



# ICTs & Growth of MSMEs

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# Agenda

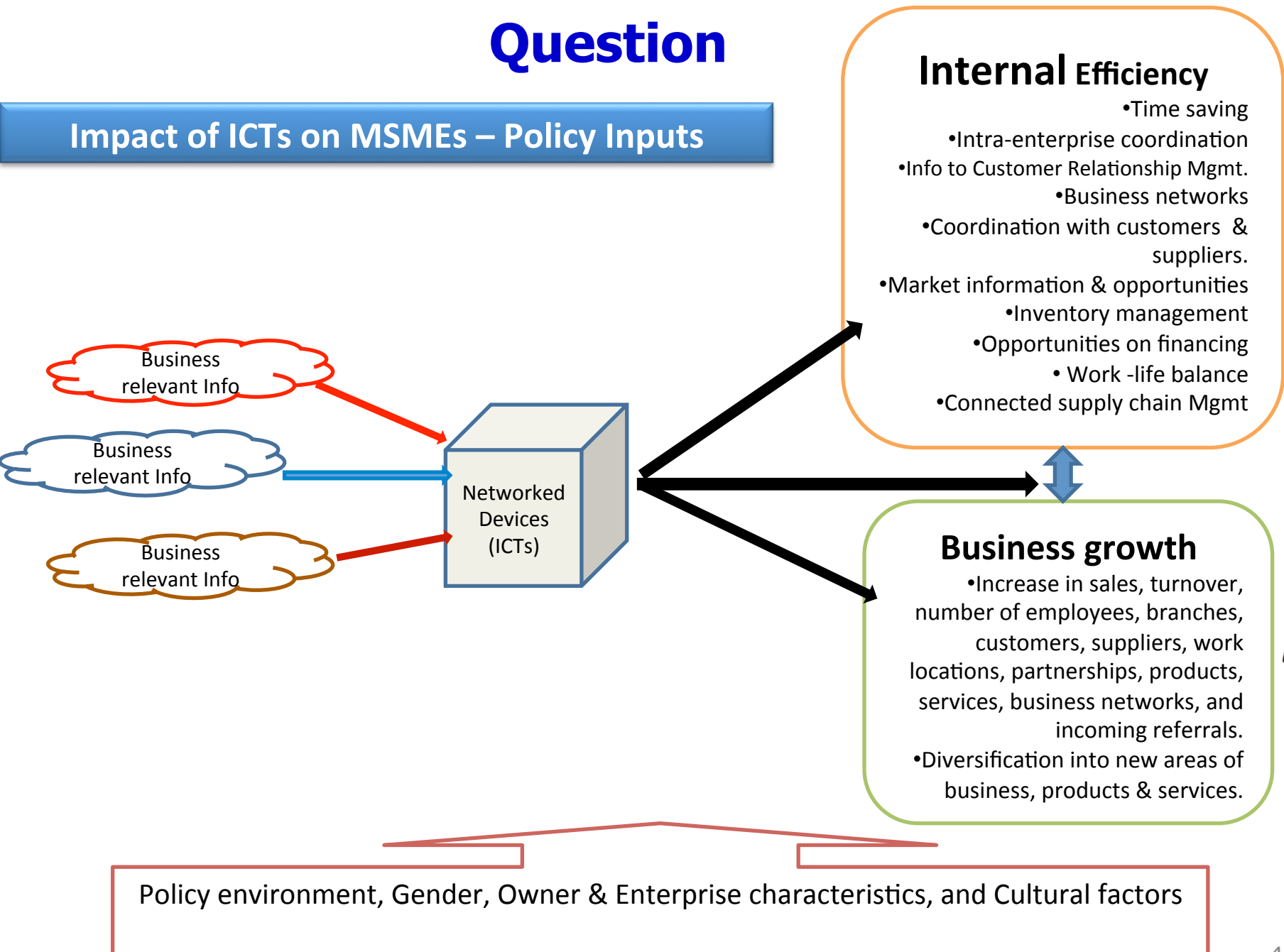
- Systematic Review
- The Question
- Process
- Findings
- Implications

# Systematic Review

- For evidence based policy making
- Rigorous – search, extract, & synthesis
- Unbiased & Replicable
- Origins from medicine
  - Intake of Vitamin C for cold
- Driven by ‘experimental designs’
- Increasing importance

# Question

## Impact of ICTs on MSMEs – Policy Inputs



# The Process

- Keyword search of databases
- 23926 Results → 10 Final studies
  - Screening – Title, abstract, Method section & full paper
  - Double reading
- Studies
  - Urban, Low & Middle income countries, Quantitative, ICTs, After 2000, in English
- Regression based ones
- Africa & India

# Findings

IT Enabled KM practices



Process Improvement  
Operational Support  
Strategic Development

Chadha, S. K., and Saini, R (2014)

eCommerce Applications



Operational Performance

Jahanshahi et al (2011)

ICT Usage  
ICT Possession



Labour Productivity

Esselaar et al., 2007

Usage of Mobile  
Technologies



Organizational  
Performance

Wamuyu and Maharaj (2011)

Length of mobile use



Donner (2006)

Proportion of business calls

Total ICT Access



Chew et al (2011)

Business Growth

Length of mobile use  
Biz use of mobile



Chew et al (2012)

Business Growth

Mobile money use



Fredrick (2014)

Profits

ICT Usage Exp



Esselaar et al., 2007

Turnover

# For Policy

- Presence of impact of ICTs on biz growth & internal efficiency
  - Total ICT access
  - ICT usage expenditure
  - eCommerce applications
  - 2-3 Yrs of mobile use
  - business use of mobiles
  - mobile money use



# Thank you!

Q?

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vignes@iitd.ac.in](http://web.iitd.ac.in/~vignes/vignes@iitd.ac.in)  
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# Final papers

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