

## **Training Needs Survey among the Micro, Small and Medium Enterprises (MSMEs) in the West Bank**

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### **Abstract**

This study aimed to identify the training needs in the Micro, Small and Medium Enterprises (MSMEs) in the West Bank that are registered in the Federation of Palestinian Chambers of Commerce and Industry as perceived by their owners. The study approached the literature as a multi-dimensional phenomenon, which addressed both theoretical and applied research. The significance of this recent study is the first, which dealt with this theme, to the authors' knowledge, and its role in formulating policies and strategic planning for training needs in the Micro, Small and Medium Enterprises (MSMEs) in the West Bank in general and these registered in the Federation of Palestinian Agricultural Industrial Chambers of Commerce in particular, which in turn encourages other researchers to work on further research on this important issue taken into consideration the renewable work needs in the Micro, Small and Medium Enterprises (MSMEs).

To achieve this end, the study adopted the quantitative research approach using the sampling survey method. The questionnaire is appropriate for the exploratory nature of the research. A 58-item questionnaire was formulated which was divided into six sub-scales as follows, the general information of the participants that were, governorate, Institutions name, responsible person, work sector, and number of workers, the second section included the training needs scale (7 items), the third section dealt with the further training needs scale (22 items), the fourth section included other training needs (3 items), the fifth section included the training satisfaction scale provided by the chambers of commerce (10 items), and the sixth section dealt with the suggestions of institutions' owners in term of developing and improving the training services in the chambers of commerce.

The random stratified method was utilized which comprised of a sample size of (2108) participants of the Micro, Small and Medium Enterprises (MSMEs) that registered in the Federation of the Chambers of Commerce and Industry in the West Bank. The sample size was calculated using the sampling web, <http://www.surveysystem.com/sscalc.htm>, sample size calculator, with a margin error of 2%. The target population consisted of the Micro, Small and Medium Enterprises (MSMEs) that are registered in the Federation of the Chambers of Commerce and Industry in the West Bank with its various sectors during 2019, which included (17253) Micro, Small and Medium Enterprises

(MSMEs). The collected data was statistically analyzed using the statistical package for social sciences (SPSS).

The findings revealed that the majority (74%) of the Micro, Small and Medium Enterprises (MSMEs) in the West Bank in need of training courses, that are administrative and technical courses. Additionally, the results indicated that (20.4%) of the Micro, Small and Medium Enterprises (MSMEs) are facing technical problems in the production process, that are, the shortage of trained manpower, the shortage of raw materials, power failure, the difficulty of import and export procedures, in addition to the problems in marketing products, and these difficulties did not prevent the existence of potential employment opportunities that are, the e-marketing, the need for skilled technicians, modern technical carpentry (CNC), accountants, hotel and alternative energy fields.

Moreover, the results revealed that the technical professional training needs within the Micro, Small and Medium Enterprises (MSMEs) in the West Bank as perceived by the owners, were, industrial machinery maintenance, analysis and design of solar energy systems, interior design and decoration, and various industrial welding work (oxygen, stalin, point welding, tig, mig), and modern technical carpentry (CNC). As for the training needs of the computer and its various applications, it was training courses in e- marketing methods (preparation and management of marketing plans using a computer), modern accounting and financial applications using computerized accounting, multi-media technology, and fashion design using a computer (Albatron drawing using computer).

In addition, the results showed the training needs for the administrative aspects of workers in the Micro, Small and Medium Enterprises (MSMEs) that are, the department of external procurement, import, customs clearance and taxes, and the development of workers' skills in office management and modern secretaries, and the management in medium and small projects. In terms of the training needs in the field of language development, they were represented in English, Hebrew and Chinese. Furthermore, the results indicated the training needs in the field of tourism and hotel, that are, preparing food and drinks, and serving food and drinks. As for the training needs in the field of agriculture, they consisted of packing agricultural food herbs, and building and equipping green houses.

Finally, the findings indicated that the majority (80.8%) of the Micro, Small and Medium Enterprises (MSMEs) owners were highly satisfied with the training courses offered by the chambers of commerce, this was evidenced by several indicators that are, satisfaction with the training outcomes, training methods, training venue, training materials, the competence of trainers,

acquired training skills, training tools, the level of application of the acquired skills in the field of work, in addition to the transfer of acquired training experiences to the workers in the economic institution. Besides, the results revealed that half of the participants (51.8%) had a moderate satisfaction level regarding the job performance of TVET graduates.

These findings confirm the value of training needs in the Micro, Small and Medium Enterprises (MSMEs) in the West Bank in general and these registered in the Federation of Palestinian Agricultural Industrial Chambers of Commerce in particular, in terms of the renewable work needs and recommend, the need to focus more on practical approach in training courses, offering training courses compatible with the requirements of the labor market, the necessity of following up the graduates, taking advantages from regional and global experiences in the field of vocational and technical training, and finally, further research is essential in the area of training needs to meet the renewable work needs in the Micro, Small and Medium Enterprises (MSMEs) in the West Bank.

**Keywords:** Training needs, Micro, Small and Medium Enterprises, MSMEs, Palestine.

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