

Abstract

There are so many various problems facing the micro, small medium enterprises development nowadays, due to lack of their access to various business resource compared to big enterprises. Government has been made many programs to advance start-up business progress such as soft loans, business coaching and business incubator, nevertheless the one concept who offers more services to increase micro, small medium enterprise value is business incubator.

Business incubation is a business support process to develop and create small medium enterprises and improve start-up values to strengthening their competitiveness as the goal object. Business incubators provide support resources and services including seed funding, working space facilities, management and technical support, networking opportunities and other services at incubation stage. The facts show many incubators do not provide optimal service as tenant expected, and tenant graduation rate is very low. According to those problems this research examines incubator services and analyze tenant growth after incubation process.

Following an extensive review of the literature this research classified as qualitative and quantitative methods approach, using purposive sampling technique, interview and questionnaire. This paper presents results of a research conducted to investigate the level of satisfaction/dissatisfaction of the clients with the provision of those assistant service and shows tenant achievement such as profit, growth in number employee, to ability to raise fund at post incubation stage.

Keyword : Education, Entrepreneurship, Micro Small Medium Enterprises, Business Incubator