and Pape, S., 2018. German Translation of the Unified Theory of Acceptance and Use of Technology 2 (UTAUT2) Questionnaire. SSRN Electronic Journal.

Huda, M., Soepriyono and Siswoyo, 2019. Study of Parameters for Improving Performance and Competitiveness of Construction Companies in Indonesia. International Journal of Civil Engineering and Technology (IJCIET), 10(8), p.97.

Hussain, H. and Mohtar, S., 2021. Person Job-Fit and Job Performance Among Non-Governmental Organization Workers: A Conceptual Framework. International Journal of Accounting, Finance and Business, 2(5), p.114.

Hutabarat, Z., Suryawan, I., Andrew, R. and Akwila, F., 2021. Effect of Performance Expectancy and Social Influence on Continuance Intention In OVO. JurnalManajemen, 25(1), pp.1-16.

Indarsin, T. and Ali, H., 2017. Attitude toward Using m-Commerce: The Analysis of Perceived Usefulness, Perceived Ease of Use, and Perceived Trust: Case Study in Ikens Wholesale Trade, Jakarta – Indonesia. Saudi Journal of Business and Management Studies, p.996.

Indrawati and Putri, D., 2018. Analyzing Factors Continuance Intention of E-Payment Adoption Modified UTAUT 2 Model. 2018 6th International Conference on Information and Communication Technology (ICoICT).

Jeng and Tseng, 2018. The Relative Importance of Computer Self-efficacy, Perceived Ease-of-Use and Reducing Search Cost in Determining Consumers' Online Group-buying Intention. International Journal of Human and Technology Interaction, 2(1), p.3.

Kabir, M., Saidin, S. and Ahmi, A., 2017. An extension of technology acceptance model to determine factors that influence the intention to use electronic collection system in Nigerian federal hospitals. AIP Conference Proceedings, pp.2-8.

Khasawneh, O., 2018. Technophobia without boarders: The influence of technophobia and emotional intelligence on technology acceptance and the moderating influence of organizational climate. Computers in Human Behavior, 88, pp.210-211.

Khasawneh, O., 2020. Transformational Leaders Help Their Employees Overcome Their Technophobia. International Journal of Technology and Human Interaction, 16(3), pp.70-71.

Koul, S. and Eydgahi, A., 2019. The Impact of Social Influence, Technophobia, and Perceived Safety on Autonomous Vehicle Technology Adoption. PeriodicaPolytechnica Transportation Engineering, 48(2), pp.133-142.

Koul, S. and Eydgahi, A., 2019. The Impact of Social Influence, Technophobia, and Perceived Safety on Autonomous Vehicle Technology Adoption. PeriodicaPolytechnica Transportation Engineering, 48(2), pp.134-135.

Krejcie, R. and Morgan, D., 1970. Determining Sample Size for Research Activities. Educational and Psychological Measurement, 30(3), pp.607-610.

Liebenberg, J., Benade, T. and Ellis, S., 2018. Acceptance of ICT: Applicability of the Unified Theory of Acceptance and Use of Technology (UTAUT) to South African Students. The African Journal of Information Systems, 10(3), p.162.

Lundberg, E., 2017. How to compete effectively with self-service technologies. Uppsala University, Disciplinary Domain of Humanities and Social Sciences, Faculty of Social Sciences, Department of Business Studies, pp.16-17.

Malmqvist, J., Hellberg, K., Möllås, G., Rose, R. and Shevlin, M., 2019. Conducting the Pilot Study: A Neglected Part of the Research Process? Methodological Findings Supporting the Importance of Piloting in Qualitative Research Studies. International Journal of Qualitative Methods, 18, p.160940691987834.

Maryanto, R. and Kaihatu, T., 2021. Customer Loyalty as an Impact of Perceived Usefulness to Grab Users, Mediated by Customer Satisfaction and Moderated by Perceived Ease of Use. Binus Business Review, 12(1), pp.31-32.

Msallam, Al Hila, Abu Naser, Al Shobaki and Al-Habil, 2019. Computerized Management Information Systems and Its Relationship to Improving the Job Performance of the Employees of the Palestinian Cellular Telecommunications Company - Jawwal. International Journal of Academic Information Systems Research (IJAISR), 3(1), p.18.

Mukred, M., Yusof, Z. and Alotaibi, F., 2019. Ensuring the Productivity of Higher Learning Institutions Through Electronic Records Management System (ERMS). IEEE Access, 7, p.97358.

Nestik, T., Zhuravlev, A., Eduard, P., Marianna, S., Lioudmila, B., Piurcosky, F. and Ferreira, J., 2018. Technophobia As A Cultural And Psychological Phenomenon: Theoretical Analysis. Interação - Revista de Ensino, Pesquisa e Extensão, 20(1), p.269.

Ngerema, D., 2019. Effects of the Use of Information Communication Technologyon Employee Job Performance and Productivity. College of Humanities and Social Sciences (CHSS),pp.11-12.

Nguyen, T. and Petersen, T., 2017. Technology Adoption in Norway: Organizational Assimilation of Big Data.Norwegian School of Economics Bergen, Spring, pp.32-33.

Nurrunissa, G., 2020. Effect of Perceived Ease of Use, Usefulness, and Relative Advantage Toaward Fintech's Consumer Acceptance at Bandung SMEs. The International Conference on Innovations in Social Sciences and Education (ICoISSE), p.470.

Nuseir, M. and Aljumah, A., 2020. Digital Marketing Adoption Influenced by Relative Advantage and Competitive Industry: A UAE Tourism Case Study. International Journal of Innovation,Creativity and Change, 11(2), p.628.

Onaolapo, s. and Oyewole, O., 2018. Performance Expectancy, Effort Expectancy, and Facilitating Conditions as Factors Influencing Smart Phones Use for Mobile Learning by Postgraduate Students of the University of Ibadan, Nigeria. Interdisciplinary Journal of e-Skills and Lifelong Learning, 14, pp.095-115.

Onaolapo, s. and Oyewole, O., 2018. Performance Expectancy, Effort Expectancy, and Facilitating Conditions as Factors Influencing Smart Phones Use for Mobile Learning by Postgraduate Students of the University of Ibadan, Nigeria. Interdisciplinary Journal of e-Skills and Lifelong Learning, 14, pp.95-98.

Pearce, J. and Derrick, B., 2019. Preliminary Testing: The Devil of Statistics?. Reinvention: an International Journal of Undergraduate Research, 12(2), p.1.

Plonsky, L. and Ghanbar, H., 2018. Multiple Regression in L2 Research: A Methodological Synthesis and Guide to InterpretingR2Values. The Modern Language Journal, 102(4), pp.713-731.

Queiroz, M., Tallon, P., Coltman, T. and Sharma, R., 2020. Digital Infrastructure, Business Unit Competitiveness, and Firm Performance Growth: The Moderating Effects of Business Unit IT Autonomy. Scholar Space, p.5643.

Razali, R., Saraih, U., Shaari, M., Abd Rani, M. and Abashah, A., 2018. The Influences of Effectiveness, Competitive Advantages and Market Accessibility on SME Performance in Malaysia. MATEC Web of Conferences, 150, p.1.

Shahzad, A., Chin, H., Altaf, M. and Anwar, F., 2020. Malaysian SMEs Performance and the use of ECommerce: A Multi-Group Analysis of Click-and-Mortar and Pure-Play E-Retailers. Pakistan Journal of Commerce and Social Sciences, 14(1), pp.2-30.

Shahzad, A., Chin, H., Altaf, M. and Anwar, F., 2020. Malaysian SMEs Performance and the use of ECommerce: A Multi-Group Analysis of Click-and-Mortar and Pure-Play E-Retailers. Pakistan Journal of Commerce and Social Sciences, 14(1), pp.2-30.

SME Corporation Malaysia, 2021. Profile of SMEs in Malaysia. [online] Smecorp.gov.my. Available at: <https://www.smecorp.gov.my/index.php/en/policies/2020-02-11-08-01-24/profile-and-importance-to-the-economy> [Accessed 2 November 2021].

SME Corporation Malaysia, 2021. SME Definitions. [online] Smecorp.gov.my. Available at: <https://www.smecorp.gov.my/index.php/en/policies/2020-02-11-08-01-24/sme-definition> [Accessed 05 November 2021].

Statista, 2021. IoT: status in business by industry 2018 | Statista. [online] Statista. Available at: <https://www.statista.com/statistics/945058/worldwide-iot-importance-digital-trust-industry/> [Accessed 25 June 2021].

Stoyanova, T. and Iliev, I., 2017. Employee Engagement Factor for Organizational Excellence. International Journal of Business and Economic Sciences Applied Research, 10(1), p.23.

Sugandini, D., Sudiyarto, Surjanti, T., Maroah, S. and Muafi, 2018. Intention to Delay: The Context of Technology Adoption Based on Android. International Journal of Civil Engineering and Technology (IJCIET), 9(3), p.739.

Taouab, O. and Issor, Z., 2019. Firm Performance: Definition and Measurement Models. European Scientific Journal ESJ, 15(1), pp.95, 99, 100.

The World Bank, 2021. GDP growth (annual %) - Malaysia | Data. [online] Data.worldbank.org. [Accessed 25 June 2021].

Tran, 2019. An UTAUT Application-IoT Acceptance in Retail Digital Transformation. pp.28-29.

Tulcanaza-Prieto, A., Shin, H., Lee, Y. and Lee, C., 2020. Relationship among CSR Initiatives and Financial and Non-Financial Corporate Performance in the Ecuadorian Banking Environment. Sustainability, 12(4), pp.1-2.

Uddin, A. and Shaiq, M., 2020. Influence of Employees' Commitment on Organizational Performance: A Study of Public Healthcare Professionals in Pakistan. New Horizons, 14(2), pp.44,45.

Widajanti, E. and Ratnawati, T., 2021. Information Technology Infrastructure Optimization for Achieving Innovation-based Company Performance. International Journal of Business, Economics and Law, 22(1), pp.180-184.

Xena, P. and Rahadi, R., 2019. Adoption on E-Payment to Support Small Medium Enterprise Payment System: A Conceptualised Model. International Journal of Accounting, Finance and Business (IJAFB), 4(18), pp.33-34.

Yasmin, N. and Utama, C., 2020. The impact of Busy Directors on Firm Performance in Manufacturing Companies on the Indonesia Stock Exchange. Atlantic Press, 144, p.283.

Yuen, Y. and Ng, X., 2021. Enhancing innovation performance of small and medium enterprises in Malaysia. Management Science Letters, pp.887-894.