



Integrating Diffusion Perspective of Total Quality Management Improvement in SMEs Indonesia Sector: A Bibliometric Analysis

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Abstract

Purpose: They are constructing a significant potential for development by boosting up the SMEs. Their history must address the SMEs as the primary focus remains on the public sector. The SMEs, particularly in large-scale manufacturing units beyond the government, bank, and liberalization. The SME sector period withdraws its development because of a lack of skill and function. In this research, the SMEs sector is an object using the improvement of entrepreneurship skills through Human Capital and Social Resources, and Entrepreneurship Education.

Method: This research adopts a qualitative research method with Bibliometric Analysis. The bibliometric analysis defines the quality of systematic literature with periodical time and quality evidence in empirical studies.

Result: Adopting the Systematic Literature and Bibliometric analysis, entrepreneurship could be responsible for better recognizing and understanding the potential of the implementation process, with evidence by integrating diffusion perspective between Total Quality Management in Indonesia's SMEs sector. The practical implication needs to clarify the internal and external factors to diffuse the concept of Total Quality Management through Entrepreneurship Skills and Entrepreneurship Education.

INTRODUCTION

These criteria eventually led to small and medium enterprises, including in Indonesia. Despite the mention of micro-enterprises, from time to time, SMEs can become significant when capital is higher and commodities expand. SMEs can equalize companies that have dominated the macro market related to export-import (Dimova & Pela, 2018). In using it, the government is now focusing on advancing the people's economy. One of the state's efforts to advance the people's economy is to regulate policies that encourage the progress of people's business activities with the principle of a people's economy (Jovanovic, 2019).

The principle of the people's economy, which later became the basis for national development, was developed as an alternative effort by economists to support 's growth rate to be higher (Eklund et al., 2020). The application of the people's economy is holding the SME movement as a business category based on the concept of a people's economy. The concept of a populist economy which is the basis of national development, emphasizes that the main objective of implementing a populist

economic system is basically to realize the ideals of social justice for all people by increasing the ability of the community to control the running of the economy (Raza & Majid, 2016).

Entrepreneurship as a concept is a moving target. It is often described in metaphoric and approximate terms. It is full of ambiguity (Sajjad et al., 2020). Moreover, it arouses strong feelings. Nevertheless, realizing the need to specify the key terms for purposes of discussion, colloquium participants agreed on the following definition: Entrepreneurship is the attempt to create value by an individual or individuals through the recognition of significant (generally innovative) business opportunity, the drive to manage risk-taking appropriate to that project, and the exercise of communicative and management skills necessary to mobilize rapidly the human, material, and financial resources that will bring the project to fruition (Sajjad et al., 2020). *An entrepreneur* owns and runs a business on his account and risk. Entrepreneurship is currently one of the most fundamental economic activities in the 21st century. Entrepreneurship encourages young generations to generate self-employment and develop soft critical skills that will be useful throughout their professional career (Shah, 2018).

In a study of SMEs in Australia, around 98% of small firms owned a computer, and 80% of owner-managers had a Smartphone. Also, 93% of small firms were connected to the internet, with 87% having broadband access. However, while 61% had a website and had engaged in e-marketing, only 54% of these firms were engaged in e-commerce, and a mere 22% of such websites had a transaction functionality (Vrchota et al., 2019). Based on a survey of 457 employees of Chinese SSMEs, the study applies a structural equation modeling (SEM), the first part of which highlights the importance of the organizational culture, structure, mid-level leadership, management system, and IT support in facilitating both explicit and tacit knowledge sharing. Entrepreneurship is currently one of the most fundamental economic activities in the 21st century. Entrepreneurship encourages young generations to generate self-employment and develop critical soft skills that will be useful throughout their professional career (Prüfer & Prüfer, 2020). In a study of SMEs in Australia, around 98% of small firms owned a computer, and 80% of owner-managers had a Smartphone. Also, 93% of small firms were connected to the internet, with 87% having broadband access. However, while 61% had a website and were engaged in e-marketing, only 54% of these firms were engaged in e-commerce, and a mere 22% had transaction functionality.

Today, the SME sector in Indonesia provides 80% of employment to non-agriculture labor and contributes 40% to the GDP, while the share of SMEs in the Global GDP is 55%. The growth of the small and medium sector is 8% in the manufacturing sector, 10% in exports, and 10% in the service sector, which need to be enhanced. There are about 3.8 million SMEs operational (Shah, 2018). The entire sector includes services, manufacturing, food buying/selling, and startups as SMEs (Shah, 2018). The second part investigates the impact of knowledge sharing on the company's technological innovation capabilities (Hanif & Irshad, 2018). In this research, there is an urge the SMEs as the backbone of economy, which contribute 40% to GDP, 40% to exports, 80% to non-agricultural employment, and 5% to total value additions. These ratios showed an active role of the private sector in planning, designing, and delivering technical and vocational education. Training is a prerequisite for producing a skilled workforce according to the market's demands. The development logic, which is oriented towards capital accumulation and exploitation, is like a time bomb leading to a disaster in the economy and social community. Society as part of the system becomes a risky order. Modernity and globalization need to be scrutinized and adapted as best as possible through an adjustment mechanism to local characteristics so that people who are initially very vulnerable to their impacts can be minimized the risk.

This research searched for references with the initial keywords Total Quality Management in reputable journals, Scopus, and found 4,240 articles. Then we limit the published years from 2017 to 2021 and find 2,070 articles. To make it easier for writers to access articles that will be used as references later, the authors use open access and gold journals to find 273 articles. After that, the

author began to focus on adequate fields from an economic management perspective, namely the Small Medium Entrepreneur Sector, and finally, the author only got 56 references that could be studied and analyzed to be used as literature study articles with the same field on Total Quality Management with the operational organization in these SMEs Indonesia.

This research will find the essentials of Total Quality Management culture, going past the dread of hazard and the disgrace of disappointment regarding the business and the minimum research of the setting in SMEs Indonesia. Executing thoughts is anything but a simple interaction. Even though we can say that Entrepreneur people profiles are pivotal to characterizing a business thought and carrying out it effectively, note that there is likewise the chance of creating Entrepreneurial qualities, and here come the instructive organizations that should assume an essential part from the get-go in the making of information and abilities identified with business venture (Tegtmeier et al., 2016). The case of advancement is an order that can come into instructing from the soonest long periods of skill improvement since it is anything but a particular device of business visionaries used to investigate new directions for business or an alternative policy.

Consistently we witness the rise and demise of organizations, items, cycles, and benefits, and the objective of Total Quality Management learning is to look for and efficiently investigate new business/new practices that increase the value of the market and smooth out the economy (Van Gelderen et al., 2005). In this sense, Total Quality Management is fabricated dependent on various abilities broadly concentrated in writing and alluded to as delicate and complex abilities. Total Quality Management is the objective of examination in the following segment and the reason for building the abilities improvement model. The delicate Total Quality Management can be characterized as the conduct abilities needed for using complex abilities and information in associations. Likewise, propose that delicate abilities are a person's abilities and gifts.

RESEARCH METHODS

Bibliometric, one of the literature review methodologies, has a unique hand in analyzing (van Eck & Waltman, 2014). Bibliographies are associated with the same literature links and have similarities in research. The description of documents is at least one related to other documents and can be linked indirectly (Dervis, 2019). The practical perspective is that references are listed together in a list of references and are named bibliographical pairs (Dervis, 2019). The practical perspective is that references are listed together in a list of references and are named bibliographical pairs (Dervis, 2019).

In this data collection, the literature review takes from the subject area based on the search for Scopus (www.scopus.com). An analysis of the document subject is needed to see the bibliometric relationship on an object. Scopus has provided a subject on the algorithm and will be analyzed more deeply based on the PRISMA approach with a systematic literature-based perspective (figure 1). This systematic approach is carried out to identify, select, and assess relevant literature. Such a systematic process is considered reproducible, objective, transparent, unbiased, and rigorous. The initial process in this research undertook a complete literature search using We do this because the Scopus database has a broader data coverage than other databases. SCOPUS also has more stringent methodological criteria for its database coverage with the help of Elsevier. This research used search keywords and SMEs included in the title, abstract, and source. This process ensures everything is noticed, not only in articles that use Total Quality Management. Initial search results in the Scopus database using the keyword Total Quality Managements obtained 4.334 articles. In the next step, we limit the database search in Scopus to the keyword SMEs in Management & Business Science to get 398 articles. To make getting references easier, we limited our search to open-access articles, and we managed to get 21 articles. Of these 21 articles, we will explore the article's contents as our reference for conducting a literature review to prove the conceptualized ideas through research. Each article was in-depth, then the initial coding by identifying various definitions and conceptualizations of SMEs, theoretical references, level of analysis of the objectives and research questions and methods used and the results,

and conclusions and main findings of the study. This case emphasizes three dimensions - drivers, processes, and results - with several sub-codes for each dimension.

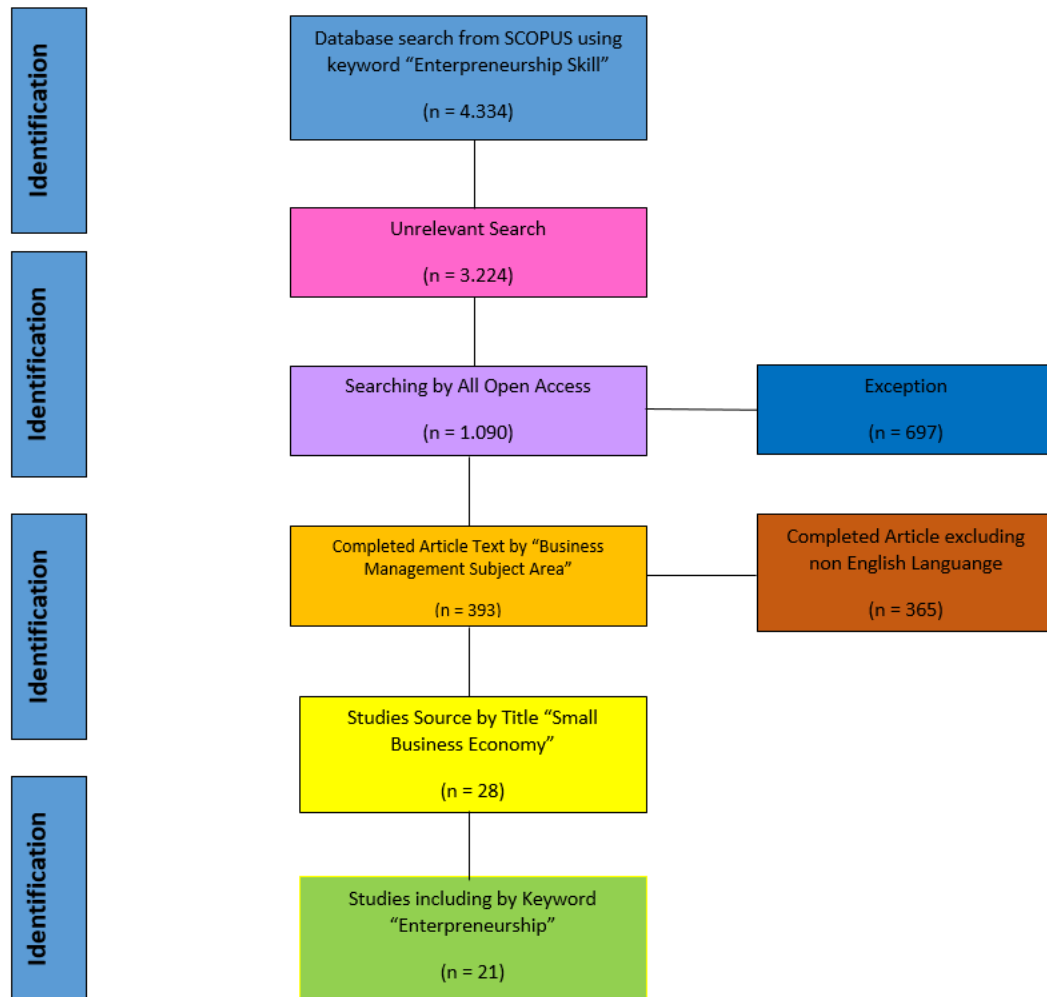


Figure 1. PRISMA Results

Source: (Vosviewer, 2022)

The journal, from 2005 to 2021, has an increasing development in SME research, namely in 2005, which has increased to its peak in 2021. Despite this central theme, the number of articles discussing Total Quality Management still needs to grow in the face of recent global changes. Furthermore, that picture shows the Total Quality Management research based on the subject area where the most significant amount of research is in the business and management area, namely 50% of the total research that has been published. The Business and Management area is 50% and the Management Economic area. A company with excellent human resources and potential, but the company needs a manager who has the skills to be able to use its employees or resources effectively. The company cannot maintain its capabilities in the long term (Chaudhary et al., 2014). Therefore, capabilities are one of the critical strategies for the continuity and competitive advantage of the company.

Based on the above perspective, this research related to human resources if human resources have the management ability to become a manager who can manage finances and the ability to market in supporting the achievement of company goals and will achieve the intended results (Bayarçelik & Taşel, 2018). The attributes distinguished were the reason for building a model of advancement of Total Quality Management that fits the measurements. Specializing the Total Quality Management abilities incorporate ideas of specialized aptitude, including working techniques and settings. The board systems must receive the organization, scope quantification, defining key objectives, and the capacity to settle on essential choices on Entrepreneur organization arrangements in their different subject matters. Therefore, the business visionary should procure abilities as to Entrepreneurship improvement, which incorporates the technique that the organization will embrace, items and additional benefits, the corporate picture, the executive's frameworks the formal and casual design of the organization. The procedures and abilities advancement is expected to comprehend the components that add to the creation and execution of mechanical, hierarchical, and market developments. Knowing the particulars of the business sectors, it is plausibility the internationalization through different modalities, sending out, authorizing, diversifying, joint endeavor, and unfamiliar direct speculation. Recognize the best advertising methodology for Total Quality Management improvement, considering the investigation of the human capital, cutthroat examination, market examination, and the actual organization (Cunningham et al., 2021). Ability to make a trademark for items and administrations, for example, media exposure pictures. As far as items and additional benefits abilities improvement, it is significant the specialized determinations and types of utilizing the items and additionally the execution of administrations, just as the kinds of conceivable environment customizations to address the issues of the market, and all the more explicitly, expected clients. The executive's frameworks are set up as a regular occurrence in the organization's cycles with realizing how to make and oversee casual organizations identified with accomplices and state regulations by identified education improvement.

RESULTS & DISCUSSION

Entrepreneurial Environment and Human Capital in Diffusion of Total Quality Management Operations

Indonesia is a country that has also adopted an economic decentralization system and is also affected by the economic impact of SMEs. It should re-optimize decentralization so that its development is based on rural areas, which are relatively more robust against economic shocks. On the other hand, this development model can also create solid local economic bases and produce comparative advantages in international trade because each region is oriented towards developing its potential. If we reflect on the case of SMEs, this development model is not the final model. However, it is an initial step towards significant and sustainable economic development and growth and encourages the creation of post-Covid-19 economic improvement, which has succeeded in providing a significant economic contraction.

An observation of the socio-political and economic environment has tremendous social and economic importance to the entrepreneurship boom. Modern enterprise is dealt with as a social and monetary organization and is tormented by political, social, and economic forces (Yang, 1997). The political environment, business policy, licensing coverage, forex rules, backing coverage, technological improvement, and social change shape the framework inside which an agency has to work. For these reasons, all commercial enterprise plans should be based on the immediate surroundings (Van Gelderen et al., 2005).

An entrepreneurial plan can not be framed and finalized for implementation without its relevance to the political, social, low-priced, and technological necessities (Schröder, 2019). In truth, it is the environment that regulates entrepreneurial sports. Enterprise surroundings have a high quality courting with the development of entrepreneurship. Infrastructural community, It has been argued that the improvement of industries is preceded by using the improvement of agriculture, which

introduces certain economic modifications that culminate in commercial sports (Oggero et al., 2020). Suppose agricultural improvement does not create savings for indictments on sure decided on nucleus industries, leading to some of the ancillary and other related commercial gadgets. This method has received huge attractiveness. However, earlier than such nucleus industries are set up in backward regions, essential infrastructural facilities lead to development in the actual development region utilizing the to-be-had skills and capacities of a substantial wide variety of small artisans or farmers. Otherwise, the entrepreneurial possibilities thrown up through such nucleus industries can be exploited through affluent entrepreneurs from out of doors which can make investments. It has been visible that Entrepreneurs from developed areas have typically gravitated closer to those backward areas, which can be contiguous to developed business facilities, an excellent way to avail themselves of the incentives and concessions (Matlay & Poell, 2019). however, such organizations have not created any monetary impact on the humans of the backward regions besides, perhaps, growing some negligible employment avenues.

Therefore, it is crucial to ensure that the infrastructure centers created to pave the way for nucleus industries are prolonged to cover many small artisans or farmers whose products can be processed inside the SMEs (Matlay & Poell, 2019). "An integrated infrastructural program geared to the needs of small-holder farms and small-scale corporations is the quality approach of selling both varieties of productive activity." (Muller, 2006). For example, if there are some small dairy farmers, a central refrigeration plant can serve all of the farmers within the area by using an active communication network. As a result, each farmer benefits from assured marketplace and improved earnings.

Small and Medium companies (SMEs) are one of all the most important and the most important area of's financial system (Tsuruta, 2020). SMEs play a crucial position in shaping national increase strategies, employment technology, and social concord via improving widespread dwelling of vulnerable segments of society. In most countries, SMEs represent over 90% of all corporations and extensively contribute closer to inclusive economic increase(Tsuruta, 2020). In addition, to toughen the efforts in strengthening SMEs' quarters, the authorities enacted the SMEs coverage. The coverage aimed at providing a long-term framework for the advancement of the SME sector. The coverage aimed at providing a long-term framework for the advancement of the SME sector and a legitimate implementation mechanism that could provide surroundings conducive to the economic increase of the coherent (Pearce et al., 2018).

The scope of the policy blanketed regions bearing on ease of economic accessibility, spurred human improvement, technological up-gradation, and a healthy business environment - these kinds of facets of the policy are without delay intertwined with a thriving SMEs area which has limitless potential to turn around the economy. SMEs contribute to development in a couple of ways; growing employment for expanding hard work pressure, imparting plenty of needed flexibility and innovation in the financial system, improving exports, and contributing to improved value addition in GDP.

This study suggests that if the government has constant and encouraging guidelines on SMEs, this may create positive surroundings for the boom of SMEs, and their increase can help in employment creation and increase the economy. On this attitude, the government of steady and beneficial regulatory guidelines regarding SMEs may want to assist them in making educated decisions concerning their enterprise. Consistent with SMEDA's (2010) file, no such coverage for SMEs may gain, except for the approval of SME policy in 2007.

Maximum SMEs strongly complained about the misbehavior and disruptions created by government officials because of pointless and immoderate policies and the problem of influential government personnel and corruption issues; the grievances were mainly from the behavior of the profits tax branch and the miserable attitude of government agencies created to guide the SMEs, on the other facet, law, and order between the exploitations. That is one of the most critical challenges faced nowadays, which affects SMEs badly and creates a barrier for them to develop (Yu & Artz, 2019). financial perspective: If the issues mentioned above in the internal procedure are resolved,

banks and monetary institutions ought to effortlessly sanction the mortgage to the SMEs because these troubles are at once related to the collateral hassle. Banks usually decide to sanction the loan after doing a risk assessment, which consists of SMEs' collateral files, and if they may be satisfied, they could lessen the hobby quotes. After removing these obstacles, SMEs can get clean and get the right of entry to finance, which in the long run helps them grow.

SMEs collectively contribute an expected 40% to GDP and over 40% to exports. The government realized that more awareness and concrete steps are required to utilize the ability of SMEs region and lead it to a trajectory of growth; quite these days, the state bank (SBP) has urged all the banks to provide their input to plot a motion plan for the policy of promotions of SMEs. This is the outcome of SBP's awareness that solid institutions are pre-considered necessary for a green SMEs zone which additionally includes a sturdy network of industries that could offer the necessary help to the SME's making it easy for them to acquire monetary ease and competitiveness. A sturdy SME quarter will even smooth the indigenization method, which might eliminate the want for pricey imports in the long run and increase the financial system (Szerb & Vörös, 2021). furthermore, SBP has additionally set an aim of augmenting the financial inclusion of SMEs by 2020 to enable the world to witness an extensive increase in growth and welfare.

Integrating the Diffusion of Total Quality Management and Automation in SMEs Indonesia Sector

In total Quality Management on the effect of innovative aims, the first scientists zeroed in on singular character attributes, suggesting that character characteristics impact their choice to begin a business. Afterward, specialists focused on segment factors, including sex, age, and training level (Tegtmeier et al., 2016). Because of the moderately low degree of character qualities, specialists bit by bit went to intellectual hypothesis to consider the effect of Enterprising individual contrasts on the Total Quality Management movement. An ever-increasing number of analysts have started investigating the secret of the business person's intellectual model from the psychological hypothesis point of view. Enterprising schooling is a viable course (Yu & Artz, 2019). Albeit a few explorers referenced the effect of innovative instruction on Enterprising expectations, as far as anyone is concerned, not many exact examinations consider the effect of group factors on business venture training in the homeroom, and barely any analysts have contemplated the part of feelings in this mechanism. In entrepreneurship schooling, specialists should zero in on social cognizance, mental comprehension, and mysticism or morals (Stuetzer et al., 2013).

Total Quality Management is given to guardians, instructors, and companions. Total Quality Management instruction, including the perception of previous business visionaries, will intercede upon the psychological elements of the understudies and can assist them with choosing their own goals and conduct (Lofstrom, 2013). The instrument of innovative energy and set up the Entrepreneurial Passion Model suggests that Total Quality Management enthusiasm as a feeling (Lehmann & Schnabel, 2014), when propelled, will come full circle as the result of business. In the past perspective, feelings and discernment were conflicting; researchers presently perceive that perception and feeling can be an intelligent, interrelated framework that cooperates toward the ideal objective of controlling conduct. Consequently, we are motivated to expect that business venture instruction can impact innovative aims through both intellectual and enthusiastic pathways, and we additionally consider the impact of group-level factors in business venture schooling (Falck & Woessmann, 2013).

CONCLUSION

The development logic, which is oriented towards capital accumulation and exploitation, is like a time bomb leading to a disaster in the economy and social community. Society as part of the system becomes a risky order. Modernity and globalization need to be scrutinized and adapted as best as possible through an adjustment mechanism to local characteristics so that people who are initially

very vulnerable to their impacts can be minimized the risk. The rural-based development model and decentralization have proven successful in delivering one of the strongest economies today; their internalization processes of globalization and market integration have been based on strengthening economic bases and domestic/local development.

Considered a failure in decentralizing economic development and SMEs should re-optimize decentralization so that their development is based on rural areas, which are relatively stronger against economic shocks. On the other hand, this development model can also create solid local economic bases and produce comparative advantages in international trade because each region is oriented towards developing its potential. If we reflect on the case of China, this development model is not the final model. However, it is a first step towards significant and sustainable development and economic growth. It encourages the creation of post-economic improvements that have provided significant economic contraction in a critical understanding and practical implications of internal factors and externally based on Total Quality Management. If a substantial variety of SMEs are generated, imperative processing units might function ideally (Briscoe et al., 2001). This type of step is not the most straightforward combination of Total Quality Management development with an understanding of the environment and human capital. Total Quality Management is trying to create a solid foundation as much as possible.

The integration of Total Quality Management through SMEs under the responsibility of local/regional governments, which, in reality, better recognizes and understands the region's potential. In the implementation process, the local/regional government can implement a protection mechanism for education so that it can continue to be oriented toward its growth and development in Indonesia. Domestic market protection needs to be implemented by the government so that in the development process, this is done before it opens and fully integrates its domestic market with global competition. On the other hand, the economic impact caused by the Covid-19 Pandemic has made us realize that state interdependence is a matter full of risks if an economic shock occurs on the global market. The resulting market contraction hampered the global trade line and even met paralysis; in this case, to restore 's economic conditions in the Post-Covid 19 era, it is necessary to optimize the regional potentials owned, first, protect so that the development created is not accompanied by widening disparities between regions.

Based on the foundation of Total Quality Management related to articles with a systematic literature review in Indonesia, it stated that optimizing the utilization of infrastructure, and the need for sustainable development in the future, was one of the directions. This direction of development is used in the gradual development of infrastructure to improve the quality of infrastructure by encouraging the participation of the general public in entrepreneurs. Integrated infrastructure planning has to reduce transportation costs and encourage economic growth. Through development, it is necessary to build complete supporting infrastructure in a significant area and generate efficiency, one of which is public transportation and the need to build a logistics network as a modern and integrated mode of logistics transportation of goods as an economic activity.

Indonesia still needs economic equality, which is divided into each region. This equality is one of the issues, and the government's focus is to continue to overcome it by making economic equity policies. According to Indonesia, factors will cause economic inequality, including inequality in land and land tenure, injustice in the labor market/business opportunities, weak value chains between business sectors, and economic equity policies that still need to be put on target. Factors like these are then reviewed and become the main focus in economic equity policies and as one of the foundations for implementing these policies, including agrarian reform, agriculture, plantations, affordable housing, fishing and mariculture, a fair tax system, manufacturing, retail and markets, government financing and budgeting, vocational entrepreneurship concluding the SMEs. The concept found that Total Quality Management for SMEs in Indonesia becomes an investment configuration to support growth and regulation and provide investment direction as a strategy to support development. These strategies include lowering the real interest rate, which is still relatively high for Indonesian companies,

optimizing investments that provide more export-oriented returns, product efficiency through developing alternative and low-cost energy sources, human resource development, and digitalization to increase efficiency. Furthermore, optimizing assets and resources will provide direction to non-infrastructure investment as a form of equity and guarantee the basis for the previous pillars.

System Literature Review uncovers that a few components will influence the connection between Total Quality Management training and innovative goals like relevant elements (public approach, social climate, culture), a person's experience (character, family climate, loved ones' support), and the activity of Enterprising instruction (showing strategy, course setting). Regarding close-to-home foundation, most explore cEntre around the person's sex. A few examinations depend on the hypothesis of arranged conduct centered around the psychological parts of people. In particular, this investigation examines the impact of Enterprising training on innovative goals from two ways of discernment and feeling; it summed up the social, intelligence hypothesis and self-guideline hypothesis to show why Total Quality Management instruction lifts understudies' Total Quality Management expectations. As per the social-psychological hypothesis and self-guideline hypothesis, as an outside mediator, innovative instruction will unquestionably affect the best discernment and feeling, which will create the related Enterprising result. In this way, when understudies see an undeniable degree of innovative instruction, they will generally have a significant degree of Enterprising self-viability and energy, which further work on the Total Quality Management expectation. This examination adds to the Enterprising training writing by introducing a coordinated understanding of the related research. Third, this investigation broadens our comprehension of how Total Quality Management expectations are affected by collaboration and people's inspirational components during the cycle of Enterprising instruction—the effects of this investigation increment consensus of business ventures to the call for more innovative training research. The impact component of innovative training proposed in this paper insists on the significance of cooperation in the educational plan. Simultaneously, educators ought to develop understudies' Entrepreneurship in the instructing interaction.

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