

Perception On and The Intention to Use 5G Technology in Malaysian SMES

Karuthan Chinna¹, Pek Chuen Khee², Foo Fang Ee³

Faculty of Business and Management
UCSI University, Kuala Lumpur, Malaysia

Abstract

In wireless communication, Fifth Generation (5G) Technology is a recent generation of mobile networks. This technology offers a great deal of advantages to industries. 5G technology can help business in enhancing efficiency and promoting innovations. Improved efficiency helps in reducing costs and consequently increasing revenue. Small and medium enterprises (SMEs) are the backbone of a country's economy. Unlike the large companies, SMEs have not paid much attention to 5G technology. SMEs must be prepared to move into this big digital transformation or lose out in the competitive market. The major concerns of SMEs in deploying 5G technology include lack of expertise, switching cost, reliability, security, environment and interference with other systems. In this study we explored the perceptions of Malaysian SME employees on 5G technology. Positive perceptions on 5G features, competitive advantage, improved efficiency, impact of productivity, economic benefit and benefits to customers were high. However, there was high concern of the deploying the 5G technology in terms of cost, security, and impact of work environment. Most of the employees expressed "wait-and-see" attitude.

Keywords: 5G technology; Automation; Concerns; Security, Use Intention