



**A STUDY ON SMALL & MEDIUM ENTERPRISES (SMEs) AND  
THEIR PERFORMANCE FROM PUBLIC PERSPECTIVE**

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## **ABSTRACT**

The study focuses on Small and Medium Enterprises (SMEs) from Public Perspective. The purpose of the study is to gain understanding on SMEs and identify factors that can affect the contribution, responsibilities and performance of SMEs from public perspective.

In order to create understanding, this study use secondary data in order to collect reliable data. The previous studies were reviewed and put in literature review section. The questionnaires were distributed to public peoples by focusing on area Johor and Melaka. The information obtained from both primary data and secondary data have been analyzed to identify the factor that can affect the contribution, responsibilities and performance of SMEs in Malaysia.

At the end of this study, it was found that there are several factors that affect the contribution, responsibilities and performance of SMEs in Malaysia from public perspective. The results showed that three variables are significant with the dependent variable which is government's role, training opportunity and constraints of SMEs. The most influential factor to the performance of SMEs is training opportunity.

From the results, the study also recommends SMEs to enhance their training activities for their productivity. It also recommends to any government agencies or approved training providers to provide intensive training program for SMEs and exposed the entrepreneur with training available to increase their knowledge to be success in future locally and globally.

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