

# THE IMPLEMENTATION OF LOGISTICS INFORMATION TECHNOLOGY IN MITIGATING SMES LOGISTICS CHALLENGES IN VANDERBIJLPARK

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## ABSTRACT

Information and communication technologies are important logistics strategies to gain and maintain customer loyalty and to successfully implement a strategic logistics plan. SMEs long-term growth and continuity depend on the ability to cope effectively with surprises and radical changes in logistics technology. Therefore, to consider how to improve the quality of logistics service without considering the impact of information technology would be to omit from the theoretical framework one of the most important tools for controlling consistency, improving efficiency, improving logistics operations, facilitating collaboration among suppliers, promoting effective decision-making and allowing for the automation of many routing logistics activities that modern business has at its disposal. The aim of this study is to investigate the implementation of logistics information technology in mitigating logistics challenges among SMEs in vanderbijlpark. This research used a quantitative method of data collection and analysis. The data were statistically analysed using SPSS (25.0) as well as SMART-PLS (3.0) software for structural equation modelling (SEM) to assess the measurement reliability and the research structural model. The statistical results generated from the 131 SMEs that participated indicated that the absence of logistics information technology can increase both the internal and external logistics challenges. However, its implementation can result into greater knowledge and visibility across the logistics chain as well as streamlined order processing and reduced lead times. Hence this research is significant.

**Keywords:** Logistics, information technology, internal logistics challenges, external logistics challenges