

## A Performance Model for MSMEs Based on Access to Financing and Its Impact on Community Welfare in Deli Serdang Regency

Tyus Windi Ayuni<sup>1</sup>, Rafida Khairani<sup>2</sup>, Debora Tambunan<sup>3</sup>, Mega Sajaya<sup>4</sup>, Darwan Tanady<sup>5</sup>  
tyuswindiayuni@gmail.com<sup>1</sup>, rafidakhairani256@gmail.com<sup>2</sup>, tdebora64@gmail.com<sup>3</sup>, mega@itnb.ac.id<sup>4</sup>,  
tanadydarwan@gmail.com<sup>5</sup>

<sup>1</sup>Tax Accounting Study Program, Unggul LP3M Polytechnic, Medan, Indonesia

<sup>2</sup>Department of Management, Prima Indonesia University, Medan, Indonesia

<sup>3</sup>Management Study Program, Mahkota Tricom Unggul University, Indonesia

<sup>4</sup>International Trade Study Program, Institut Bisnis Informasi Teknologi dan Bisnis, Medan, Indonesia

<sup>5</sup>Department of Management, Mikroskil University, Medan, Indonesia

Corresponding Email: tyuswindiayuni@gmail.com

### Abstract

This study aims to analyze the effect of access to financing on community welfare, with the performance of Micro, Small, and Medium Enterprises (MSMEs) serving as a mediating variable in Deli Serdang Regency. This study employs an explanatory research approach. The sample consists of 93 MSMEs in Deli Serdang Regency. A quantitative approach is applied using Structural Equation Modeling (SEM) based on Partial Least Squares (PLS). Data were collected through the distribution of questionnaires to MSME operators as research respondents. The results indicate that access to financing has a positive and significant effect on MSME performance. Furthermore, MSME performance also has a positive and significant effect on community welfare. In addition, access to financing also has a direct positive and significant effect on community welfare. The results of the mediation test indicate that MSME performance mediates the relationship between access to financing and community welfare. These findings suggest that improved access to financing, accompanied by enhanced MSME performance, can make a significant contribution to increasing community welfare. Therefore, the government and financial institutions need to play an active role in expanding access to financing and improving MSME capacity in order to enhance business performance and community welfare in a sustainable manner.

**Keywords:** Access to Financing, MSME Performance, Community Welfare, Mediation, SEM-PLS

### Introduction

Micro, Small, and Medium Enterprises (MSMEs) play a strategic role in national economic development, particularly in improving community welfare. MSMEs have proven to be capable of absorbing a large workforce and serving as key drivers of regional economic growth (Lubis et al., 2023). In Deli Serdang Regency, MSMEs represent one of the leading sectors contributing to local economic development and increasing community income. However, the development of MSMEs still faces various challenges, particularly in terms of access to financing (Saraswati & Sudarmiati, 2024). Limited business capital remains one of the main factors hindering the improvement of MSME performance. Many MSME operators experience difficulties in obtaining financing from formal financial institutions, such as banks, due to strict requirements, limited collateral, and limited financial management capabilities (Mkhize et al., 2025). Furthermore, although the development of financial technology (fintech) has created new opportunities for accessing financing, its utilization among MSME operators remains suboptimal (Rodrigues & Rua, 2025).

According to data from the Central Statistics Agency (BPS) of Deli Serdang Regency, the number of MSMEs has shown an upward trend year over year. In 2024, there were approximately 129,600 business units, reflecting growth compared to the previous year. This increase aligns with the region's economic growth of 5.36 percent, indicating the important role of MSMEs in supporting the local economy. Adequate access to financing is crucial for improving MSME performance (Ayuni et al., 2025). With sufficient financing, business owners can increase production capacity, expand markets, and improve product quality (Fadli, 2021). Improved MSME performance will ultimately lead to increased income and community welfare (Razaq et al., 2024). Therefore, access to financing



not only affects business performance but also has broader implications for the socio-economic conditions of the community (Harianto, Febrina, et al., 2025). Previous studies have shown that access to financing has a positive influence on MSME performance and community welfare (Saffitri & Maryanti, 2021). However, most of these studies have examined these relationships partially and have not integrated the role of MSME performance as a mediating variable within a comprehensive model. Furthermore, research that specifically examines the development of an MSME performance model based on access to financing in a regional context, particularly in Deli Serdang Regency, remains limited. Based on this gap, this study aims to develop a model that integrates access to financing, MSME performance, and community welfare simultaneously (Salsabilla et al., 2024).

Previous studies (Nasib et al., 2022) show that access to financing has a positive and significant effect on the performance of MSMEs. Easy access to business credit enables MSME operators to increase production capacity, expand their businesses, and improve profitability (Nasib et al., 2023). However, limited access to formal financial institutions remains a major obstacle for most MSMEs. Other studies (Sasono et al., 2023) have found that business financing, whether obtained through banks or microfinance institutions, contributes to improved community well-being. Financing received by business owners can increase income, create employment opportunities, and improve household economic conditions (Sihombing et al., 2024). Furthermore, research results (Lestari et al., 2024) indicate that strong MSME performance has a positive impact on community well-being. Growing MSMEs are able to create job opportunities and increase the income of surrounding communities, thereby contributing to improved living standards.

Although various studies have examined the relationship between access to financing, MSME performance, and community welfare, several research gaps remain. Previous studies have tended to examine these relationships in isolation rather than integrating them into a single comprehensive model. In addition, the role of MSME performance as a mediating variable has received limited attention. Furthermore, there is a lack of research based on local contexts, particularly in Deli Serdang Regency. Moreover, only a few studies have examined access to financing from both conventional and digital (fintech) sources simultaneously. This study is expected to provide a theoretical contribution to the advancement of knowledge, as well as practical contributions as a basis for policy formulation to support the strengthening of MSMEs and the improvement of community welfare in Deli Serdang Regency.

## Theoretical Review

### Micro, Small, and Medium Enterprises (MSMEs)

According to (Lamaile & Trihadmini, 2022), through entrepreneurship, MSMEs play a significant role in reducing unemployment, creating job opportunities, reducing poverty levels, improving welfare, and strengthening national character (Wakhyuni et al., 2024). Micro, Small, and Medium Enterprises (MSMEs) have significant potential as business activities within society, which can encourage the growth of entrepreneurship and contribute to regional economic improvement (Nofriza, 2022). Each region in Indonesia generally has a substantial number of MSMEs that support local economic growth (Djohan et al., 2025). Therefore, skills training is needed to improve business management practices so that MSMEs can operate more effectively and adapt to ongoing technological developments (Harianto, Fali, et al., 2025). In addition, improving the quality of human resources is essential to enable MSME operators to utilize technology, ensuring that they remain competitive with large enterprises (Amelia, Ayuni, et al., 2025).

According to Law of the Republic of Indonesia Number 20 of 2008 concerning MSMEs, Article 1 a microenterprise is defined as a business owned by an individual or a business entity that meets the criteria for a microenterprise as stipulated in the law. Furthermore, the law classifies business entities into micro, small, medium, and large enterprises based on their respective criteria. The existence of MSMEs acts as a stabilizer of the Indonesian economy, as they are able to survive alongside large enterprises and enhance productivity through a more productive workforce (Nurhidayah et al., 2025). In addition, MSMEs support large enterprises by supplying raw materials, components, and other inputs that are processed into higher-value products (Amelia et al., 2024).

Therefore, Indonesia needs to provide greater attention to the development of MSMEs, considering their significant contribution to the national economy (Azman et al., 2026).

### Access to Financing

Access to financing refers to the ability to obtain funds or financial resources from financial institutions, such as banks, in the form of loans or credit that must be repaid within a specified period, along with interest or profit-sharing (Sanny et al., 2024). To innovate and succeed in developing countries, access to sufficient capital is essential (Türkeş et al., 2024). Financing activities involve the use of liabilities and equity, including obtaining funds from creditors and managing repayment obligations (Hendrawan et al., 2024). According to (Zuñiga-Collazos et al., 2025), types of financing include working capital financing, investment financing, and consumer financing, which involve elements such as trust, agreement, time period, risk, and compensation. In practice, creditors typically assess potential borrowers based on the principles of character, capacity, capital, collateral, and conditions (Chaichana et al., 2024).

Several key factors can support MSMEs in improving their access to financing (Rodrigues & Rua, 2025). First, financial literacy plays a crucial role, as MSMEs need to understand financial management and financing concepts in order to make informed financial decisions (Amelia et al., 2024). In addition, the adoption of financial technology and digital financing is considered an efficient solution to enhance access to financing (Changalima et al., 2025). Moreover, business capacity building, a strong financial track record, government support, and partnerships with financial institutions and investors also contribute to improving MSMEs' access to financing (Merín-Rodrigáñez et al., 2024). By integrating these approaches, MSMEs have greater opportunities to improve their access to financing, which ultimately supports business growth and sustainability. Furthermore, fintech serves as an important alternative source of digital financing that can provide significant benefits for MSME development.

### Performance of MSMEs

The performance of MSMEs can be measured using various indicators, depending on the context and objectives of the evaluation. Several common indicators used to assess MSME performance include: Revenue growth: Revenue growth is one of the key indicators in evaluating MSME performance. An increase in revenue reflects the success of MSMEs in generating higher sales and improving profitability. Sales growth: Sales growth indicates the extent to which MSMEs are able to increase their turnover over time. Increased sales reflect higher demand for MSME products or services. Profitability: Profitability measures the ability of MSMEs to generate profits (Bidasari et al., 2023). Higher profit levels indicate better operational efficiency and the ability of MSMEs to achieve adequate financial returns. Market expansion: An increase in the number of customers or market share indicates that MSMEs have successfully attracted consumer interest and built a broader customer base. Innovation: The ability of MSMEs to develop new products or services or to improve existing ones reflects their level of innovation. Innovation enables MSMEs to differentiate themselves from competitors and enhance their competitiveness (Mila et al., 2022). Job creation: MSMEs play an important role in employment generation. Their performance can be assessed by the number of jobs created and their contribution to labor absorption (Tambunan et al., 2025). Sustainability: Sustainability reflects the ability of MSMEs to survive and grow in the long term (Khairumi et al., 2025). Factors such as risk management, product diversification, access to resources, and adaptability to changes in the business environment can serve as indicators of MSME sustainability performance (Hendrawan et al., 2024).

### Community Well-Being

Community well-being is a measure of whether a society has achieved a better level of well-being compared to previous conditions (Regif et al., 2023). Well-being refers to the ability to meet basic needs, such as food, clothing, and shelter, without significant difficulty. Community well-being can be measured using the Human Development Index (HDI), which includes indicators of health,

education, and standard of living (Nasutra et al., 2021). To assess the level of community well-being, the Central Statistics Agency (BPS) uses several indicators, including income, housing and settlement conditions, education, and health. According to (Hidayat, 2021), social welfare reflects the outcomes of development aimed at achieving a better quality of life, which includes: (a) enhancing capabilities and ensuring equitable access to basic needs such as food, income, and education; and (b) expanding economic opportunities and strengthening social preferences at both individual and group levels. Community well-being can also be defined as an individual's ability to fulfill physical, spiritual, and social needs in accordance with human dignity (Rahmadani, 2021).

Before MSMEs can contribute to community well-being, they must undergo structured development to ensure effective implementation. However, the development of MSMEs inevitably faces various obstacles and challenges, such as weak business management and low-quality human resources (Regif et al., 2023). These challenges create managerial constraints, in addition to the persistent issue of limited capital. Therefore, training and experience are essential for business owners to overcome these barriers, ensuring that MSME development can proceed effectively and contribute to improved community well-being. Achieving community welfare becomes increasingly difficult during periods of economic downturn, as evidenced by the 1998 monetary crisis. During this period, MSMEs served as the backbone of the national economy (Suminah et al., 2022). For this reason, MSMEs have long been recognized as a vital component in supporting Indonesia's people-centered economy. The greater the number of MSMEs in each region, the greater their potential contribution to improving community welfare. This highlights the crucial role of MSMEs in fostering economic development, particularly for lower- and middle-income groups, such as those in Deli Serdang Regency, where the number of MSMEs continues to grow steadily.

According to the (Ayuni, 2022), the role of MSMEs in economic activities includes: (1) key actors in Indonesia's economic activities, (2) providers of employment opportunities, (3) drivers of regional economic development, (4) sources of innovation in the market, and (5) contributors to the national economy. Therefore, the development of MSMEs must be carried out in a planned and sustainable manner, while continuously enhancing entrepreneurial skills to improve community well-being. The government has recognized the significant role of MSMEs, particularly in supporting lower- and middle-income communities. MSMEs supported by the government continue to grow and serve as a pillar of the people's economy. MSMEs play three important roles in supporting underprivileged communities: as a means of reducing poverty, as a tool for promoting more equitable income distribution, and as a source of state revenue (Kalina et al., 2025). According to (Fauziah et al., 2025), MSMEs play a vital role in improving community welfare, as evidenced by the creation of extensive employment opportunities, which in turn increase income levels.

## Methodology

This study employs an explanatory research design, which aims to explain the relationships among the variables under investigation. These relationships are examined through hypothesis testing (Ong et al., 2022). The population in this study consists of MSMEs in Deli Serdang Regency, North Sumatra, Indonesia, with a sample size of 93 MSMEs. The model used in this study is a causal relationship model. To test the proposed hypotheses, this study uses Structural Equation Modeling (SEM) as the analytical technique, which is conducted using SmartPLS software. (Hair et al., 2021).

## Results and Discussions

### Results

#### Convergent Validity

**Table 1.** Outer Loading

Variable	Indicator	Outer Loading
Access to Financing (X1)	Ease of Access (AP1)	0.699
	Financing Procedures (AP2)	0.789
	Financing Adequacy (AP3)	0.774

	Amount of Financing (AP4)	0.897
	Cost of Financing (AP5)	0.898
	Access to Financing Information (AP6)	0.773
	Digital Access (Fintech) (AP7)	0.872
Performance of MSMEs (Z)	Financial Performance (KU1)	0.983
	Operational Performance (KU2)	0.980
	Market Performancer (KU3)	0.855
	Business Growth (KU4)	0.965
Community Well-Being (Y)	Income (PM1)	0.841
	Consumption (PM 2)	0.948
	Education (PM3)	0.916
	Health (PM4)	0.892
	Social Welfare (PM5)	0.615

Source: Data processed using SEM-PLS, 2026.

Convergent validity is assessed using outer loading values. An indicator is considered to meet the convergent validity criterion if its outer loading  $> 0.70$ . The following are the outer loading values for each indicator of the research variables:

Based on Table 1, each indicator shows a higher outer loading value on its respective variable compared to its cross-loading values on other variables. These results indicate that the indicators used in this study demonstrate good discriminant validity. In addition to examining cross-loading values, discriminant validity can also be assessed using the Average Variance Extracted (AVE). A construct is considered to have good validity if its AVE value  $> 0.5$  (Table 2).

**Table 2.** Average Variant Extracted

Variable	AVE
Access to Financing	0.669
Community Well-Being	0.724
Performance of MSMEs	0.897

Source: Data processed using SEM-PLS, 2026.

### Composite Reliability

Composite Reliability is used to assess the reliability of indicators within a construct. A construct is considered to meet the composite reliability criterion if it has a composite reliability value  $> 0.6$  (Juliandi, 2018, p. 73). The following are the composite reliability values for each variable used in this study:

**Table 3.** Composite Reliability

Variable	Composite Reliability
Access to Financing	0.933
Community Well-Being	0.928
Performance of MSMEs	0.972

Source: Data processed using SEM-PLS, 2026.

Based on the values presented in Table 3, the results of the composite reliability test can be concluded as follows:

1. The access to financing variable is reliable, as its composite reliability value is  $0.933 > 0.6$ .
2. The community well-being variable is reliable, as its composite reliability value is  $0.928 > 0.6$ .
3. The MSME performance variable is reliable, as its composite reliability value is  $0.972 > 0.6$ .

### Cronbach's Alpha

Based on the data presented in the table 4 above, it can be observed that the Cronbach's Alpha values for each research variable are  $> 0.7$ . Therefore, these results indicate that all variables meet the

required Cronbach's Alpha criteria, and it can be concluded that all variables have a high level of reliability.

**Table 4.** Cronbach's Alpha

Variable	Cronbach's Alpha
Access to Financing	0.918
Community Well-Being	0.898
Performance of MSMEs	0.961

Source: Data processed using SEM-PLS, 2026.

## Structural Model Analysis

### R-Square

R-Square is a measure of the proportion of variance in the dependent (endogenous) variable that can be explained by the independent (exogenous) variables. It is useful for evaluating the predictive power of the model, whether it is considered good or poor (Juliandi, 2018, p. 79).

**Table 5.** R-Square

	R-Square	R-Square Adjusted
Community Well-Being	0.796	0.790
Performance of MSMEs	0.496	0.491

Source: Data processed using SEM-PLS, 2026.

The conclusions from the R-squared tests in the table are as follows:

1. Adjusted R-squared for Path I = 0.491. This means that Community Welfare explains 49.1% of MSME performance; thus, the model is classified as moderate (strong).
2. Adjusted R-Square for Path II = 0.790. This means that Community Welfare explains 79% of MSME performance; thus, the model is classified as moderate.

### Direct Effect

The purpose of direct effect analysis is to test the hypothesis that an exogenous variable has a direct effect on an endogenous variable (Juliandi, 2018, p. 85).

**Tabel 6.** Direct Effect

Variable	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ( O/STDEV )	P - Values
Access to Financing -> Community Well-Being	1.034	1.041	0.0043	24.132	0.000
Access to Financing -> Performance of MSMEs	0.704	0.707	0.072	9.829	0.000
Moderating Effect 1 -> Community Well-Being	0.107	-0.102	0.045	2.398	0.017
Performance of MSMEs -> Community Well Being	-0.219	-0.216	0.061	3.613	0.000

Source: Data processed using SEM-PLS, 2026.

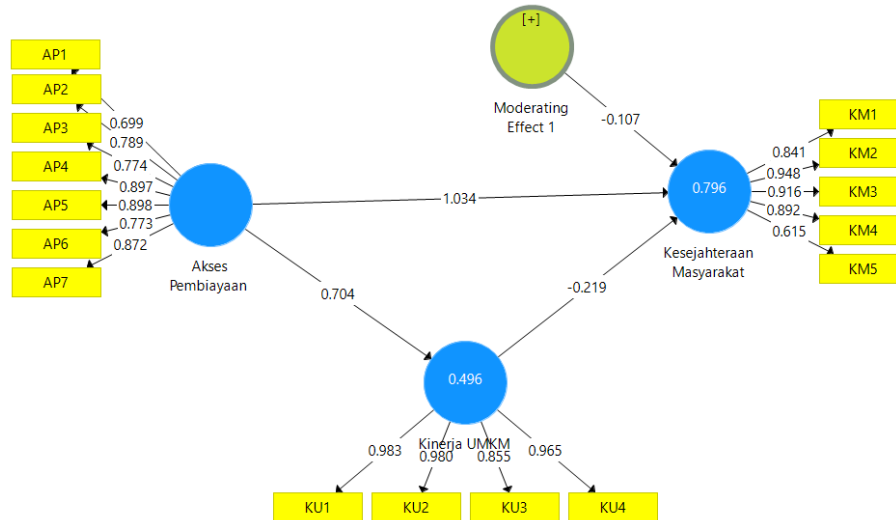
The path coefficients in the table 6 of path coefficients are all positive (based on the original sample). The conclusions regarding the direct effects in the table are as follows:

1. Access to financing on community welfare, path coefficient 1.034 and P-values = 0.000 (>0.05). This means that the effect of access to financing on community welfare is positive and significant.
2. Access to financing on MSME performance, path coefficient 0.704 and P-values = 0.000 (>0.05). This means that the effect of access to financing on MSME performance is positive and significant.

- MSME performance on community welfare, path coefficient 0.219 and P-values = 0.000 (>0.05). This indicates that the effect of SME performance on community welfare is positive and significant.

Graphically, a summary of the direct effects above can be seen in Figure 1.

**Figure 1.** SEM-PLS Structural Research Framework



**Indirect Effect**

The purpose of indirect effect analysis is to test the hypothesis that an exogenous variable exerts an indirect influence on an endogenous variable through the mediation of an intervening variable (mediator variable) (Juliandi, 2018, p. 88).

**Table 7.** Indirect Effect

	Original Sample	P- Values
Access to Financing -> Community Well-Being	-0.154	0.001

Source: Data processed using SEM-PLS, 2026.

Based on the indirect effect values presented in the table 7, it can be concluded that the indirect effect of access to financing on community well-being through MSME performance is -0.154, with a p-value of 0.000 (< 0.05), indicating a significant effect. Therefore, MSME performance mediates the relationship between access to financing and community well-being.

**Total Effect**

The total effect is the sum of the direct effect and the indirect effect (Juliandi, 2018, p. 91).

**Table 8.** Total Effect

	Original Sample	P-Values
Access to Financing -> Community Well-Being	0.880	0.000
Access to Financing -> Performance of MSMEs	0.704	0.000
Performance of MSMEs -> Community Well-Being	-0.219	0.000
Moderating Effect 1 -> Community Well-Being	-0.107	0.017

Source: Data processed using SEM-PLS, 2026.

The conclusions regarding the total effect values in the table 8 are as follows:

1. The total effect for the relationship between access to financing and community well-being is 0.880.
2. The total effect for the relationship between access to financing and MSMEs performance is 0.704.
3. The total effect for the relationship between MSMEs performance and community well-being is -0.219.

### **The Impact of Access to Financing on the Performance of SMEs**

Access to financing for MSMEs refers to the ability of business owners to obtain funds from various financial institutions, both formal and informal, to support operational activities and business development. It includes the ease of obtaining credit, the availability of financing institutions, application procedures, and the adequacy of funds received. Access to financing is a key factor in improving business performance, as capital is a fundamental element in running and expanding a business (Ayuni et al., 2025)(Tirtayasa et al., 2025)(Nurbayan et al., 2025). Access to financing enables MSME operators to increase production capacity, expand their businesses, and improve the quality of products and services (Hardiansyah et al., 2025). With additional capital, business owners can invest in more efficient equipment, raw materials, and technology, thereby enhancing productivity and increasing business revenue (Changalima et al., 2025). Furthermore, access to financing helps maintain cash flow stability and manage business risks. However, in practice, many MSMEs still face difficulties in obtaining financing from formal financial institutions due to strict requirements, limited collateral, and inadequate financial administrative capacity (Purnama Sari et al., 2025). Therefore, ease of access to financing is a crucial factor in determining business success and improving MSME performance (Bidasari et al., 2023).

The performance of MSMEs can be measured through various indicators, such as sales growth, increased operating profits, market expansion, and production capacity (Khairani et al., 2025). Good performance reflects the ability of MSMEs to manage resources effectively and efficiently to achieve their business objectives (Tirtayasa & Rahmadana, 2023). Previous studies indicate that access to financing has a positive and significant impact on MSME performance (Bhastary et al., 2025). Ease of obtaining financing enables business owners to expand operations, enhance competitiveness, and broaden market reach (Rodrigues & Rua, 2025). These findings suggest that improved access to financing, whether from formal or informal institutions, enhances the capacity of MSMEs to develop their businesses, increase production, and expand their markets (Hou et al., 2024). Therefore, access to financing is a key factor in sustainably improving MSME performance (Badghish & Soomro, 2024).

### **The Impact of SME Performance on Community Well-being**

Research (Mkhize et al., 2025) findings indicate that MSME performance has a positive and significant impact on community well-being. This suggests that the better the performance of MSMEs, the higher the level of community well-being. Strong MSME performance is reflected in increased sales, profit growth, market expansion, and production capacity, which contribute to improved economic conditions within the community (Sharabati et al., 2024)(Dewi et al., 2025)(Nurhidayah et al., 2025). Improved performance leads to higher income for business owners and workers involved. As income increases, communities are better able to meet their basic needs as well as other needs such as education and healthcare (Khairani et al., 2026). Additionally, well-performing MSMEs create new employment opportunities, thereby reducing unemployment and enhancing overall community well-being (Rajamani et al., 2022).

Theoretically, the findings of this study are consistent with economic welfare theory, which states that increased economic activity leads to improved community well-being (Chaniago et al., 2026). Strong business performance reflects efficiency in resource management and the ability of businesses to generate economic value (Toni et al., 2025). Therefore, the success of MSMEs in improving their performance makes a tangible contribution to enhancing the standard of living within the community (Noviana, 2025). These findings are also supported by previous studies indicating

that MSME performance has a positive impact on community well-being (Hasibuan et al., 2025). Thriving MSMEs not only benefit business owners but also create a multiplier effect for the local economy through increased community income and the creation of employment opportunities (Anjaningrum et al., 2024).

However, although the performance of MSMEs has a significant impact on public welfare, improvements in welfare are also influenced by other factors, such as access to financing, managerial capabilities, and general economic conditions. Therefore, support from various parties—including the government and financial institutions is needed to continue improving the performance of MSMEs so that their impact on public welfare can be maximized.

### **The Impact of Access to Financing on Community Well-being**

The results of the hypothesis testing indicate that access to financing has a positive and significant effect on community well-being. This is evidenced by positive path coefficients and p-values that are smaller than the set significance level ( $\alpha = 0.05$ ). Thus, the hypothesis stating that access to financing affects community welfare can be accepted. These findings indicate that the better the access to financing for MSME actors, the higher the level of community welfare. Easy access to financing allows business actors to obtain sufficient capital to run and develop their businesses, thereby increasing household income and improving economic conditions (Merín-Rodrigáñez et al., 2024)(Amelia, Hou, et al., 2025)(Hasibuan, 2025). In addition, easier access to financing also provides opportunities for MSME owners to expand their businesses, increase production, and create new jobs (Girsang & Purba, 2025). These benefits are felt not only by business owners but also by the surrounding community through increased employment opportunities and income (N. S. E. E. Sari, 2020). Thus, access to financing plays a vital role in promoting sustainable improvements in community well-being (Omidvar et al., 2025).

### **The Role of MSME Performance in Mediating the Relationship Between Access to Financing and Community Well-being**

The research findings indicate that the performance of MSMEs mediates the relationship between access to financing and community well-being. This suggests that access to financing not only directly influences community well-being but also exerts an indirect influence through improved MSME performance (Yang et al., 2025). Good access to financing enables SME operators to obtain additional working capital used to increase production capacity, expand markets, and improve the quality of products and services (Hutagaol et al., 2025). These improvements lead to better business performance, as evidenced by increased sales, business profits, and business sustainability (N. Sari et al., 2023). Thus, access to financing is a key factor in driving improvements in SME performance (Sang et al., 2024). Furthermore, improved SME performance will lead to enhanced community well-being. SMEs with strong performance are more likely to increase the income of business owners and workers, as well as create new job opportunities for the surrounding community (Husni, 2023). This contributes to an improved standard of living for the community, both economically and socially (Changalima et al., 2025).

## **Conclusions**

Based on the research findings and discussion, it can be concluded that access to financing has a positive and significant effect on the performance of MSMEs and community welfare in Deli Serdang Regency. The performance of MSMEs has also been shown to have a positive and significant effect on community welfare, indicating that improved business performance can increase community income and living standards. Furthermore, SME performance mediates the relationship between access to financing and community welfare; thus, access to financing will be more effective in improving welfare when accompanied by improved SME performance. Overall, this study underscores the importance of synergy among business actors, the government, and financial institutions in expanding access to financing and enhancing SME performance to promote sustainable community welfare.

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