

**Supplementary Figure 1:** Proposed of virtual incubator center model.

**Supplementary Figure 2:** Mean ages of the respondents.

**Supplementary Figure 3:** Education level of the respondents.

**Supplementary Figure 4:** Respondents' percentages of business ownership.

**Supplementary Figure 5:** Respondents' interest to own a business.

**Supplementary Figure 6:** On the status of access to the facilitated services of the business incubator centers located in the Kingdom of Bahrain.

**Supplementary Figure 7:** On the level of expectations of business incubators applicants in accessing the types of services provided by business incubators in the Kingdom of Bahrain.

**Supplementary Figure 8:** On the problems of applicants identified in accessing and availing the services of business incubator centers in the Kingdom of Bahrain.

**Supplementary Figure 9:** On the applicant’s feedback on the proposed recommendations of the online services to be facilitated at the business incubator centers in Kingdom of Bahrain.

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| --- | --- | --- |
| **Types of Respondents** | **Sampling Size** | **Population** |
| BICs Applicants | 100 | 841 |
| Total Respondent | 100 | 8.41% |

**Supplementary Table 1:** Respondents of the study.

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| --- | --- | --- | --- | --- |
| **S\N 1.**  | **Services of the Business Incubator Centers located in the Kingdom of Bahrain** | **Mean** | **Description**  | **Ranking** |
| **1.1** | Leadership training and coaching services | 2.12 | Slightly Effective | 4 |
| **1.2** | Business plan development support services | 2.18 | Slightly Effective | 3 |
| **1.3** | Training in innovative problem solving techniques | 1.98 | Slightly Effective | 8 |
| **1.4** | Project management training and coaching services | 2.23 | Slightly Effective | 1 |
| **1.5** | Financial management training and coaching services | 2.05 | Slightly Effective | 6 |
| **1.6** | Legal matters and issues training and coaching services | 2.20 | Slightly Effective | 2 |
| **1.7** | Marketing management training and coaching services | 2.02 | Slightly Effective | 7 |
| **1.8** | HR management training and coaching (staffing) services | 2.08 | Slightly Effective | 5 |
| **1.9** | Strategic management training and coaching services | 1.81 | Slightly Effective | 9 |
|  | Total | 2.07 | Slightly Effective |  |

**Supplementary Table 2:** On the status of access to the facilitated services of the business incubator centers located in the Kingdom of Bahrain.

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| **S\N 1.**  | **Types of Services Provided by Business Incubators in the Kingdom of Bahrain.** | **Mean** |  **Description** | **Ranking** |
| **1.1** | Mediation with Partners  | 1.97 | Slightly Satisfied  | 4 |
| **1.2** | Mediation with Customers | 1.94 | Slightly Satisfied  | 6 |
| **1.3** | Mediation with Suppliers  | 2.06 | Slightly Satisfied  | 3 |
| **1.4** | Mediation with Employees (staffing)  | 1.95 | Slightly Satisfied  | 5 |
| **1.5** | Mediation with University Researchers  | 2.16 | Slightly Satisfied  | 1 |
| **1.6** | Mediation with Financiers | 2.07 | Slightly Satisfied  | 2 |
| **1.7** | Capital through Equity Investment  | 2.06 | Slightly Satisfied  | 3 |
|  | Total  | 2.03 | Slightly Satisfied |  |

**Supplementary Table 3:** On the level of expectations of business incubators applicants in accessing the types of Services Provided by Business Incubators in the Kingdom of Bahrain

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| --- | --- | --- | --- | --- |
| **S\N 1.** | **Services of Business Incubator Centers in the Kingdom of Bahrain** | **Mean** | **Description** | **Ranking** |
| **1.1** | Difficulties of accessing the business incubator center’s location  | 2.55 | Moderately Low  | 4 |
| **1.2** | Lack of time for attending workshops & seminars  | 2.00 | Slightly Satisfied  | 8 |
| **1.3** | Difficulty of getting appointment for advisory services | 2.64 | Moderately Low  | 1 |
| **1.4** | Difficulty in hot desk space reservation  | 2.51 | Moderately Low  | 5 |
| **1.5** | Delay in approval of incubator management for consultation services | 2.58 | Moderately Low  | 2 |
| **1.6** | Missing the business incubators’ events announcement  | 2.49 | Slightly Satisfied  | 6 |
| **1.7** | Higher rental rate at business incubator center | 2.57 | Moderately Low  | 3 |
| **1.8** | Difficulties of availing financing mediation services  | 2.30 | Slightly Satisfied  | 7 |
|  | Total | 2.46 | Slightly High |  |

**Supplementary Table 4:** On the problems of applicants identified in accessing and availing the services of business incubator centers in the Kingdom of Bahrain.

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| --- | --- | --- | --- | --- |
| **S\N 1.**  | **Services to be Facilitated at the Business Incubator Centers in Kingdom of Bahrain** | **Mean** | **Description** | **Ranking** |
| **1.1** | Using the online training sessions and materials | 4.19 | Very Effective | 1 |
| **1.2** | Using the online coaching | 4.00 | Very Effective | 4 |
| **1.3** | Using the online funding (Crowdfunding)  | 4.02 | Very Effective | 3 |
| **1.4** | Using the online consultation interview  | 3.88 | Very Effective | 7 |
| **1.5** | Using the online discussion forum  | 3.97 | Very Effective | 5 |
| **1.6** | Using the online appointment system for getting a services from the Business Incubation Center  | 4.00 | Very Effective | 4 |
| **1.7** | Using the online database storage for managing the incubation transaction services information  | 3.93 | Very Effective | 6 |
| **1.8** | Using online registration services | 4.16 | Very Effective | 2 |
| **1.9** | Using online shop facility to purchase tools and equipment needed to establish a new business. | 3.33 | Effective | 8 |
|  | **Total** | 3.94 | Effective |  |

**Supplementary Table 5:** On the applicant’s feedback on the proposed recommendations of the online services to be facilitated at the business incubator centers in Kingdom of Bahrain.