

# Modelling Business Continuity and Records Management in Digital Environment

Hanis Diyana Kamarudin <sup>a</sup>, Aniza Jamaluddin<sup>b</sup>, Ahmad Zam Hariro Samsudin<sup>c</sup>

<sup>abc</sup> College of Computing, Informatics and Mathematics, Universiti Teknologi MARA Shah Alam, Malaysia

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## ABSTRACT

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SMEs employ almost two-thirds of the labour force in the nation, provide income for the government through income taxation, and provide income for households through taxes, profits, and salaries. According to the World Bank's classification of countries, Thailand, Malaysia, and the Philippines are examples of emerging countries that rely on SMEs for economic development (Mintah, Gabir, Aloo and Ofori (2022)). These nations are also subject to a variety of natural catastrophes, which have an impact on all businesses, including SMEs. In December 2021, approximately 50,000 small and medium enterprises (SMEs) in several districts in Selangor were affected by the worst flood disaster. The losses include damage to the premises, machinery, business records and information, destruction of raw materials and final products due to water inundation, and the expected closure of operations (Auzzir, Haigh and Amaratunga, 2018). As a result, SMEs must be encouraged to keep accurate records for them to survive and expand.

**Keywords:** Business continuity plans (BCPs), records management practices, small and medium-sized enterprises (SMEs), integration of BCPs and records management and vital records.