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Handicraft Industry in Samneua District,
Houaphan Province, Lao PDR*

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Abstract

Microenterprises in Lao PDR is playing the main mechanism tools for developing and deducting the poverty, especially in the local and remote areas in Lao PDR. The Lao Government is aiming to solve and improve the business environment for promoting more drives and broad-based private investments' sector, especially the smaller scale as the microenterprise. In terms of access to finance, most microenterprises in the whole country are unable to get the funds. This study aims to analyze the issues of accessibilities of sources funding for microenterprise in the handicraft industry. To examine the impact of the government's policies, legal and regulatory supporting the microenterprise on accessing sources, especially the formal credit. As a result, the researcher found that the Lao government provided good policies, regulations, and special loans with the lowest interest rate as the SMEs Promotion Fund. The microenterprises in Samnuea District still have problems and are unable to access the SMEs Promotion Fund. Due to microenterprise lack of lessons, experience, technical skills. Skills and levels of knowledge still low and without innovation. Moreover, almost all microenterprises still have a shortage of technology in production, limited business administration knowledge, and legal. In addition, most microenterprise operations are family-oriented, with high productivity but low quality that cannot compete with the outside market.

Keywords: Microenterprise, SMEs, access to finance, source of funds, Handicraft, Lao PDR.

1. Introduction and Problem Statement

The Government of Lao PDR (GoL) introduced the "New Economic Mechanism" in 1986 and move towards a market-oriented economy through the adoption of policies that included the approval of private firms foundation (Saignasith, 1997). For the market-oriented economy (Southiseng, Ty, Walsh, & Anurit, 2008), the vital role of the private firms sector have been established. In addition, the private sector is highly expected to be the main engine of Lao economic growth. GoL developed the five-year plan as the guideline to develop and construct the nation, it is called the National Socio-Economic Development Plan (NSEDP). Currently, GoL is implementing the 8th NSEDP 2016-2020. According to the 8th NSEP, the promotion of the MSME sector also was mentioned in this five-year plan. GoL will promote the supply chain between the Large enterprises and MSMEs to increase the volume, raise productivity, and create job opportunities (Westgaard & Winkel, 2011). It's building relationships between the central and local level especially the comprehensive tourism enterprise, agro-processing industry, and other sectors (Rasiah, Nolintha, & Songvilay, 2013).

Microenterprises in Lao PDR is playing the main mechanism tools for developing and deducting the poverty especially in the local and remote areas in Lao PDR. GoL is aiming to solve and improve the business environment for promoting more drives and broad-based private investments' sector especially the smaller scale as the microenterprise. The microenterprise in Lao PDR can divide into three categories: 1.) production of goods, 2.) Trader (retail and wholesale) and 3.) Service (Kyophilavong, 2011).

Micro, Small, and Medium-sized Enterprises (MSMEs) are the main target for development. GoL is viewed on the MSMEs as an essential goal of changing from mainly relying on the agricultural-based economy to an economics and services-based economy. The development of MSMEs is expected to have a significant impact to improve the country's infrastructures and economy, along with other

developing countries. MSMEs also play an essential role in a NSEDP. They boost and sustain growth, as they are responsible for the collected revenue, and reduce the unemployment rate. Due to the significance of the MSMEs, GoL should assist the private sector to improve economic sustainability.

GoL developed and adopted policies and regulations to support the MSMEs by published the SMEs Promotion Law, developed the five-year plan for SMEs, updated the Prime Minister decree on MSMEs classification and other related documents. In the structural organization under the Ministry of Industry and Commerce (MoIC), MoIC has SME Promotion Development Office (SMEPDO). This office is a responsibility for the role for coordination and support, development, and improvement of the MSMEs' productivities. SMEPDO is the main office that provides and edits the SMEs Law and regulations especially the import-export regulation, procedures for the startup the new business, provides database and links other business providers for market information.

limited knowledge about the government's policies, legal and regulatory on access to the financial institutions, missing information from the government and lack of cooperation between the banking and microenterprise, longtime proceeding and requiring too many official documents on getting credit from the bank. These are the main difficulty to get more additional funds for MSMEs. Thus, to tackle these issues, the Lao Government should adopt related policies and regulations to meet the needs of the MSMEs sectors. The interest rate should be revise, reduction of internal procedures, and promoting more opportunities for accessing the fund. These are among the process discussed in the context of this research. This paper will study the microenterprise's access to financial sources that will use the case study of the handicraft industry in Samneua District, Houaphan Province, Lao PDR.

2. Literature Review

Previously, some studies focusing on SMEs' issues on access to finance in Lao PDR. In terms of the International organization, The Organization for Economic Cooperation and Development (OECD) claimed that difficulties for SMEs to access the financial source, SMEs are limited on getting the variety of loans and services, complicated and strict role on the application for loan condition from the financial institution, and shortage of information on the get credit from the financial institution (OECD, 2019). The difficulty of access to finance for SMEs among the Southeast Asian region also was conducted the study by the Asia-Pacific Economic Cooperation (APEC). The studies result also similar to other studies such as the OECD. APEC stated that disqualification of SMEs when apply to get credit from the commercial and public Banks were rejected due to SMEs cannot meet the criteria of the banks (Hall, 2008).

In 2007 various business units were conducted surveys by the Laos-Germany Co-operations on the Human Resources Development. This survey covered 480 SMEs included large enterprises. The International Standard Industry Classification was used in this survey to classifications of businesses in Lao PDR especially in terms of the number of employees in all enterprises. The studied use of several provinces as the case study included Luangnamtha Province, Luangprabang Province, Vientiane Capital, Savannakhet Province, and Champasack Province. The results of this studied displayed that almost all enterprises were faced similar difficulties in the shortage of skilled labor, insufficient raw materials, and markets, high-cost productivity, limited skills in management, and insufficiency of sources of funds (Sayvaya & Kyophilavong, 2015).

The MSMEs in Lao PDR, there are a few studies that have been conducted. For the microenterprise in Lao PDR, some evidences have been conducted and studied for the Lao and other scholars. It is argued that MSMEs are played an important role to reduce the unemployment rate and generate income for Lao people, especially in both urban and rural areas. Ounphandala and Suruka (2010)

claimed that MSMEs were the largest enterprise in Lao PDR, which were covered about 96% of 26,200 enterprises and only 1% were held by a large enterprise. From the result of Ounphandala and Suruka cited that the commerce sector was the largest percentage that covered 55% of the enterprise unit that created a large job opportunity (Onphanhdala & Suruga, 2010).

Kyophilavong (2015) stated that Lao SEM was the early stage of development that faced a lot of problems, access to finance is the most difficult for Lao MSMEs. Furthermore, to understand the Lao SMSs' issues he also focused on Lao SMSs' characteristics on access to finance. According to Kyophilavong's studied the study result have been shown that only a small percent of Lao MSMEs that they adopted into new production methods and improved their businesses compared to the total number of Lao MSMEs. Only 19 proportion of total Lao SMEs were a little performed well. The result also confirmed that MSMEs have limited access to finance have poor performance compared to MSMEs which have good condition access to finance. However, only a few numbers of MSMEs that achieve access to finance, from his study from 198 enterprise, only 20 proportion of MSMEs can access finance (Sayvaya & Kyophilavong, 2015).

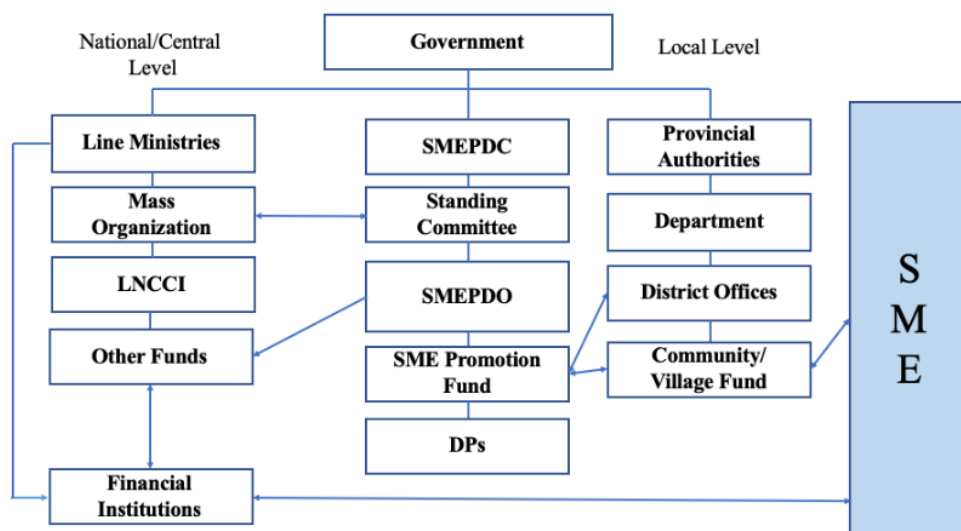
Norasingh and Southammavong (2017) conducted a study on the Lao handicraft sector. Norasingh and Southammavong claimed that Lao handicraft productivity has high potential in both domestic and foreign market needs. The higher the demand from the markets, the more responsibility for the producer to make a high-quality product to meet the demand from various markets. Furthermore, Norasingh and Southammavong reported that the handicraft industry is one of the sectors that have highly increased job opportunities in urban and rural areas in Lao PDR. However, based on their study, some enterprises have limited funds to expand their business especially in the enterprise that want to enter into the international export market. The Lao handicraft enterprise don't have enough money to attend to the international exhibitions or international exchange trade show or promote their brand into international media. Due to the shortage of budget, it created a greater impact on their brand awareness, trademark, copyright, and intellectual

property protections. These issues could impact Lao handicraft enterprise which may lose their competitiveness to other competitors (Norasingh & Southammavong, 2017)

2.1 Institutional Framework

The government structural in Lao PDR both national/central and local levels have the same responsibilities for various aspects of the strategy, in terms of central level included line Ministries and Department, at local level included province, department, and district that have the same duties specified in the action plans. Small Medium Promotion Department Office (SMEPDO) belongs at the central level under the Ministry of Industry and Commerce (MOIC) is the main key agency that plays a coordinating role and reports to the MOIC. At the local level Departments of Industry and Commerce provincial in each province will serve as the coordinator of SMEPDO in terms of monitoring and implementation of the action plan. SME Development priorities and measures will be complete with the corporate from various sector programs and work plans of relevant government agencies.

Figure 1: Institutional Framework



Source: Department of SME Promotion, Ministry of Industry and Commerce

3. Methodology

The methodology is qualitative both data collection and analysis, due to the lack of present data in Lao PDR the primary data will collect by in-depth interviews and questionnaires. The sample group for surveys mainly focus on the handicraft enterprises in Samnuea District, Houaphan Province. While the in-depth interview will conduct with both the central and local government officials and all banks in Samnuea District who are responsible for the task and a few numbers of the owners of the handicraft firms.

The primary data was collected through in-depth interviews such as face-to-face interviews. While the in-depth interview was conducted with the central and local government officers. The central level focused on the policies, regulations, and strategies on MSMEs access to finance. While researcher interviewed some of the financial officers who are responsible for loans at the local banks in Samnuea District, Houaphan Province. In addition, the researcher has interviewed some numbers of owners of the handicraft firms to get more detail and clearer on the issues that enterprise faced during attendance to get credit from the banks and financial institutions. However, to get a more depth understanding of the MSMEs' problems, the questionnaire was used for gathering information directly from the enterprise units as the sample data.

Second data was collected through published and unpublished sources, including the decree and law of SMEs, annual reports on MSMEs, the guideline for MSMEs, annual Bank of Lao PRD report, the national strategy plan especially the 8th Five-Years National Socio-Economic Development Plan 2016-2020 and related internal and external surveys. The official data received from the Ministry of Commerce and Industry, National Bureau of Statistics, Ministry of Planning and Investment, Ministry of Finance, Bank of Lao PDR, and other banking in Lao PDR especially Lao Development Bank, Nayobai Bank, and Agricultural Promotion Bank. In addition, the theories will come from books, domestic and international researches from various journals, articles, and online resources.

For the data presentation, the responses of the interviewees and questionnaires were analyzed and presented in tables, and diagrams by the percentage are summarized to identify the average score of those who answer the questionnaires on access to finance. Overall, the data analysis is expected to generate conclusions for the study

3.1 Cost Benefit Analysis Model

Cost-Benefit Analysis (CBA) Model was introduced by Jules Dupuit, an engineer and economist from France in 1840 (Mishan & Quah, 1976). In the 1950s, it became popular as the simple tool for deciding the new project as cost and benefit, to determine whether to go ahead with the project or not. CBA is the project designation which is an important tool in translating strategy into practice, so it is found that in recent times, many organizations have begun to focus on project planning and management that will lead to productivity, results, and impacts according to set goals. In general, the project is considered as an investment activity of the business, so it is necessary to ensure that the analysis process before leading to investment decisions is adequate and effective, as well as worthwhile to allocate resources and budget to use run that project. One of the most important tools for proving that a project to be considered has economic and social value and value-added. As the CBA there are have four steps to decide to get the new project as below:

Step 1. Brainstorm cost and benefit for the new project to take time to create ideas about all the cost will have with the project and make a list of these. At the same time for the benefit come up with all the benefits that will gain with the new project. Then think about the unexpected cost and benefit that will happen.

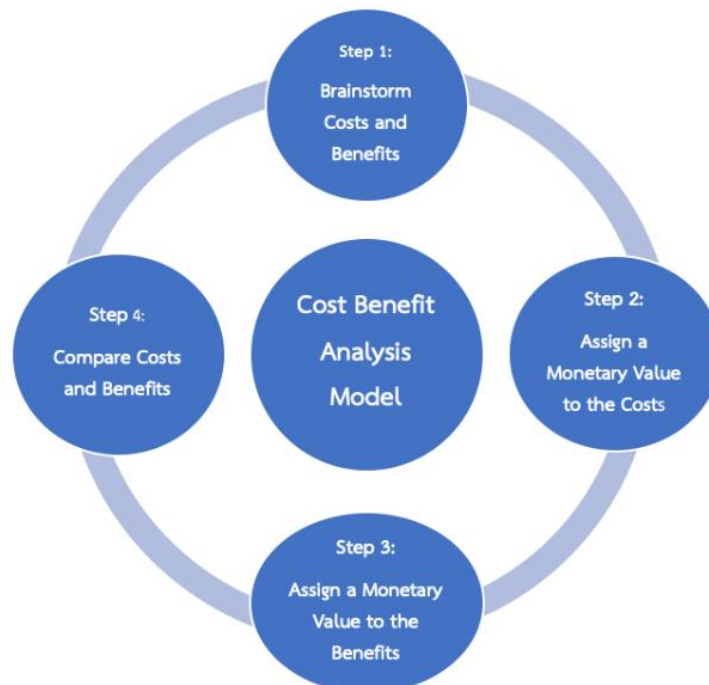
Step 2. Assign a monetary value to the costs. Cost for the need of physical resources as well as the human effect in all the time during the implementing the project. Cost is calculated and compared with revenues. This step is significant for

you to think about as many related costs that you can. All the costs are continuing to have happened until the project is finished.

Step 3: Assign a monetary value to the benefit, benefit in this step you will have the most difficult to predict the actual revenues. Along with the benefit from finance that you anticipate, there is often an intangible or mild benefit that is a significant outcome of the project.

Step 4: Compare cost and benefit. This step you have to compare all the costs value have occurred and your benefit. You have to decide on the analysis course of action. You have to calculate your total cost and total benefit then compare the two values to decide that your benefit is higher than your expenditure or costs. In this step, it's significant for you to think about the payback time, consider how long you will get the break-even point.

Figure 2: Cost Benefit Analysis Model



Source: https://www.mindtools.com/pages/article/newTED_08.htm

4. Finding

4.1 Local Banks in Samnuea District

Research was conducted on five local banks to study the microenterprise access to finance. The five banks involved in this research are Nayoby Bank, Lao Development Bank, Joint Development Bank, Agricultural Promotion Bank, Banque Pour Le Commerce Exterieur Lao Public (BCEL), and 200 million kip on SME Promotion Fund through the four commercial banks including Lao Development Bank, Lao-Viet Bank, Sacombank, and Maruhan Japan Bank Lao. However, in Samnuea District has only Lao Development Bank located in the Vientiane Capital. Data research was conducted through interview and some data were statics and documentary about the lending credit from all local bank in Samnuea District. As the significant information about the loan from the bank including the term of loan, period, interest rate, and assurance asset for the loan as detail below:

Table 1: Information for access to financial source in Samnuea District

No	Name of Financial Source	Term of Loan	Period	Interest rate
1	Nayoby Bank	Short-term loan	1 Year or 12 Months	5%/Y
		Medium-term loan	1 Year or More but not More Than 5 years	6%/Y
		Long-term loan	More than 5 years	7%/Y
2	Lao Development Bank	Short-term loan	1 Year or Less than 1 Year	10%/Y
		Medium-term loan	1 year to 5 year	11%/Y
		Long-term loan	More than 5 year	12%/Y
3	Joint Development Bank	Short-term loan	1 Year	11%/Y
		Medium-term loan	1 to 3 Years	13%/Y
		Long-term loan	3 to 5Years	15%/Y
4	Agricultural Promotion Bank	Short-term loan	Not more than 12 months	10%/Y
		Medium-term loan	Less than 5 years	11%/Y
		Long-term loan	More than 5 Years	12%/Y
5	Banque Pour Le Commerce Exterieur Lao Public (BCEL)	Short-term loan	Not more than 12 months	9,5%/Y
		Medium-term loan	1 year to 5 years	9,7%/Y
		Long-term loan	More than 5 years	10%/Y
6	SMEs Promotion Fund	working capital loans	Not over 5 years	3%/Y
		Fixed capital the loan	Not over 10 years	3%/Y

Source: Author's interview with the main financial institutions in Samnuea District.

According to the study, the author found that only the Lao Development Bank is providing the special loan condition for MSMEs as the priority. Moreover, the LDP received the money from the SME promotion fund to provide the loan to MSMEs with only three percent per year. Nayoby Bank is providing a loan to people who are living in remote areas and provide the fund to a group of villages the MSMEs are not the priority provide fund. Joint Development Bank is a private bank, it's the commercial bank that provided the same condition with another customer, it's not provided the special condition loan for MSMEs. Agricultural Promotion Bank provided the loan to the farmer or to people who are doing business with the agricultural sector, if MSMEs want to get the loan, the MSMEs must have a business in the agricultural sector. However, this study only focuses on the handicraft sector. Banque Pour Le Commerce Exterieur Lao Public (BCEL) is the bank that can provide to any customer that wants to access the credit but they are not provided the special condition loan for MSME.

4.2 Experience from Microenterprise Access to Finance

In terms of more understand what is the reason why several microenterprises cannot get the loan from the bank. To clarify that in what way microenterprise can access to the fund if they cannot access the formal fund, in what reason that they prefer to get the informal fund. Even though the banks provided a clear procedure, provided step by step to get the credit. The experiences from the microenterprise are significant to understand the issues. The researcher met and interviewed several owner enterprises to identified what current government policies and regulations are meet the real needed and suitable for microenterprise to increase access to finance or not. The study also collected 50 surveys from the microenterprise who have experience to access to finance both formal and informal.

4.2.2 Previous Source of Loan

There are two main sources of funds to support the microenterprise or MSMEs. The most significant is the formal source including the commercial bank which is the major formal source to get the fund, equity market, leasing, and government agency. Another source is the informal sources or we called the grey market, this source is easy, quick, flexible, and popular for people to access but the browsers have a high risk to lose their assets for collateral (real estate) and have to pay more interest maybe four up to ten times then formal sources. According to interviewed with bank officers and owner enterprises in Samnuea district, there are many reasons that make microenterprise cannot access to funds. For theses who rejected funds from the banks, then they prefer to access to grey market or lender money with a higher interest.

4.2.2.1 Microenterprise get source of funds

From the study, it was found that the majority of those who answered the questionnaire have access to a loan with their families with a share of 50%, followed by friends, other sources, banks or micro finance and others which account for 24%, 10%, and 8% respectively. Significantly there is no one answer to get a loan with the one that they do not know before.

Table 2: information on the source of fund

No	Source of fund	Quantity	Percent
1	Banks or Micro Finance	4	8%
2	Families	25	50%
3	Friends	12	24%
4	Money Lender or Grey Market	4	8%
5	Someone does not know before	0	0
6	other	5	10%
	Total	50	100

Source: From the survey made between 25-30 July 2020

4.2.2.2 Microenterprise's Insurance for loan

From the study, it was found that the majority of those who answered the questionnaire have land as collateral with a share of 78%, followed by houses, and gold which account for 16%, and 6% respectively. These types of assets are secure and popular for lenders, especially for land wherein prices increase, i.e., the financial institutions can make profits from it in the future, in case the enterprise fails to pay off its loan. However, in terms of furniture, vehicle and other, the microenterprise in Samnuea did not have any case that use these of them for Insurance for loan

Table 3: information on Insurance for loan

No	Insurance for loan	Quantity	Percent
1	Land	39	78%
2	House	8	16%
3	Gold	3	6%
4	Furniture	0	0%
5	Vehicle	0	0%
6	other	0	0%
	Total	50	100%

Source: From the survey made between 25-30 July 2020

4.2.2.3 Reason to get loan from formal finance

From the study, it was found that the majority of those who answered the questionnaire that the reason why they want to get the credit from the banks or financial institution for the low interest with a share of 46%, followed by believable with 24%, low risk with 12%, flexible, long-term repayment and got well advisor from the bank account for 10%, and 4% respectively

Table 4: information on Reason get loan from formal finance

No	Reason get loan from formal finance	Quantity	Percent
1	Low interest	23	46%
2	Believable	12	24%
3	Long-term repayment	2	4%
4	Advisers from bank	2	4%
5	Flexible	5	10%
6	Low risk	6	12%
	Total	50	100

Source: From the survey made between 25-30 July 2020

4.2.2.4 Reason to get loan from informal finance

From the study, it was found that the majority of those who answered the questionnaire that the reason why they prefer to get the credit from the informal finance for urgent money with a share of 40%, followed by fast to get loan with 32%, unlimited funds with 10%, easy to get, other and not retired documentary account for 8%, 6%, and 4% respectively

Table 5: information on reason get loan from informal finance

No	Reason get loan from informal finance	Quantity	Percent
1	Fast to get loan	16	32%
2	Urgent money	20	40%
3	Not retired documentary	2	4%
4	Easy to get	4	8%
5	Unlimited Funds	5	10%
6	Other	3	6%
	Total	50	100

Source: From the survey made between 25-30 July 2020

4.2.2.5 Reason for do not need loan

In terms of reason that microenterprise does not prefer to get both formal and informal loan, according to the survey it was found that the majority of those who answered the questionnaire that sufficient of capital/own saving with a share 63%, followed by high interest with 16%, do not have insurance with 8%, Lack of experience and knowledge and complicated document requirements both share 6%, uncertainty to repay the loan and do not know where to get the credit account for 2%, and 0% respectively.

Table 6: information on reason not need a loan

No	Reason not need a loan	Quantity	Percent
1	Sufficient of capital/own saving	31	62%
2	Lack of experience and knowledge	3	6%
3	High-interest	8	16%
4	Complicated document requirements	3	6%
5	Uncertainty to repay the loan	1	2%
6	Do not have insurances	4	8%
7	Do not know where to get the credit	0	0
	Total	50	100

Source: From the survey made between 25-30 July 2020

5. Conclusion and Recommendation

5.1 Conclusion

Through the actual study, the author found that GoL tries to create the condition for microenterprise or MSMEs to access to finance source, make lowest interest rate, especially Lao Development Bank and SME Promotion Funds that subsidies into four commercial banks. However, the MSMEs still have difficulty to access to finance, due to MSMEs have the business as the household, lack of business plans, the income and expenditure are still as family-oriented, not modernized, the MSMEs must be attended to training that GoL provided on access to finance for MSMEs and MSMEs must turn to account under accounting law to access to the MSMEs promotion fund. Moreover, the MSMEs must follow the role and condition of the four commercials, especially the collateral valuation, non-performing loans (NPLs) with other financial institutions. MSMEs that have difficulty accessing credit is often due to a lack of a clear business plan or a lack of detailed action plans. There is no backup plan for loan repayment, not enough sources of income to pay. The MSMEs have a history of bankruptcy with other banks or financial institutions, making it impossible for the bank to consider.

The other option for MSMEs that they are unable to access formal sources from the government. Most of them are prefer to get credit from informal sources including family, friends, the moneylender, the grey market, etc. The micro-enterprise has no choice to run and expand their business. They are acknowledged that having a loan from an informal source, they have to pay more interest and have a high risk to lose their collateral asset. Sometimes they have to pay more than 10 times the interest rate if compared to the banks, because of the easy access, the documents are not difficult, just have collateral, It is important for them to get the money quickly as the urgent expenditure and can set the repayment period depending on the owner of the micro-enterprise. However, there are 62 percent of the sample survey in Samnuea District that they do not prefer to access to loan both formal and informal. Due to they are sufficient of capital or own

saving and do not want to have a risk and pay the interest rate per each month both formal and informal financial source.

Microenterprise is important to developing an economic society. This is the beginning of the businesses' growth larger, which is helping to create jobs in developing skills in society. If the microenterprise growth will make employment and create job opportunities, improve and enhance wisdom locally or bring the wisdom of local produce goods and services, to create value-added products and skills development. With the comprehensive policies and regulations supported by the government on access to finance, microenterprises have more alternatives to expand their business. As a result, the researcher found that the Lao government provided good policies, regulations, and special loans with the lowest interest rate as the SMEs Promotion Fund. The microenterprises in Samnuea District still have problems and are unable to access the MSMEs Promotion Fund. Due to microenterprise lack of lessons, experience, technical skills. Skills and levels of knowledge still low and without innovation. Moreover, almost all microenterprises still have a shortage of technology in production, limited business administration knowledge, and legal. In addition, most microenterprise operations are family-oriented, with high productivity but low quality that cannot compete with the outside market.

5.2 Policy Recommendations

The author would like to make some recommendation on the studies which can be divided into four steps first MSMEs development individual, second, promote and develop MSMEs in special group, third developing Promotion Mechanisms System and the last one Activities to Implement the SME Development Plan

5.2.1 MSME Development individual

(1) Policies to create a conducive environment to improve the creation and conduct of business include: Promoting the establishment of a forum for consultation between the public and private sectors at the local level, improving the system and issuance of licenses of relevant parties to facilitate, improve the rules and regulations of the registration system (quick and easy).

(2) Policies to promote capacity building, technology and innovation include: facilitating access to competencies and standards, providing consultation, training and upgrading of MSME quality management, promoting and facilitating MSMEs in intellectual property registration.

(3) Policies to promote access to finance, including Capacity building for MSMEs to access capital: Strengthen funds and MSME development, develop credit and financial products and services for MSMEs.

(4) Policies to promote access to and expansion of markets include: facilitating trade for MSMEs in accessing regional and international markets, supplementing the implementation of export promotion activities.

(5) New entrepreneurship creation and development policy by upgrading the business management skills of MSMEs, promoting the establishment of representative business, establishing a system of praise and commendation for enterprises and entrepreneurs who have achieved outstanding results.

5.2.2 Promote and Develop MSMEs in Specific Group

Due to the different circumstances and the environment, the situation, the problems, and the need for assistance, it is necessary to determine the specific development promotion guidelines for each group in three ways: 1. Create high-value entrepreneurship, 2. Promote group integration and 3. Develop a strong

group foundation.

5.2.3 Developing Promotion Mechanisms System

The development of a complex system in various forms to help promote and develop MSMEs more efficiently and effectively: 1. Develop effective promotion tools, 2. Improve the rules and regulations to facilitate and reduce obstacles to the business of MSMEs, 3. MSMEs must be separated to be clear, and 4. Separate the lending system from the bank and the public finance sector.

5.2.4 Activities to Implement the SME Development Plan

- (1) Disseminate legislation, small and medium business development plans, procedures for establishing and conducting business.
- (2) Provide training to increase the productivity of potential products to enable MSMEs to access the SME promotion fund
- (3) Training on business plan writing, accounting, and procedures for applying for bank loans for MSMEs.
- (4) Provide training for those who are interested in becoming new entrepreneurs.

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