



Coping Practices And Support Systems As Predictors Of Administrative Decision-Making Effectiveness Among First-Generation Entrepreneurs

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Abstract: This research paper examines the role of coping practices and support systems in strengthening administrative decision-making effectiveness among first-generation entrepreneurs. First-generation entrepreneurs usually start and manage their ventures without inherited business experience, established family business networks, or prior exposure to formal administrative procedures. As a result, they often face difficulties in handling regulatory compliance, financial administration, documentation, operational decisions, institutional communication, and other routine administrative responsibilities. In this context, the study focuses on how coping practices such as use of administrative software, delegation of tasks, structured planning, consultation with experts or mentors, and fixed work scheduling help entrepreneurs manage administrative pressure more effectively. The study also examines the contribution of support systems such as government schemes, peer networks, mentoring, family support, digital platforms, professional advisors, entrepreneur associations, training programmes, and access to government offices in improving the quality of administrative decision-making. The findings indicate that coping practices are meaningfully associated with better administrative decision-making effectiveness, while support systems act as important predictors of confidence, timeliness, and quality in administrative decisions. The paper contributes to entrepreneurship research by shifting attention from merely identifying administrative challenges to understanding how first-generation entrepreneurs manage such challenges through practical coping mechanisms and external support structures. The study highlights that administrative effectiveness among first-generation entrepreneurs depends not only on individual capability but also on disciplined work practices and an enabling entrepreneurial support ecosystem.

Index Terms - First-generation Entrepreneurs, Coping Practices, Support Systems, Administrative Decision-Making, Entrepreneurship Development.

Abstract

This research paper examines the role of coping practices and support systems in strengthening administrative decision-making effectiveness among first-generation entrepreneurs. First-generation entrepreneurs usually start and manage their ventures without inherited business experience, established family business networks, or prior exposure to formal administrative procedures. As a result, they often face difficulties in handling regulatory compliance, financial administration, documentation, operational decisions, institutional communication, and other routine administrative responsibilities. In this context, the study focuses on how coping practices such as use of administrative software, delegation of tasks, structured planning, consultation with experts or mentors, and fixed work scheduling help entrepreneurs manage administrative pressure more effectively. The study also examines the contribution of support systems such as government schemes, peer

networks, mentoring, family support, digital platforms, professional advisors, entrepreneur associations, training programmes, and access to government offices in improving the quality of administrative decision-making. The findings indicate that coping practices are meaningfully associated with better administrative decision-making effectiveness, while support systems act as important predictors of confidence, timeliness, and quality in administrative decisions. The paper contributes to entrepreneurship research by shifting attention from merely identifying administrative challenges to understanding how first-generation entrepreneurs manage such challenges through practical coping mechanisms and external support structures. The study highlights that administrative effectiveness among first-generation entrepreneurs depends not only on individual capability but also on disciplined work practices and an enabling entrepreneurial support ecosystem.

Keywords: *First-generation Entrepreneurs, Coping Practices, Support Systems, Administrative Decision-Making, Entrepreneurship Development.*

INTRODUCTION AND CONCEPTUAL BACKGROUND

The origin of this research paper lies in the broader academic concern that entrepreneurship is not only shaped by opportunity recognition, innovation, and risk-taking, but also by the entrepreneur's ability to manage administrative procedures, institutional requirements, and decision-making pressures. Entrepreneurship has been widely understood as a process through which individuals identify and exploit opportunities for value creation (Shane & Venkataraman, 2000). However, opportunity alone does not ensure business success. Entrepreneurs operate within institutional environments that define rules, procedures, compliance expectations, and support mechanisms (North, 1990). In this context, first-generation entrepreneurs represent a particularly important group because they enter business without inherited business knowledge, family enterprise background, established administrative systems, or ready access to experienced networks. Their entrepreneurial journey therefore becomes more challenging than that of entrepreneurs who come from business families.

At the global level, administrative burden has been recognized as an important factor affecting entrepreneurial activity. Regulatory procedures, licensing systems, taxation processes, reporting requirements, and institutional interactions often influence the ease with which entrepreneurs start and manage enterprises. The World Bank's *Doing Business 2020* report emphasized that business regulations can either enable or constrain business activity across economies, particularly from the perspective of domestic entrepreneurs (World Bank, 2020). Similarly, OECD reports observe that administrative burdens, compliance costs, and complex procedures continue to affect SMEs and start-ups, even where reforms have attempted to simplify business operations (OECD, 2019). These observations indicate that administrative systems are not peripheral to entrepreneurship; rather, they form an important part of the entrepreneurial ecosystem.

In India, the importance of entrepreneurship is closely linked with the role of micro, small, and medium enterprises in employment generation, regional development, and inclusive growth. The Ministry of Micro, Small and Medium Enterprises has emphasized the expanding role of MSMEs across sectors of the Indian economy and their contribution to inclusive industrial development (Ministry of Micro, Small and Medium Enterprises, 2024). Yet, for first-generation entrepreneurs, the availability of business opportunity does not automatically translate into administrative effectiveness. They are often required to understand government schemes, complete registrations, manage compliance, maintain records, interact with local offices, seek professional advice, and make timely administrative decisions. Digital platforms such as Udyam Registration have simplified some processes, but the actual benefit depends on awareness, access, digital literacy, and support availability.

The problem becomes more specific when first-generation entrepreneurs face administrative decision-making without prior exposure to business systems. They may experience difficulty in interpreting procedures, arranging documents, delegating administrative responsibilities, following deadlines, and using formal advisory networks. In such situations, coping practices become essential. These include use of administrative

software and digital tools, delegation of tasks, structured planning, consultation with experts or mentors, and following fixed work schedules. Such practices can help entrepreneurs convert administrative uncertainty into manageable routines. At the same time, external support systems such as government schemes, peer networks, mentoring, family support, digital platforms, professional advisors, entrepreneur associations, and training programmes may provide knowledge, confidence, and procedural clarity. The uploaded research paper is therefore positioned around the relationship and predictive influence of coping practices and support systems on the Mean Score of Quality of Administrative Decision-Making or administrative decision-making effectiveness among first-generation entrepreneurs.

Although entrepreneurship literature has examined opportunity creation, institutional conditions, and business environment reforms, comparatively less attention has been given to how first-generation entrepreneurs improve administrative decision-making through internal coping practices and external support mechanisms. This creates a need for a focused empirical inquiry. Hence, this paper narrows the broader issue of administrative challenges and examines two specific questions: whether coping practices are significantly related to administrative decision-making effectiveness and whether support systems significantly predict administrative decision-making effectiveness. By doing so, the paper contributes to entrepreneurship research by moving from a general discussion of challenges toward a more practical and measurable understanding of how first-generation entrepreneurs manage administrative responsibilities.

REVIEW OF LITERATURE

Entrepreneurship has been widely examined as a process of opportunity recognition, resource mobilization, innovation, and value creation. Shane and Venkataraman (2000) defined entrepreneurship as a field concerned with the discovery, evaluation, and exploitation of opportunities, which shows that entrepreneurship is not limited to business ownership but involves a systematic process of acting upon opportunities. However, opportunity recognition alone does not ensure entrepreneurial success. Entrepreneurs operate within social, institutional, and administrative environments that shape their ability to start, manage, and expand enterprises. North (1990) explained that institutions consist of formal and informal rules that influence economic behaviour and decision-making. This institutional perspective is especially relevant for first-generation entrepreneurs because they usually begin business without inherited knowledge, established market linkages, family business systems, or prior experience of administrative procedures. Therefore, their entrepreneurial performance depends not only on motivation and risk-taking but also on how effectively they understand and manage institutional and administrative requirements.

The literature on entrepreneurship in emerging economies further shows that institutional conditions strongly influence entrepreneurial behaviour. Bruton, Ahlstrom, and Li (2010) observed that institutional theory is highly relevant for entrepreneurship research because the quality of formal rules, support systems, and institutional arrangements affects entrepreneurial activity. In developing economies, entrepreneurs often face procedural delays, unclear documentation requirements, weak institutional coordination, and high dependence on external guidance. These conditions become more challenging for first-generation entrepreneurs because they do not have family-based business experience to guide them through registration, licensing, compliance, taxation, staffing, and financial administration. Welter (2011) also argued that entrepreneurship is context-dependent and must be understood in relation to social, spatial, institutional, and cultural contexts. This means that administrative decision-making among entrepreneurs cannot be studied only as an individual capability. It must also be examined in relation to the administrative environment and the support mechanisms available to the entrepreneur.

Administrative challenges are frequently reported in studies on small businesses, start-ups, and new ventures. These challenges include business registration, statutory compliance, taxation, licensing, labour documentation, record keeping, financial administration, and interaction with local authorities. For first-generation entrepreneurs, such tasks may create uncertainty because they are required to make administrative decisions without prior exposure to formal business systems. The role of structured planning therefore becomes important. Delmar and Shane (2003) found that business planning helps new ventures by improving

coordination, decision-making, and the development of business activities. In the context of administrative decision-making, planning can help entrepreneurs arrange documents, follow deadlines, allocate responsibilities, and reduce avoidable delays. Thus, structured coping practices may help first-generation entrepreneurs convert uncertain administrative tasks into organized routines.

Coping practices have a practical role in entrepreneurial administration because they provide entrepreneurs with methods to manage pressure, time constraints, uncertainty, and procedural complexity. In the present research context, coping practices include the use of administrative software and tools, delegation of administrative tasks, use of structured plans and work schedules, consultation with experts or mentors, and following a fixed work schedule. These practices are consistent with the broader view that entrepreneurial learning and managerial discipline improve the ability of entrepreneurs to respond to business challenges. Sullivan (2000) emphasized the importance of entrepreneurial learning and mentoring in supporting entrepreneurs, especially where learning occurs through guidance and interaction with experienced persons. Similarly, consultation with experts or mentors can help first-generation entrepreneurs interpret administrative requirements more clearly and avoid mistakes in decision-making.

Entrepreneurial support systems are also widely discussed in the literature. Support systems may include government schemes, mentors, peer networks, professional advisors, entrepreneur associations, family support, training programmes, and digital platforms. Stam (2015) argued that entrepreneurial ecosystems consist of interdependent actors and factors that enable productive entrepreneurship, but also noted that ecosystem approaches require stronger causal understanding and evidence. This view is important for the present paper because it shifts attention from isolated entrepreneur behaviour to the larger support environment in which entrepreneurs operate. First-generation entrepreneurs often require ecosystem-based support because they do not have inherited business networks. Support from associations, mentors, family members, digital platforms, and government offices may provide knowledge, confidence, procedural clarity, and timely direction.

Networks are another important component of entrepreneurial support. Hoang and Antoncic (2003) reviewed network-based entrepreneurship research and highlighted that networks provide access to information, resources, opportunities, and legitimacy. For first-generation entrepreneurs, peer interaction and participation in entrepreneur associations may help them learn from others' administrative experiences. Such networks may reduce uncertainty by providing practical knowledge about documentation, compliance, local offices, financial procedures, and professional contacts. Entrepreneurial networks are therefore not merely social contacts; they may operate as informal learning systems that support better administrative decision-making. This is especially relevant when formal institutional guidance is limited or difficult to access.

Mentoring and advisory support have also received attention in entrepreneurship literature. Sullivan (2000) explained that mentoring supports entrepreneurial learning by connecting less experienced entrepreneurs with individuals who have greater practical knowledge. In administrative decision-making, mentoring may help entrepreneurs understand complex procedures, develop confidence, and make timely decisions. Professional advisors such as chartered accountants, consultants, legal advisors, and business facilitators may also assist entrepreneurs in managing compliance, taxation, licensing, and documentation. However, access to such professional support may vary according to the entrepreneur's awareness, affordability, business size, and network strength. Therefore, the effect of support systems on administrative decision-making requires empirical examination rather than conceptual assumption.

Digital tools and technology-based support have become increasingly important in entrepreneurial administration. Digital platforms can help entrepreneurs maintain records, access government portals, submit applications, track compliance, and communicate with institutions. In the case of first-generation entrepreneurs, digital tools may reduce dependence on informal intermediaries and improve transparency in administrative work. However, the usefulness of digital tools depends on digital literacy, awareness, affordability, and regular usage. Therefore, the adoption of administrative software and digital guidance

platforms can be understood both as a coping practice and as part of the support ecosystem. This makes digital support an important factor in examining administrative decision-making effectiveness.

The reviewed literature clearly indicates that entrepreneurship is shaped by opportunity, institutional context, administrative systems, coping behaviour, learning processes, networks, and support ecosystems. However, a clear research gap can be identified. Previous studies have discussed entrepreneurship, institutional challenges, business planning, mentoring, networks, and ecosystem support, but relatively limited attention has been given to the measurable relationship between coping practices and administrative decision-making effectiveness among first-generation entrepreneurs. Similarly, many studies discuss support systems conceptually, but fewer studies statistically examine whether support systems predict the quality, confidence, and timeliness of administrative decision-making. This gap is important because first-generation entrepreneurs often lack inherited business experience and may depend more strongly on coping practices and external support. Therefore, the present research paper addresses this gap by examining whether coping practices are significantly related to administrative decision-making effectiveness and whether support systems significantly influence the Mean Score of Quality of Administrative Decision-Making among first-generation entrepreneurs.

STATEMENT OF OBJECTIVE AND HYPOTHESES

This research paper aims to examine the relationship and predictive influence of coping practices and support systems on administrative decision-making effectiveness among first-generation entrepreneurs. First-generation entrepreneurs often face difficulties in handling regulatory compliance, financial administration, human resource tasks, operational decisions, and institutional procedures because they do not possess inherited business experience or established family business networks. Therefore, this paper focuses on whether coping practices such as use of software, delegation, structured planning, expert consultation, and fixed work schedules are significantly associated with administrative decision-making effectiveness. It further examines whether support systems such as government schemes, peer networks, mentorship, digital platforms, professional advisors, training programmes, and entrepreneur associations significantly predict administrative decision-making effectiveness.

This research proposes two hypotheses to test the relationship and influence among the selected variables. The first hypothesis examines whether there is a significant relationship between coping practices and administrative decision-making effectiveness among first-generation entrepreneurs. For this, Pearson correlation will be used to test the association between the composite score of coping practices and the composite score of administrative decision-making effectiveness. The second hypothesis examines whether support systems significantly influence administrative decision-making effectiveness among first-generation entrepreneurs. For this, multiple linear regression will be used, where support system variables such as government support, peer network support, mentorship support, family support, digital platform support, professional advisor support, entrepreneur association support, and training support will be treated as independent variables, while administrative decision-making effectiveness will be treated as the dependent variable.

METHODOLOGY

This research adopted a quantitative and empirical research methodology to examine the relationship and predictive influence of coping practices and support systems on administrative decision-making effectiveness among first-generation entrepreneurs. The study was based on primary data collected from 210 first-generation entrepreneurs through a structured questionnaire using a five-point Likert scale. The major variables included coping practices, support system factors, and MEANQDM, that is, the Mean Score of Quality of Administrative Decision-Making / Administrative Decision-Making Effectiveness. The study used Pearson correlation to examine the relationship between coping practices and administrative decision-making effectiveness, while multiple linear regression was applied to test whether support system variables significantly predicted administrative decision-making effectiveness. The analysis was conducted at a 5%

level of significance, and the results were interpreted using correlation coefficients, regression model summary, ANOVA, beta coefficients, t-values, significance values, residual statistics, and normality assessment. Thus, the methodology was suitable for statistically testing the proposed hypotheses and drawing inferential conclusions about administrative decision-making among first-generation entrepreneurs.

HYPOTHESIS TESTING

The hypothesis testing strategy for this research paper is framed to examine how coping practices and support systems are associated with and influence administrative decision-making effectiveness among first-generation entrepreneurs. Since the paper is developed from the broader thesis on administrative challenges faced by first-generation entrepreneurs, the focus is narrowed to two inferential dimensions: first, whether coping practices are significantly related to administrative decision-making effectiveness, and second, whether support systems significantly predict administrative decision-making effectiveness. The thesis includes administrative challenges, coping practices, support systems, and decision-making-related variables as part of its data analysis framework. The study will use Pearson Correlation for the first hypothesis because the objective is to examine the strength and direction of relationship between two continuous composite variables. For the second hypothesis, Multiple Linear Regression will be used because the objective is to test the predictive influence of multiple support system variables on administrative decision-making effectiveness. Both tests will be conducted at 5% level of significance, where $p < 0.05$ will indicate statistical significance.

1. ***H₀₁: There is no significant relationship between coping practices and administrative decision-making effectiveness among first-generation entrepreneurs.***

H₁: There is a significant relationship between coping practices and administrative decision-making effectiveness among first-generation entrepreneurs.

This hypothesis focuses on the relationship between coping practices and administrative decision-making effectiveness. First-generation entrepreneurs often adopt coping practices such as using administrative software, delegating tasks, preparing structured plans, consulting experts or mentors, and following fixed work schedules. These practices may help them handle administrative pressure more effectively. Therefore, this hypothesis tests whether entrepreneurs who use stronger coping practices also report better administrative decision-making effectiveness. Pearson correlation was used to examine the relationship between coping practices and administrative decision-making effectiveness among first-generation entrepreneurs. This test was suitable because the hypothesis focused on identifying whether two variables moved together in a statistically significant manner. Coping practices were measured through the composite mean score of CP1 to CP5, while administrative decision-making effectiveness was measured through QDM. Since both variables were measured through Likert-scale responses and converted into composite mean scores, they were treated as continuous variables for correlation analysis. The result was interpreted through Pearson's correlation coefficient r and significance value p . If $p < 0.05$, the null hypothesis was rejected, indicating that coping practices had a statistically significant relationship with administrative decision-making effectiveness. A positive r value indicated that higher adoption of coping practices was associated with better administrative decision-making effectiveness. If $p > 0.05$, the null hypothesis was not rejected, indicating that the relationship was not statistically significant.

Table 0-1 Correlation Statistics

		Correlations					
		MEANQDM	Use of administrative software and tools	Delegation of tasks to staff	Use of structured plans and work schedules	Consultation with experts or mentors	Following a fixed work schedule
MEANQDM	Pearson Correlation	1	.560**	.533**	.509**	.511**	.580**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	210	210	210	210	210	210
Use of administrative software and tools	Pearson Correlation	.560**	1	.614**	.654**	.681**	.664**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	210	210	210	210	210	210
Delegation of tasks to staff	Pearson Correlation	.533**	.614**	1	.635**	.700**	.682**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	210	210	210	210	210	210
Use of structured plans and work schedules	Pearson Correlation	.509**	.654**	.635**	1	.621**	.575**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	210	210	210	210	210	210
Consultation with experts or mentors	Pearson Correlation	.511**	.681**	.700**	.621**	1	.669**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	210	210	210	210	210	210
Following a fixed work schedule	Pearson Correlation	.580**	.664**	.682**	.575**	.669**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	210	210	210	210	210	210

** . Correlation is significant at the 0.01 level (2-tailed).

The correlation analysis for Hypothesis 1 examined whether coping practices were significantly related to MEANQDM, that is, Mean Score of Quality of Administrative Decision-Making / Administrative Decision-Making Effectiveness, among first-generation entrepreneurs. In this analysis, MEANQDM was treated as the dependent variable representing the overall effectiveness, quality, confidence, and timeliness of administrative decision-making. The coping practice variables included use of administrative software and tools, delegation of tasks to staff, use of structured plans and work schedules, consultation with experts or mentors, and following a fixed work schedule. The correlation table shows that all selected coping practice variables had a positive and statistically significant relationship with MEANQDM at the 0.01 level of

significance. The sample size for the analysis was $N = 210$, and all reported significance values were $p = .000$, which is below the accepted significance level of 0.05. Therefore, the null hypothesis was rejected and the alternative hypothesis was accepted.

The results indicate that following a fixed work schedule had the strongest positive correlation with MEANQDM / Mean Score of Quality of Administrative Decision-Making ($r = .580, p < .01$). This suggests that first-generation entrepreneurs who followed fixed schedules for administrative work were more likely to report better administrative decision-making effectiveness. The use of administrative software and tools also showed a strong positive relationship with MEANQDM ($r = .560, p < .01$), indicating that digital and software-based practices supported more effective handling of administrative tasks. Similarly, delegation of tasks to staff showed a significant positive correlation with MEANQDM ($r = .533, p < .01$), suggesting that entrepreneurs who distributed administrative responsibilities were better able to improve decision-making efficiency. The use of structured plans and work schedules also had a significant positive relationship with MEANQDM ($r = .509, p < .01$), while consultation with experts or mentors showed a similar positive relationship ($r = .511, p < .01$). These values indicate that all coping practices contributed meaningfully to the quality and effectiveness of administrative decision-making, although the strength of relationship varied slightly across the coping practices.

From the perspective of the research objective, the findings clearly satisfy the objective of examining the relationship between coping practices and administrative decision-making effectiveness among first-generation entrepreneurs. The statistical evidence confirms that coping practices were not merely routine administrative habits but were meaningfully associated with better MEANQDM, that is, better quality of administrative decision-making. Entrepreneurs who used software tools, delegated tasks, planned work systematically, consulted experts, and maintained fixed schedules appeared to manage administrative responsibilities more effectively. Thus, the objective of identifying whether coping practices were related to administrative decision-making effectiveness was fulfilled through statistically significant positive correlations.

With reference to the research question, the results answer that coping practices do have a significant relationship with administrative decision-making effectiveness among first-generation entrepreneurs. The positive coefficients show that improvement in coping practices was associated with improvement in MEANQDM / Mean Score of Quality of Administrative Decision-Making. This finding is important because first-generation entrepreneurs usually lack inherited business experience, established family business systems, and prior exposure to administrative procedures. Therefore, systematic coping practices appear to function as practical managerial mechanisms that help them reduce administrative uncertainty and improve the quality, confidence, and timeliness of administrative decisions.

Overall, the correlation findings provide a conclusive indication that coping practices play a significant role in strengthening administrative decision-making effectiveness among first-generation entrepreneurs. Since all coping practice variables showed statistically significant positive relationships with MEANQDM, Hypothesis 1 was accepted. The finding suggests that administrative effectiveness among first-generation entrepreneurs can be improved when they adopt disciplined, structured, technology-supported, delegation-based, and advice-based coping practices. Therefore, coping practices may be considered an important behavioural and managerial support mechanism for handling administrative challenges in first-generation entrepreneurship.

2. *H₀₂: Support systems do not significantly influence administrative decision-making effectiveness among first-generation entrepreneurs.*

H₂: Support systems significantly influence administrative decision-making effectiveness among first-generation entrepreneurs.

This hypothesis focuses on the predictive role of support systems in improving administrative decision-making effectiveness. First-generation entrepreneurs may depend on different forms of support such as government schemes, peer networks, mentorship, family support, digital platforms, professional advisors, entrepreneur associations, training programmes, and access to government offices. These support systems may reduce uncertainty and improve confidence, timeliness, and quality in administrative decisions. Therefore, this hypothesis tests whether support system variables significantly influence administrative decision-making effectiveness.

Multiple linear regression was used to examine the influence of support systems on administrative decision-making effectiveness among first-generation entrepreneurs. This test was suitable because the hypothesis examined the predictive effect of several independent variables on one dependent variable. The independent variables included support system variables such as government scheme support, peer network support, mentorship support, family or close associate support, digital platform support, professional advisor support, entrepreneur association support, training and workshop support, and access to local government offices. The dependent variable was administrative decision-making effectiveness measured through QDM.

Table 0-2 Variable Summary

Variables Entered/Removed ^b			
Model	Variables Entered	Variables Removed	Method
1	Ease of access to local government offices for administrative support, Attendance in training or workshops for administrative skills, Consultation with professional advisors for administration, Interaction with other entrepreneurs for administrative support, Awareness and benefit from government support schemes, Receiving mentoring for administrative decision-making, Confidence and timeliness in administrative decisions, Use of digital platforms for administrative guidance, Participation in entrepreneur groups or associations, Family or close associates' support in administrative matters ^a		Enter
a. All requested variables entered.			
b. Dependent Variable: MEANQDM			

The regression result was interpreted using R, R², Adjusted R², F-value, beta coefficients, t-values, and p-values. If the ANOVA significance value was $p < 0.05$, the overall regression model was considered statistically significant, indicating that support systems jointly influenced administrative decision-making effectiveness. The R² value showed the percentage of variation explained by the support system variables. Individual beta coefficients and their p-values showed which support variables were significant predictors. If the overall model was significant, the null hypothesis was rejected and the alternative hypothesis was accepted.

The Variables Entered/Removed table above shows that all selected support system variables were entered into the regression model using the Enter method. No variable was removed from the model, indicating that all proposed predictors were considered together to examine their influence on MEANQDM, that is, Mean Score of Quality of Administrative Decision-Making.

Table 0-3 Model Summary

Model Summary ^b											
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin - Watson	
					R Square Change	F Change	df1	df2	Sig. F Change		
1	.715 ^a	.511	.487	.590	.511	20.827	10	199	.000	2.026	
a. Predictors: (Constant), Ease of access to local government offices for administrative support, Attendance in training or workshops for administrative skills, Consultation with professional advisors for administration, Interaction with other entrepreneurs for administrative support, Awareness and benefit from government support schemes, Receiving mentoring for administrative decision-making, Confidence and timeliness in administrative decisions, Use of digital platforms for administrative guidance, Participation in entrepreneur groups or associations, Family or close associates' support in administrative matters											
b. Dependent Variable: MEANQDM											

The model summary for Hypothesis 2 explains the extent to which the selected support system variables influenced MEANQDM, that is, the Mean Score of Quality of Administrative Decision-Making / Administrative Decision-Making Effectiveness among first-generation entrepreneurs. The regression model produced an R value of .715, which indicates a strong positive relationship between the combined support system variables and administrative decision-making effectiveness. This suggests that support systems such as government support, peer networking, mentoring, family support, digital platforms, professional advisors, entrepreneur associations, training, and access to government offices were collectively associated with better administrative decision-making outcomes.

The R Square value was .511, which means that the selected support system variables explained 51.1% of the variation in MEANQDM. In research terms, this is a substantial explanatory power, as more than half of the variation in administrative decision-making effectiveness was explained by the support system factors included in the model. The Adjusted R Square value was .487, which indicates that after adjusting for the number of predictors in the model, the support system variables still explained 48.7% of the variation in administrative decision-making effectiveness. This confirms that the model retained good explanatory strength even after statistical adjustment.

The F Change value was 20.827 with Sig. F Change = .000, which is below the 0.05 level of significance. Therefore, the regression model was statistically significant. This means that the selected support system variables jointly made a significant contribution in predicting MEANQDM. The Durbin-Watson value was 2.026, which is close to the ideal value of 2.00, indicating that there was no serious autocorrelation problem in the residuals. Hence, the regression model can be considered statistically acceptable.

Overall, the model summary provides strong evidence that support systems significantly influenced administrative decision-making effectiveness among first-generation entrepreneurs. Therefore, the null hypothesis was rejected and the alternative hypothesis was accepted. The finding supports the research objective by confirming that support systems are not only helpful resources but also meaningful predictors of quality, confidence, and timeliness in administrative decision-making among first-generation entrepreneurs.

Table 0-4 ANOVA for Regression

ANOVA ^b						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	72.538	10	7.254	20.827	.000 ^a
	Residual	69.310	199	.348		
	Total	141.848	209			
a. Predictors: (Constant), Ease of access to local government offices for administrative support, Attendance in training or workshops for administrative skills, Consultation with professional advisors for administration, Interaction with other entrepreneurs for administrative support, Awareness and benefit from government support schemes, Receiving mentoring for administrative decision-making, Confidence and timeliness in administrative decisions, Use of digital platforms for administrative guidance, Participation in entrepreneur groups or associations, Family or close associates' support in administrative matters						
b. Dependent Variable: MEANQDM						

The model summary for Hypothesis 2 showed that the selected support system variables had a strong collective relationship with MEANQDM, that is, the Mean Score of Quality of Administrative Decision-Making / Administrative Decision-Making Effectiveness among first-generation entrepreneurs. The R value of .715 indicated a strong positive association, while the R Square value of .511 showed that support system variables explained 51.1% variation in administrative decision-making effectiveness.

The Adjusted R Square value of .487 further confirmed that the model had good explanatory power even after adjustment. The F Change value of 20.827 with Sig. F Change = .000 was statistically significant at the 5% level. The Durbin-Watson value of 2.026 indicated no serious autocorrelation issue.

Hence, the regression model was statistically valid, and it was concluded that support systems significantly influenced administrative decision-making effectiveness. Therefore, the null hypothesis was rejected and the alternative hypothesis was accepted.

The coefficients table below for Hypothesis 2 showed that most support system variables had a positive influence on MEANQDM, that is, the Mean Score of Quality of Administrative Decision-Making / Administrative Decision-Making Effectiveness. Among the predictors, participation in entrepreneur groups or associations showed the highest positive standardized effect ($\beta = .212$, $p = .013$), followed by family or close associates' support ($\beta = .192$, $p = .030$), receiving mentoring for administrative decision-making ($\beta = .136$, $p = .098$), and confidence and timeliness in administrative decisions ($\beta = .107$, $p = .011$).

Table 0-5 Regression Coefficients

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.509	.227		2.245	.026
	Awareness and benefit from government support schemes	.072	.078	.077	.922	.038
	Interaction with other entrepreneurs for administrative support	.032	.073	.036	.442	.009
	Receiving mentoring for administrative decision-making	.128	.077	.136	1.664	.098
	Confidence and timeliness in administrative decisions	.103	.079	.107	1.312	.011
	Family or close associates' support in administrative matters	.171	.078	.192	2.182	.030
	Use of digital platforms for administrative guidance	.030	.079	.033	.384	.001

Consultation with professional advisors for administration	.024	.083	.024	.292	.770
Participation in entrepreneur groups or associations	.188	.075	.212	2.509	.013
Attendance in training or workshops for administrative skills	.032	.073	.034	.434	.665
Ease of access to local government offices for administrative support	-.006	.075	-.007	-.084	.033
a. Dependent Variable: MEANQDM					

Other variables such as awareness and benefit from government support schemes ($\beta = .077$, $p = .038$), interaction with other entrepreneurs ($\beta = .036$, $p = .009$), and use of digital platforms ($\beta = .033$, $p = .001$) also indicated positive effects as per the significance values reported in the table. However, consultation with professional advisors ($p = .770$) and attendance in training or workshops ($p = .665$) did not show a statistically significant individual effect.

Ease of access to local government offices showed a very weak negative coefficient ($\beta = -.007$, $p = .033$), suggesting that its independent contribution was minimal and inverse in this model.

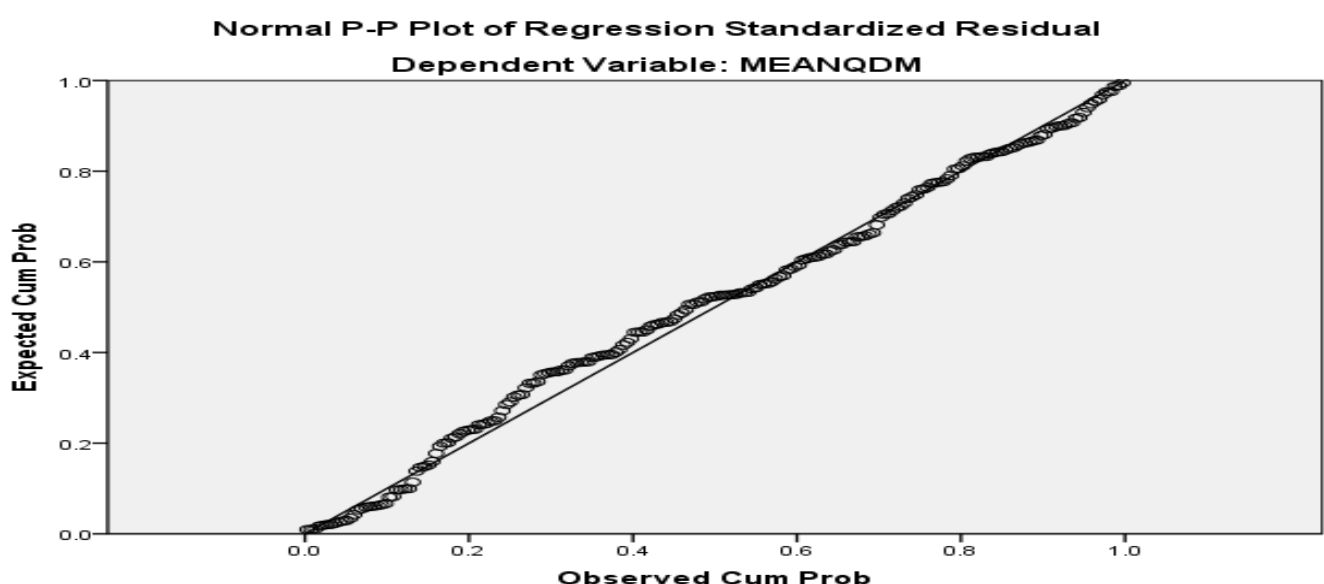
Overall, the coefficient results supported Hypothesis 2 by showing that selected support systems, especially entrepreneur associations and family or close associate support, contributed to administrative decision-making effectiveness; therefore, the null hypothesis was rejected and the alternative hypothesis was accepted.

Table 0-6 Regression Residuals

Residuals Statistics ^a					
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	2.18	4.39	3.52	.589	210
Residual	-1.385	1.514	.000	.576	210
Std. Predicted Value	-2.275	1.477	.000	1.000	210
Std. Residual	-2.346	2.566	.000	.976	210
a. Dependent Variable: MEANQDM					

The residual statistics showed that the predicted values of MEANQDM ranged from 2.18 to 4.39, with a mean of 3.52, indicating that the model predicted administrative decision-making effectiveness within a reasonable range. The residual mean was 0.000, which suggests that prediction errors were balanced. The standardized residuals ranged from -2.346 to 2.566, remaining within the acceptable range of ± 3 , indicating no serious outlier problem in the regression model.

Graph 0-1 Normality Plot for Regression



The results of this hypothesis testing confirmed that support systems significantly influenced MEANQDM, that is, the Mean Score of Quality of Administrative Decision-Making / Administrative Decision-Making Effectiveness among first-generation entrepreneurs. The regression model was statistically significant, with $R = .715$, $R^2 = .511$, and $\text{Sig. } F \text{ Change} = .000$, indicating that the selected support system variables collectively explained 51.1% variation in administrative decision-making effectiveness. The coefficient results further showed that variables such as participation in entrepreneur groups or associations, family or close associate support, government support, peer interaction, and digital platform support contributed positively to administrative decision-making. The residual and normality results also supported the statistical acceptability of the model. Therefore, H_{02} was rejected and H_2 was accepted, concluding that support systems act as significant predictors of quality, confidence, and timeliness in administrative decision-making among first-generation entrepreneurs.

CONCLUSION AND DISCUSSION

This research paper concludes that coping practices and support systems are important factors in strengthening administrative decision-making effectiveness among first-generation entrepreneurs. The study shows that first-generation entrepreneurs are able to manage administrative responsibilities more effectively when they adopt systematic coping practices such as use of administrative software, delegation of tasks, structured planning, expert consultation, and fixed work scheduling. These practices help them reduce confusion, manage time better, improve confidence, and handle administrative requirements in a more organized manner.

The findings further indicate that support systems also play a meaningful role in improving administrative decision-making among first-generation entrepreneurs. Support received from government schemes, peer networks, mentors, family members, digital platforms, professional advisors, entrepreneur associations, and training programmes helps entrepreneurs manage administrative issues with greater clarity and confidence. Since first-generation entrepreneurs generally do not have inherited business experience or family business background, such support systems become very important in helping them understand procedures, take timely decisions, and reduce administrative pressure.

The study therefore highlights that administrative decision-making effectiveness is not dependent only on the personal ability of the entrepreneur. It is influenced by both internal coping capacity and external support mechanisms. Entrepreneurs who follow disciplined administrative practices and make use of available support systems are better positioned to handle regulatory, operational, financial, and procedural responsibilities. Thus, the study confirms that structured coping behaviour and accessible support systems are essential for improving the administrative effectiveness of first-generation entrepreneurs.

This research paper contributes to entrepreneurship studies by shifting attention from merely identifying administrative challenges to understanding how first-generation entrepreneurs can manage those challenges more effectively. The study provides practical insight that administrative problems can be reduced when entrepreneurs develop systematic working habits and when the entrepreneurial ecosystem provides timely and usable support. Hence, coping practices and support systems should be treated as important managerial and institutional tools for strengthening first-generation entrepreneurship.

The major contribution of this research paper lies in shifting the discussion from merely identifying administrative challenges to explaining how first-generation entrepreneurs manage those challenges. Many studies on entrepreneurship focus on finance, market entry, innovation, or business growth. This paper contributes by emphasizing the administrative side of entrepreneurship and by statistically demonstrating that coping practices and support systems are important mechanisms for improving administrative decision-making effectiveness. The study also contributes by using a focused empirical model where coping practices are examined through correlation and support systems are examined through regression. This gives the paper a clear inferential structure and makes the findings useful for academic researchers, entrepreneurship trainers, policymakers, and support institutions. The study also contributes conceptually by showing that administrative decision-making effectiveness is not an isolated personal ability. It is shaped by behavioural

discipline, planned work systems, digital adoption, delegation, mentoring, peer networks, family support, and institutional access. In this sense, the paper adds value to entrepreneurship literature by positioning first-generation entrepreneurs as individuals who require both internal coping capacity and external ecosystem support to manage administrative responsibilities effectively.

The findings have important practical implications for first-generation entrepreneurs. Entrepreneurs should not treat administrative work as an informal or occasional activity. Instead, they should adopt systematic practices such as maintaining fixed schedules, using digital tools, preparing structured plans, consulting experts, and delegating routine administrative tasks. These coping practices can reduce confusion, improve timeliness, and support better decision-making in matters related to compliance, finance, documentation, licensing, staffing, and institutional communication. The study also has implications for government agencies and entrepreneurial support institutions. Since support systems significantly predicted administrative decision-making effectiveness, government departments, MSME support centres, incubation cells, entrepreneur associations, and training institutions should strengthen accessible support mechanisms for first-generation entrepreneurs. Support should not be limited to scheme announcements. It should include practical guidance, simplified documentation, mentoring, digital helpdesks, local administrative assistance, and regular awareness programmes. Entrepreneur associations and peer networks should also be encouraged because they provide practical knowledge that first-generation entrepreneurs may not receive from family business backgrounds. For academic and training institutions, the findings suggest the need to include administrative decision-making modules in entrepreneurship development programmes. Training should cover compliance handling, digital registration, government schemes, record keeping, taxation basics, delegation, professional consultation, and decision-making under uncertainty. Such training can help first-generation entrepreneurs convert administrative pressure into manageable routines.

Although the study provides meaningful statistical findings, it has certain limitations. First, the study is based on selected variables related to coping practices, support systems, and administrative decision-making effectiveness. Other possible factors such as personality traits, financial literacy, digital literacy, business sector, firm age, and entrepreneurial motivation were not deeply tested in this focused research paper. Second, the responses were based on self-reported data. Therefore, the findings depend on the perceptions of respondents and may include some level of subjective judgement. Third, the study used a quantitative approach and did not include detailed qualitative narratives from entrepreneurs. Such narratives could have explained the practical reasons behind the statistical relationships more deeply.

Another limitation is that the paper focuses only on two inferential techniques, Pearson correlation and multiple linear regression. These methods are suitable for the objectives of the paper, but they do not test mediation, moderation, or causal pathways. Therefore, the results should be interpreted as relationship and predictive influence rather than strict causality. Also, the study is focused on first-generation entrepreneurs within the available dataset, so wider generalization should be done carefully.

Future researchers may extend this study by including additional variables such as digital literacy, financial literacy, entrepreneurial experience, business maturity, sector type, and firm size. A comparative study may also be conducted between first-generation entrepreneurs and family-business entrepreneurs to understand whether coping practices and support systems influence both groups in the same way. Future studies may also compare urban, semi-urban, and rural entrepreneurs to examine whether administrative decision-making effectiveness differs across geographical contexts. There is also scope to apply advanced statistical models such as mediation analysis, moderation analysis, SEM, or path analysis. For example, future research may examine whether coping practices mediate the relationship between administrative challenges and decision-making effectiveness. Similarly, support systems may be tested as a moderator between administrative difficulties and entrepreneurial performance. A longitudinal study may also be useful to understand whether support systems improve decision-making effectiveness over time. Qualitative interviews with first-generation entrepreneurs may further enrich the findings by capturing practical administrative experiences, emotional pressure, and informal coping strategies.

Overall, this research paper concludes that administrative decision-making effectiveness among first-generation entrepreneurs depends significantly on both coping practices and support systems. The acceptance of both alternative hypotheses confirms that entrepreneurs who use structured coping mechanisms and receive stronger support are better positioned to handle administrative responsibilities. The study highlights that first-generation entrepreneurs require not only motivation and business ideas but also practical administrative capacity and a supportive entrepreneurial ecosystem. Hence, disciplined coping practices and accessible support systems should be treated as essential components for strengthening first-generation entrepreneurship.

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