

**BUSINESS DEVELOPMENT SERVICE CENTERS AND DEVELOPMENT OF
SMALL AND MEDIUM ENTERPRISES IN THE NORTHERN PROVINCE OF
RWANDA**

A Thesis

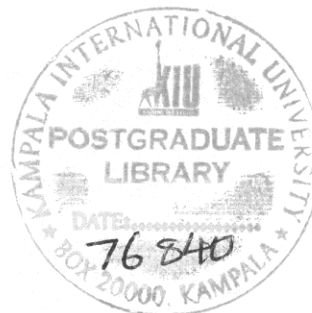
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ABSTRACT

The study was set out to investigate how Business Development Service Centers contributed to the development of SMEs in the Northern Province of Rwanda. It was in form of descriptive research design. The study population comprised of 214 people includes Business development service centers staffs, officials from the Ministry of Trade and Industry, and the Small and medium enterprises' managers from which a sample of 187 respondents was chosen; using Purposive, simple random and stratified sampling methods. Questionnaires and interview were used in collecting primary data. The collected data were analyzed using Statistical package for social science software (SPSS).

The findings revealed that Business development service centers have helped Small and medium enterprises' development through employment creation, business formalization, increase in income, skills improvement and business growth. The aim of Business development service centers in the provision of business development services to small and medium enterprises is to enable the entrepreneurs to take advantage of market opportunities and to improve the access to skills development opportunities that strengthen entrepreneurial capabilities.

The study concluded that there is a developmental relationship Business development service centers and Small and medium enterprises. Business development service centers support the development of Small and medium enterprises and are resourceful as they contribute to solving various constraints faced by them and Small and medium enterprises make more money as a result of empowerment by Business development service centers.

The study recommended adequate funding and enough staffs to Business development service centers to facilitate them perform their functions adequately.