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POST-DIPLOMATIC STUDIES- MASTER

DEPARTMENT: MANAGEMENT AND COMPUTING

MASTER THESIS

**SUBJECT: THE IMPACT OF TECHNOLOGY IN ORGANIZING SMALL
AND AVERAGE ENTERPRISES**

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INTRODUCTION

Subject I have chosen for this paper, is a subject that by its importance and content it can be said that increasingly it is current in economic policies and plans of doing business, it also serves as a good example for the awareness of businesses over elimination of technical obstacles in doing business and the facilitation of different processes as in those of promoting products or services, production and distribution.

In the introduction part of this paper we will concentrate more in the history of presentation and development of small and average businesses in Kosovo, since the aim of this paper is the performance of these enterprises initially in Kosovo and then in other places, continuing then with the impact of technology in the performance of these businesses.

Small and average businesses as a form of conducting business are the most prevalent in different countries of the world especially in countries where war has ended and countries in developing, their number has been constantly increasing, their impact has always been the increment of local gross products export, while not disregarding the increment of employment in our country. This form of conducting business it dedicated a lot of attention in our country and increasingly local institutions and foreign ones support these businesses, considering the small local market.

We can't think to understand the flow of development of the country without treating this from of the business that is very important and without trying to define its social and economic impacts in the national economy, now and in the future.

To achieve a better explanation of this paper, I have chosen the analysis and descriptive way, trying to make a detailed description of these types of businesses since the establishment in a chronologic way and at the same time analyzing some of the most important forms of doing business at these types of businesses, and forms of the technology impacts now and in the future in their development. The first thing that goes in our mind when we hear the words small and average businesses is the question, are these business so small for real? What are the reasons of forming these businesses and their benefits? Do they influence the development of an economy and in what measure they affect the economic development of a country?

Also in this paper it will be given a general information over informative technology and its direct and indirect impact in the development of these enterprises, inclusion forms of governmental and nongovernmental organizations, local and global funds in direct and indirect forms in support of this form of doing business.

And finally it's given the part where are explained development forms of the country through these businesses affecting directly in the increment of production and services and especially forms of placing the products and services exploiting the modern technology, innovation and promotion of these technologies in the future.

To treat this paper in the best way possible it will be given a study model where it will be presented the increment and development of a private enterprise, it will be submitted study

questions and answers followed with graph, then it will be given conclusions about the development of small and average businesses and the impact of technology. So the history, forms and methods of the development of these businesses, their participation in the economic life and the economy of a country will be the main part of this paper.

CONCLUSIONS

It was seen that electronic businesses are very effective, it eliminates the use of written documents and avoids direct physical contacts of participants in the process of a businessman communication in distance

Electronic businesses have changed rapidly the economy, society and policies.

I was seen that electronic businesses are a form of the businesses which commercial transactions are implemented mainly in an electronic way

Technology today owns human activities as: structures and controls official appointments, different responsibilities, communications in distance, virtual team work and it's a lesson during the whole life for employees

We have a lot of advantages from the informative technology and technological innovations during business, but we also have disadvantages which in a big measure affects directly in employing and controlling of these businesses.

Another negative impact of technology in society are: overloading with information of the employees, unemployment of people with a low qualification, polarization of society, shift of the decision at technology, exploitation of technology from the employees in work schedules for personal needs (social networks, private communications etc)

Technology is not always used by humans only for peaceful purposes, it's known that technology in its beginnings of use, was used for the promotion of combat vehicles like nuclear weapons and rockets with long action rays

It helps humanity, but lately more and more there are doubts if technology is helping or if it's creating obsession to humanity

Such a negative impact in the life environment, as pollution and difficulties in recycling of materials and technological waste which are very expensive to get recycled.