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**Co-ordination of Research Policies
with the Western Balkan Countries**



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**D8.48 / 5: Report on the mapping of the WBC
Innovation infrastructures**

Kosovo

(under UNSCR 1244)

Table of Contents

1	INTRODUCTION	3
2	KEY FUNDING ORGANISATIONS AND INSTRUMENTS.....	5
2.1	KEY NATIONAL MINISTRIES.....	5
	MINISTRY OF EDUCATION, SCIENCE, AND TECHNOLOGY (MEST), DEPARTMENT FOR SCIENCE AND TECHNOLOGY (DST)	5
	MINISTRY OF TRADE AND INDUSTRY OF KOSOVO (MTI), DEPARTMENT OF INDUSTRY	6
2.2	KEY NATIONAL AGENCIES.....	7
	INVESTMENT PROMOTION AGENCY OF KOSOVO (IPAK)	7
	SME SUPPORT AGENCY OF KOSOVO (SME-KS)	8
2.3	KEY PROGRAMMES AND INSTRUMENTS.....	9
	BUSINESS DEVELOPMENT KOSOVO.....	9
	DEUTSCHE GESELLSCHAFT FÜR INTERNATIONALE ZUSAMMENARBEIT (GIZ) IN KOSOVO (UNDER UNSCR 1244)	9
	ENVIRONMENTAL BUSINESS TECHNICAL ASSISTANCE PROGRAMME (EBTAP), WORLD BANK	10
	FINCA KOSOVO	11
	INSTRUMENT FOR PRE-ACCESSION ASSISTANCE (IPA).....	12
	TURNAROUND MANAGEMENT (TAM) AND BUSINESS ADVISORY SERVICES (BAS) IN KOSOVO.....	13
	USAID KOSOVO.....	14
	WESTERN BALKANS INVESTMENT FRAMEWORK (WBIF).....	15
3	KEY INNOVATION INFRASTRUCTURES	16
3.1	TECHNOLOGY/INNOVATION CENTRES (TICS).....	16
	CENTRE FOR INNOVATION AND TECHNOLOGY TRANSFER (CITT)	16
3.2	CLUSTERS.....	17
	FRUITS AND VEGETABLE CLUSTER	17
3.3	TECHNOLOGY AND SCIENCE PARKS	17
	INDUSTRIAL PARK IN DRENAS (IPD)	17
3.4	BUSINESS START-UP CENTRES/ TECHNOLOGY INCUBATORS	18
	BUSINESS ADVISORY CENTRE (BAC) MITROVICA NORTH	18
	BUSINESS ADVISORY CENTRE (BAC) MITROVICA SOUTH.....	19
	BUSINESS ADVISORY CENTRE (BAC) ZVECAN.....	20
	BUSINESS SUPPORT CENTRE KOSOVO (BSCK) (FORMERLY KNOWN AS BUSINESS START-UP CENTRE KOSOVO)	20
	GENESIS TECHNOLOGY CENTRE	21
	IPKO FOUNDATION	22
	KOSOVO ASSOCIATION OF INFORMATION AND COMMUNICATIONS TECHNOLOGY (STIKK)	23
	PRISHTINA REGIONAL ENTERPRISE AGENCY (REA).....	23
3.5	OTHER RELATED ORGANISATIONS	24
	CENTRE FOR ENTREPRENEURSHIP AND EXECUTIVE DEVELOPMENT (CEED)	24
	KOSOVO CENTRE FOR INTERNATIONAL HIGHER EDUCATION, RESEARCH AND TECHNOLOGY COOPERATION (K-CIRT).....	26
	KOSOVO INTERDISCIPLINARY KNOWLEDGE TRIANGLE CENTRE (KIKT).....	26
4	LIST OF REFERENCES	28
5	LIST OF ACRONYMS	30
6	LIST OF AUTHORS AND CONTRIBUTORS	33

1 Introduction

Innovation is understood as activities resulting in the successful implementation of creative ideas that result in the improvement of technology, services, goods, etc. with a positive impact on a society.

Since innovation is also considered a key driver of the economy, especially when it leads to a competitive advantage or increasing productivity, innovation policy is being shaped at the national level. Research institutions are considered as main carriers of innovation activity while private sector takes over the implementation and commercialisation of the innovative ideas in the form of products.

These are the main actors that form the innovation system of the country. In line with this, framework conditions regulating the complex relations between these actors are essential to build an innovation-friendly environment and foster innovation infrastructure in the country.

The main objective of this report is to add to common understanding of the national innovation system in Kosovo (under UNSCR 1244) ¹ and to map the innovation infrastructure and stakeholders in Kosovo (under UNSCR 1244). Thus, the report aims to facilitate the identification of potential partner organisations for STI co-operations from the country.

To this end, the report identifies innovation-related government institutions, programmes as well as innovation infrastructures such as Technology and Innovation Centres, Clusters, Technology and Science Parks, Business Start-up centres, Technology Incubators and other related organisations.

This report is based on a previous report of the FP6 project SEE-SCIENCE.EU produced in 2008 and work carried out in the frame of the FP7 project WBC-INCO.NET. The Centre for Social Innovation carried out desk research in February/March 2011 which was updated by expert input from local project partners (relevant ministries and agencies). Furthermore, the organisations mapped in the first phase have been invited by e-mail to verify the information in the report. Finally, local experts have been involved in completing and categorizing the information collected in the report.

Currently, there is no report or directory that presents an up-to-date and comprehensive status quo of innovation institutions and programmes in the Western Balkan Countries (WBC).

With this series of reports devoted to the innovation infrastructures in WBC, we aim to bridge this gap. The published country reports cover innovation systems of Albania, Bosnia and Herzegovina, Croatia, FYR of Macedonia, Kosovo (under UNSCR 1244), Montenegro and Serbia. In order to ensure coherence of the series, all of the reports follow the same structure and objectives.

¹ Please note that while it is the Project convention to use the full name of Kosovo (under UNSCR 1244) in all documents, we have respected and kept original names of the institutions and programmes as they were.

The report at hand – which covers **Kosovo (under UNSCR 1244)**, in conformity with other reports from the series, maps the state of affairs in June 2011 and will be published on the homepage WBC-INCO.NET and widely disseminated to our 29 project partners, the Steering Platform on Research for Western Balkan countries, EU institutions, PRO INNO Europe, ClusterCollaboration.eu, European Cluster Observatory and TCI Network. The final report can be freely disseminated to any other party that might find it useful.

WBC-INCO.NET, an FP7 funded project running from 2008 to 2013 with a total of 29 project partners, aims at the enhancement of the integration of Western Balkan Countries in the European Research Area (ERA). Its core objectives are to support the bi-regional dialogue on science and technology (S&T), to identify RTDI cooperation potentials and priorities for take-up in FP and other EU programmes, to enhance participation of WB researchers in EU projects, to analyse innovation needs and barriers in the WBC, to exchange information and best practices on innovation policies and to establish closer cooperation between research and innovation. WBC-INCO.NET is being coordinated by the [Centre for Social Innovation](#).



Hereby, we would like to acknowledge the input of all contributing organisations who kindly accepted to provide us with necessary feedback.

Despite the utmost effort of the authors to provide an accurate and up-to-date picture, some of the contact and content information provided in this report may become obsolete in the course of time. If you come across any information that is missing, invalid or has altered in the meantime, we will be pleased to receive a short notification e-mail to office@wbc-inco.net. The outputs of the report will be transferred to and regularly updated within the Organisation Directory on the homepage www.wbc-inco.net.

The report is a WBC-INCO.NET deliverable that is co-funded by the European Community's Programme for International Cooperation under the 7th Framework Programme for Research and Technological Development (2007-2013). Neither the Community, nor WBC-INCO.NET project partners and Centre for Social Innovation, as a main publisher of this report, are responsible for any use that may be made of the information contained therein.

2 Key Funding Organisations and Instruments

For a successful innovation policy, effective strategies, action plans, instruments and approaches are needed. National governments bear the responsibility for the development and implementation of these measures. Therefore, it is necessary to study the national framework in order to receive a detailed overview of the innovation system of Kosovo (under UNSCR 1244) and identify best practices.

National and international donors and institutions are aware of the significance of innovation for competitiveness and development of national economies. Therefore, different key programmes and instruments have been created to support activities initiating and fostering innovation and development.

2.1 Key National Ministries

Following ministries are actively involved in the formulation and promotion of the national innovation policy.

Ministry of Education, Science, and Technology (MEST), Department for Science and Technology (DST)

Acronym: MEST, DST

Organisation title in local language: Ministria e Arsimit Shkencës dhe Teknologjisë

Organisation type: Government/Ministry

The Ministry of Education, Science and Technology in Prishtina is responsible for both the development of the scientific research and the higher education system, and for the promotion of innovation and technological development, although no research fund exists (Dall, 2006). Additionally, the ministry is in charge of the formulation of an overall strategy for the development of education, science and technology in Kosovo (under UNSCR 1244) and the promotion of a single, unified, non-discriminatory and inclusive education system.

The Department for Science and Technology takes care of the creation of a good infrastructure, institutional and financial basis for science and research as well as of the promotion of technological developments in the economy. Furthermore, DST coordinates the work of science state and public bodies and supports cooperation relationships in the country and abroad. DST is, together with the Centre for Innovation and Technology Transfer (CITT) board, also responsible for drafting a strategic national document for the developments in the field of innovations, patents, and technology transfer.

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Ministry of Trade and Industry of Kosova (MTI), Department of Industry

Acronym: MTI

Organisation title in local language: Ministria e Tregtisë dhe Industrisë

Organisation type: Government/Ministry

The division for the industrial production development of the Department of Industry is responsible to promote sustainable development in Kosovo (under UNSCR 1244) and to enable a favourable environment for industrial development. To this end, it helps to prepare the national development strategy for the industrial sector, monitors the industrial branches and developments of technologies and provides measures and instruments to facilitate technological transfer and the application of innovation.

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2.2 Key National Agencies

Following national agencies are active in the field of innovation policy.

Investment Promotion Agency of Kosovo (IPAK)

Acronym: IPAK

Organisation title in local language: Agjencioni per Promovimin e Investimeve ne Kosove

Organisation type: Agency/Fund

The Investment Promotion Agency in Kosovo (under UNSCR 1244) (IPAK) was established as an Executive Agency under administration of Ministry of Trade and Industry, regulated by the Law on Foreign Investments no 02/L-33, article 19 on July 15, 2005.

The IPAK's goal is to enhance the economic development of Kosovo (under UNSCR 1244) through foreign direct investment which will have direct impact in reducing unemployment and increasing the social welfare of citizens.

The mission of the Agency is to improve the image of Kosovo (under UNSCR 1244) and to attract foreign investors to look at Kosovo (under UNSCR 1244) as the final destination for their investments through an aggressive and proactive marketing campaign, thorough increasing FDI inflows whether Brownfield or new Greenfield investments targeting numerous investments opportunities in Kosovo (under UNSCR 1244).

The Services provided by IPAK function as a one-stop shop for all investors ranging from collection and dissemination of information to assistance during all phases of investments (pre-investments, investments and after care):

- Provision of information on general business environment and specific industries;
- Provision of information on Taxation, Employment, Customs, Real Estate and other relevant laws and regulations;
- Advice on business service providers: financial, consulting;
- Assistance with registration, licensing, work permits, and other documentation;
- Linking potential investors to Brownfield, Greenfield;
- Provide offers for specific projects and locations; and
- Assistance in dealing with administration on all levels.

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SME Support Agency of Kosovo (SME-KS)

Acronym: SME-KS

Organisation title in local language: Agjencia Kosovare për mbështetje të ndërmarrjeve

Organisation type: Agency/Fund

The SME Support Agency in Kosovo (under UNSCR 1244) was established as an Executive Agency under administration of Ministry of Trade and Industry, regulated by the Law on SME Support No. 02/L-5, article 8 in December 2006.

The Agency aspires to become an intelligence-gathering and co-ordinating hub in the multi-stakeholder environment of SME policy, to be a leading and dynamic National Agency that supports and further develops a vibrant, competitive and growing Small and Medium Enterprise sector in Kosovo (under UNSCR 1244). Its mission is to contribute to the further realization of a market economy in Kosovo (under UNSCR 1244) by helping to build an enterprise society in which SMEs thrive and achieve their potential, with an increase in the number of people considering going into business, an improvement in the overall productivity and competitiveness of SMEs, more enterprises in disadvantaged communities and under-represented groups and by becoming a key mechanism for ensuring stronger and more effective SME representation.

The overall objectives of the Agency are to oversee the implementation of the SME Development Strategy, with Government mandate to substantially increase the contribution of SMEs to GDP and GDP growth; and to substantially contribute to reduce unemployment.

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2.3 Key Programmes and Instruments

National and international donors and institutions are aware of the significance of innovation for competitiveness and development of national economies. Therefore, different key programmes and instruments have been created to support activities initiating and fostering innovation and development.

Business Development Kosovo

Organisation type: Project (Bilateral)

Following a preliminary study by which business areas for development have been defined, this project implemented by Athene Prosjektledelse will contribute to the business development in Kosovo (under UNSCR 1244).

The project is financed by the Norwegian Ministry of Foreign Affairs and will last from 2011 to 2013.

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Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) in Kosovo (under UNSCR 1244)

Acronym: GIZ
Organisation type: Agency/Fund

Being active in Kosovo (under UNSCR 1244), GIZ has supported the country to achieve political stability and democracy. Thereby, GIZ focuses on three priority areas: sustainable economic development, education, and public administration, democracy & civil society. Under its first priority area, GIZ's activities mainly encompass economic development and employment promotion (promotion of SMEs), support to the food sector, and vocational training.

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Environmental Business Technical Assistance Programme (EBTAP), World Bank

Acronym: EBTAP

Organisation type: Programme (Other)

Established in 2005, the main goal of the Business Environment TA Project is to improve the business environment in Kosovo (under UNSCR 1244) by reducing uncertainty of key regulatory processes, improving delivery of related services, strengthening property rights, and increasing transparency and accountability of implementing institutions. The project consists of three components:

1. The first, business services integration, will reduce regulatory uncertainty, reduce existing administrative barriers to starting and operating a business, improve the transparency and accountability of regulatory functions administered by municipalities, and facilitate investment. It will fund:

- The establishment of Business Service Centres (BSCs);
- The rehabilitation of BSC premises;
- The upgrading of the Kosovar business registration system; and
- The assistance and capacity building of the Office of Investment Promotion.

2. The second component, immovable property rights enhancement, will help secure immovable property rights as a contribution to land market development and facilitating new business start-ups. This will be accomplished through:

- Technical assistance;

- Support for the improvement of the new immovable property rights registration system;
- Volume of mortgages registered in the new system;
- Cadastre reconstruction and renewal, and updating; and
- Implementation of a national cadastre of buildings.

3. The third, project coordination and monitoring, aims to build capacity of related project institutions to ensure proper implementation of all activities through strengthening capacity for procurement, financial management, and monitoring and evaluation of results.

The current closing date of the project is 30 June 2011.

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FINCA Kosovo

Acronym: FINCA

Organisation type: Programme (Other)

FINCA International provides financial services to lowest-income entrepreneurs around the world. In Kosovo (under UNSCR 1244), FINCA started a micro-finance programme with funding and support from USAID. Within this programme, FINCA Kosovo (under UNSCR 1244) offers four different loan products to support start-ups and entrepreneurs: solidarity group loan, business loan, home improvement loan, and rural loan.

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Acronym: IPA

Organisation type: Programme (IPA)

The Instrument for Pre-Accession Assistance (IPA) is the key tool of the European Commission's pre-accession assistance strategy. This Instrument is replacing the former pre-accession instruments: PHARE, ISPA, SAPARD and CARDS. IPA will help transition countries meet the Accession Criteria (fulfil the political, economic and acquis-related criteria for membership, building up their administrative and judicial capacity) and prepare for the programming, management and implementation of EU Cohesion, Structural and Rural Development Funds after accession. IPA is designed with five components to provide for targeted and effective assistance for each country according to its needs and evolution. These five components are: transition assistance and institution building; cross-border cooperation; regional development; human resources development; and rural development.

Being a potential candidate, Kosovo (under UNSCR 1244) receives financial assistance under the first two components: transition assistance & institution building and cross-border cooperation (CBC). For example, the priorities of CBC "Republic of Albania – Kosovo" (2010-2013) and CBC "FYR of Macedonia – Kosovo" are the promotion of sustainable economic, social, cultural and environmental development, and technical assistance. Within its regional economic development branch of IPA'S first component, five regional development agencies are supported and grant scheme for regional projects targeting job creation and the improvement of conditions for competitive businesses are provided by IPA (EC 2010a, 2010b, 2010c, 2010d).

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TurnAround Management (TAM) and Business Advisory Services (BAS) in Kosovo

Acronym: TAM/BAS

Organisation type: Programme (Other)

The TurnAround Management (TAM) and Business Advisory Services (BAS) of the European Bank for Reconstruction and Development (EBRD) are complementary technical assistance programmes that combine direct assistance at the enterprise level to viable micro, small and medium-sized enterprises (MSMEs) across a broad range of industry sectors.

TAM

TAM aims at building strong, competent enterprise management and restructuring through the transfer of international best practice in small and medium sized enterprises. These managerial and structural changes within SMEs should be achieved through training activities and the provision of international advisers in TAM projects lasting usually 18 months.

BAS

BAS works directly with individual SMEs, providing specific and practical business advice. At the same time, BAS builds local consultancy capacity to serve enterprise needs. Typical BAS projects are short-term projects with a rapid payback, such as upgrading management/financial IT systems, market research, introducing quality systems and human resource management techniques, etc. In the period 2005 – 2010, BAS Programme in Kosovo (under UNSCR 1244) has undertaken 281 consultancy projects and funded nine projects fully (accredited training courses, workshops, seminars, etc.) in order to improve operations of Kosovar SMEs, enter new markets and get access to finance.

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USAID Kosovo

Acronym: USAID

Organisation type: Agency/Fund

After addressing immediate post-conflict humanitarian needs and assisting in the build-up of political institutions in Kosovo (under UNSCR 1244), USAID, the U.S. Agency for International Development, focused on the support of economic growth, democracy and governance, and special initiatives and cross-cutting programmes addressing issues such as youth or conflict mitigation outside its core thematic objectives.

To foster economic growth and develop the private sector, USAID conducts presently several projects such as:

Kosovo Private Enterprise Program 2008 – 2012:

The main objectives of this program are to identify market opportunities for Kosovar products, enhance local and regional capacity to promote competitiveness and foster sustainability of the private sector. To this end, USAID conducts activities to support targeted sectors (agriculture, construction materials, forestry and wood processing, ICT, tourism and recycling), training of local consultants to provide business support services, improvement of business enabling environment, and workforce development.

Development Credit Authority 2007 – 2013:

Through the establishment of a development credit authority, USAID enables better access to credit for farmers and agricultural SMEs by providing a 50% risk guarantee to loans by Raiffeisen Bank Kosovo.

Commercial Finance Fund 2008 – 2014:

The Commercial Finance Fund is focused on the need of SMEs for short-term working capital financing by providing various products ranging from pre-shipment and pre-export working capital finance to revolving credit and leasing.

Centre for Entrepreneurship and Executive Development (CEED) Kosovo 2009 – 2013:

The CEED's objective is to foster the growth of SMEs and the development of more knowledgeable entrepreneurial culture by delivering executive training courses and networking events.

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Western Balkans Investment Framework (WBIF)

Acronym: WBIF

Organisation type: Programme (Other)

The Western Balkans Investment Framework (WBIF) was established by the European Bank for Reconstruction (EBRD) together with the European Commission (EC), the European Investment Bank (EIB) and the Council of European Development Bank (CEB) in December 2009. The object is to finance priority projects in the Western Balkans Countries. The programme operates in Albania, Bosnia and Herzegovina, Croatia, Kosovo (under UNSCR 1244), Former Yugoslav Republic of Macedonia, Montenegro and Serbia.

The WBIF has two main objectives: firstly pooling of grants, loans and expertise in order to prepare financing for priority investment projects; secondly, strengthening coherence and synergies among donors in order to increase the positive impact and visibility of investments in the Western Balkan Countries. Projects are selected on the basis of regional and/or country needs and their consistency with EU accession priorities.

The primary focus on infrastructure sector (environmental, energy or transport infrastructures, education, healthcare and other social needs) will be extended to provide also support to small and medium-sized enterprises (SMEs).

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3 Key Innovation Infrastructures

A national system of innovation can be understood as a “network of institutions in the public and private sectors whose activities and interactions initiate, import, modify and diffuse new technologies” (Freeman 1987: 1). These institutions ranging from technology/innovation centres, science and technology parks to clusters, business start-up centres and incubators constitute a country’s innovation infrastructure. In the following chapter, the particular elements of the Kosovar innovation system are presented.

3.1 Technology/Innovation Centres (TICs)

A Technology / Innovation Centre (TIC) is an institution established in order to facilitate technology transfer as well as to promote research uptake and innovation by linking researchers and universities with SMEs. TICs enable the industry to exploit new and emerging technologies by providing linkages between research and SMEs.

Centre for Innovation and Technology Transfer (CITT)

Acronym: CITT

Organisation title in local language: Centar za Inovacije i Transfer Tehnologije

Organisation type: Research Institute

CITT was founded 2008 as independent government agency in cooperation with the Partnership Project Kosovo-Austria.

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3.2 Clusters

Another crucial element of national innovation systems are clusters can be defined “as a group of firms, related economic actors, and institutions that are located near each other and have reached a sufficient scale to develop specialised expertise, services, resources, suppliers and skills” (EC, 2008: 9). In this way, interactions, the exchange of knowledge, and the presence of a skilled labour force are facilitated and enable clusters to be important drivers for competitiveness and innovation (EC, 2008: 21).

Fruits and Vegetable Cluster

Organisation type: Cluster / Incubator / Innovation Infrastructure

This cluster has very effective means of enhancing the potential of firms. This programme is among the few which resulted to some extent in minor innovation in agriculture which lead to enhanced productivity and value chain.

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3.3 Technology and Science Parks

According to a definition by the World Bank, a science park is aimed at business support and technology transfer and constituted by several “functional” and “physical” components. On one hand, a science park is characterized by the participation of the following stakeholders: 1) businesses (MNCs, domestic companies, start-ups); 2) knowledge providers (university research and education infrastructures, applied research labs, etc.); 3) industry support services (business incubators and enterprise development areas, usually managed by private operators); and 4) financial support services (venture capital, regional development agencies and banks). On the other hand, a science park offers a physical environment for its purpose through the provision of infrastructure and facilities (office buildings, meeting rooms, transportation, power, ICT connectivity, etc.). (World Bank 2010: 311). The terms technopolis, “technology park”, “science park”, “technology & science park” or “research park” are often used synonymously.

Industrial Park in Drenas (IPD)

Acronym: IPD

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Industrial Park in Drenas (IPD) is a programme component of the working spaces, which means ensuring a physical infrastructure for business. IPD includes an area of 24 ha and is divided in 76 units. The production and services businesses will be located there.

The major purpose of its establishment is:

- Creation of a physical and business environment, in which both the existing businesses and new micro, small and medium ones can be developed and prosper;
- Attraction of new investments (domestic and foreign);
- Gathering of businesses in a suitable place outside of urban zone; and
- Extension of the existing industry.

The Industrial Park is mainly based on the services internally provided to enterprises, e.g. foreign enterprises located in the Park:

- Legal support for company registration;
- Comprehensive assistance during company start-up phase;
- Contractual issues on purchasing of the workspace;
- Support during construction and establishment of the workspace;
- Research and selection of local partners and workforce;
- Assistance to resolve transport, customs, accounting, fiscal, juridical and technical issues;
- Preferential access local distribution, processed products, and raw materials.

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Website: <http://www.sme-ks.org/?cid=1,154>

3.4 Business Start-Up Centres/ Technology Incubators

Business start-up centres and technology incubators are facilities designed to support entrepreneurship and help start-up companies to survive and flourish through the use of shared resources, management expertise, counselling, training, the provision of services (administrative support, office equipment, marketing etc.) and networks for potential business partners, etc. (Rouach / Louzoun / Deneux 2010: 12). Technology incubators are primarily focused on technology-based firms.

Business Advisory Centre (BAC) Mitrovica North

Acronym: BACMIN

Organisation title in local language: Poslovno Savetodavni Centar/Mitrovica Sever

Organisation type: Cluster/Incubator/Innovation Infrastructure

BAC Mitrovica North is dedicated to improve the economic situation through private sector support and by creating a favourable environment for the establishment for

SMEs. To this end, BACMIN's objectives are to support business start-ups, encourage foreign investment and facilitate access to finance through micro-credits. In this way, BACMIN tries to create a better business environment and remove obstacles to successfully launch and continue own business. Therefore, the centre provides education and services such as business training programme, counselling services, business registration support, micro-credits, logistic support, provision of office space and capacity building.

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Business Advisory Centre (BAC) Mitrovica South

Acronym: BACMIS

Organisation title in local language: Poslovno Savetodavni Centar/Mitrovica Jug

Organisation type: Cluster / Incubator / Innovation Infrastructure

Established on 24th May 2010 with the support of United Nations Development Programme (UNDP) and the Dutch NGO SPARK, BAC Mitrovica South offers trainings in entrepreneurship and business development free of charge. The package include free business registration, free professional counselling, micro-credits specially designed for start-ups and liaison with the business community.

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Business Advisory Centre (BAC) Zvecan

Acronym: BACZ

Organisation title in local language: Poslovni Centar Zvecan

Organisation type: Cluster / Incubator / Innovation Infrastructure

BAC Zvecan was officially started in May 2010 with support of UNDP and SPARK. The main goals of BAC Zvecan are to support business start-ups and offer adequate training in business development in order to reduce unemployment, increase the numbers of SMEs and to contribute to a sustainable economic development of the municipality of Zvecan. To this end, its services encompass consultancy, advices, start-up loans and training. Its services are tailored to newly graduates, entrepreneurs and unemployed aiming to launch a business.

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Business Support Centre Kosovo (BSCK) (formerly known as Business Start-Up Centre Kosovo)

Acronym: BSCK

Organisation title in local language: Business Start-up Centre Kosovo

Organisation type: Cluster / Incubator / Innovation Infrastructure

The Business Support Centre Kosovo (BSCK) was successfully launched in 2006 as one of the first BSCs financed under a four-year grant of the Dutch Government. The Business Support Centre Kosovo (BSCK) assists graduate students and young graduates of all faculties of all universities in Kosovo (under UNSCR 1244) in establishing SMEs and was formerly known as Business Support Centre Kosovo. It offers practical training courses and consultancy as well as accessible micro-credits for the most promising business ideas.

Strategic project goals are to:

- Bring together the Higher Education sector and the Business sector in Kosovo (under UNSCR 1244) in order to better meet the needs of the labour market
- Contribute to the economic development in Kosovo (under UNSCR 1244); and
- Improve the regional trade and investment climate to accelerate European economic integration.

The partners of the Business Start-Up Centre Kosovo are:

- University of Prishtina (UP);
- Kosovo Chamber of Commerce (KCC);
- Ministry of Education, Science, and Technology (MEST);
- Ministry of Trade and Industry (MTI);
- Ministry of Youth, Sports and Culture; and
- College of International Management – Globus.
- Business community representatives

The Centre provides practical business training to young people throughout Kosovo (under UNSCR 1244) on how to establish Micro, Small and Medium Sized Enterprises (MSME) and also assists them through technical (free business consulting hours) and financial assistance (micro-credit) in starting up MSMEs. The ultimate goal of BSCK is to establish new MSMEs in Kosovo (under UNSCR 1244) in order to give Kosovar youth necessary skills to be self-employed as well as create new jobs, stimulating local economies, providing an expanded local tax base, which in return contributes to the economical development of the region.

Furthermore, BSCK works closely with university and faculties to improve their curricula to better meet the demands of the local labour market and provide students with practical business skills.

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Genesis Technology Centre

Organisation type: Research Institute

Founded in 2009, the Genesis Technology Centre aims to foster economic development in Kosovo (under UNSCR 1244) through practical training in electronics

and manufacturing, applied technology research, and technology business incubation.

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IPKO Foundation

Acronym: IPKO
Organisation type: Agency/Fund

The IPKO foundation provides scholarships to university students in Kosovo (under UNSCR 1244) who are pursuing a field of study with a digital vision. This might be an economics students working on the potential for the IT field on economic development, a political scientist studying the impact of technology on democracy, a law student focused on intellectual property rights, a sociology student studying the impact of digital living on family ties, a graphic design student working with digital media or a computer science student focused on the next generation of handhelds.

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Kosovo Association of Information and Communications Technology (STIKK)

Acronym: STIKK

Organisation type: Association of Information and Communications Technology

The Kosovo Association of Information and Communication Technology (STIKK) will play a central role in stimulating dynamic growth of the ICT sector across Kosovo (under UNSCR 1244) by opening up new opportunities and increasing the overall competitiveness of the sector.

STIKK will help create a better ICT business environment by improving standards and educational opportunities, and advocating with the government on behalf of its members to ensure that the sector will attract new business and investment.

Kosova Association of Information and Communications Technology - STIKK, has officially become an industrial partner of "E-Academy", which is the organiser of WEBiT event, and therefore is considered as one of the biggest events in Europe for IT Industry, and the only one in the Central and Eastern Europe for presentations of this nature. STIKK has officially become an industrial partner of the most important events of IT industry in our region, the WEBiT 2011 conference respectively, that first of all has a special importance for companies of IT labour in Kosovo (under UNSCR 1244) and which means that they can now promote and advert their products to an extraordinary audience.

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Prishtina Regional Enterprise Agency (REA)

Acronym: Prishtina REA

Organisation type: Agency/Fund

The Prishtina REA was established under the initiative of the European Agency for Reconstruction (EAR) in 2001 as part of the European Union Integrated SME Development Program for Kosovo (under UNSCR 1244). Prishtina REA has been established to provide in a professional and cost effective manner business advisory and business training services to SME's and entrepreneurs, local and central level government institutions in Kosovo (under UNSCR 1244) and as promoter of local

economic development. Prishtina REA understands itself as a change agent for the start, growth and consolidation of autochthonous organizations.

As a local Agency, Prishtina REA has been delivering its services all over Kosovo (under UNSCR 1244) and regionally for almost 10 years by trained and experienced trainers, advisers and consultants.

Prishtina REA's mission is to support, promote, and assist the economic development in Kosovo (under UNSCR 1244). To this end, Prishtina REA offers the professional services and technical assistance:

- Business advisory and business training services to SME's and entrepreneurs;
- Support of local and central level government institutions in Kosovo (under UNSCR 1244);
- Entrepreneurship Education Programs.

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3.5 Other related Organisations

In addition to the above presented main innovation infrastructures, other organisations exist such as regional development agencies, banks and business support centres, etc. which provide special services which foster innovation and have positive impact on innovative entrepreneurship. The following chapter tries to give an overview of other innovation-related organisations.

Centre for Entrepreneurship and Executive Development (CEED)

Acronym: CEED

Organisation title in local language: Qendra për Ndërmarrësi dhe Zhvillim Ekzekutiv

Organisation type: Company

CEED Kosovo is part of an international network that operates in South-East Europe with its founding partners USAID and SEAF. CEED Kosovo approaches young entrepreneurs by providing them 'know-how' techniques and network in order to faster grow their businesses.

To this end, CEED Kosovo provides practical training, consultancy, mentorship programmes and network activities, such as Top Class Programs. Top Class Program is designed for young entrepreneurs and managers consisting of three main activities: 10 networking learning workshops, local and regional B2B meetings with different enterprises, and mentorship program where beneficiaries/participants of Top Class have an opportunity to meet at peer to peer level with experienced entrepreneurs and experts from different fields and sectors.

CEED has additionally developed Top Class Plus being mainly focused on "*soft skills*", such as: entrepreneurial leadership, effective internal and external communication, coaching and innovation within enterprises, change management and advanced decision making.

To a further extent, it has also developed Top Class Finance that targets young entrepreneurs who are involved in financial decision-making but do not have a financial background. This is highly practical and interactive program with an aim of enhancing financial knowledge and structure within private enterprises.

CEED Kosovo Managerial Club is also one of the tools to further foster networking amongst enterprises. It provides an opportunity to maintain relations with other entrepreneurs within Kosovo (under UNSCR 1244), be it a Top Class Program participant or not.

In order to extend its aim of supporting business development, CEED Kosovo became a Local Training Institute for CISCO Entrepreneur Institute. It will provide the following courses: Starting a Business (includes 15 modules), Growing a Business (8 modules) and iExec Enterprise Essentials (7 modules). These courses provide its participants business skills and successful strategies in practice.

In addition, CEED Kosovo is locally implementing an EU funded Project: "Business Support and Learning for Growth " (01.12.2010 – 31.12.2011) which aims to foster economic growth and increase job creation in the municipalities of Kosovo Economic Region Center, as such Prishtina, Drenas, Fushe-Kosova, Obilic, Podujevo, Gracanica, Shtime and Lipjan. For this purpose, two training programmes are offered: The "Young Entrepreneurs Class" programme dedicated to start-up businesses and the CISCO Entrepreneur Institute Course: 'Starting a Business' dedicated to graduates, students in their final year and unemployed. The beneficiaries of this project will have access to grants and business support for growing the business.

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Kosovo Centre for International Higher Education, Research and Technology Cooperation (K-CIRT)

Acronym: K-CIRT
Organisation type: Research Institute

Founded in 2007, the Kosovo Centre for International Higher Education, Research and Technology Cooperation serves the objective of encouraging Kosovar participation of research and industry in European RTD initiatives and programmes, especially in the 7th Framework Programme for Research through training, informing and connecting.

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Kosovo Interdisciplinary Knowledge Triangle Centre (KIKT)

Acronym: KIKT
Organisation type: Research Institute

The establishment of a Kosovo Interdisciplinary Knowledge Triangle Centre is the objective of a TEMPUS-project implemented 2010-2013 by several partners (University of Prishtina; WUS Austria; Medical University of Vienna; Austin, Pock +Partners (AT); Edinburgh Napier University; Ghent University; Ministry of Education, Science and Technology of Kosovo (under UNSCR 1244); Kosovo Centre for International Higher Education, Research and Technology Cooperation) and individual experts (Emir Haxhija, Peter Perkonig & Karl Heinz Slabschi).

KIKT focuses, on one hand, on the link between higher education and economy and, on the other hand, aims to support capacity building in research and innovation, as well as, curriculum development. The main goal is to improve capacity building and conditions for the development of professional research capacities, PhD studies, and training programmes for medical and natural sciences at the University of Prishtina.

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5 List of Acronyms

ARN Enterprises Regional Agencies
ARBD Agency for Development of Brčko's District
BAC Business Advisory Centre
BACMIN Business Advisory Centre Mitrovica North
BACMIS Business Advisory Centre Mitrovica South
BAS - Business Advisory Service Programme
BI Business Incubator
BSC - Business Start-Up Centre
BSC Business Service Centre
BSCK Business Start-Up Kosoco
BSPK Union of Independent Kosovo Syndicates
CARDS - Community Assistance for Reconstruction, Development and Stabilisation
CBC Cross-border Cooperation
CEB Council of European Development Bank
CEED Centre for Entrepreneurship and Executive Development
CEI - Central European Initiative
CEI KEP – Central European Initiative Know-how Exchange Programme
CEO Chief Executive Officer
CIP - Competitiveness and Innovation Framework Programme
CITT Centre for Innovation and Technology Transfer
DPSD Department for Private Sector Development
DST – Department For Science and Technology
EAR European Agency for Reconstruction
EBRD - European Bank for Reconstruction and Development
EC - European Commission
EFB – European Fund for the Balkans
EIB - European Investment Bank
EICC Euro-Info Kosovo Centre
EU - European Union
FP7 - 7th Framework Programme for Research and Technological Development

FYR Former Yugoslavian Republic
GDP Gross Domestic Product
GER Group of New Economists
GIZ Deutsche Gesellschaft für International Zusammenarbeit
ICT - Information and Communications Technologies
IEE - Intelligent Energy Europe Programme
IPA - Instrument for Pre-Accession Assistance
IPAK Investment Promotion Agency of Kosova
IPD Industrial Park in Drenas
ISPA - Pre-Accession Structural Instrument
IT - Information Technolgy
KCBS Kosovo Cluster and Business Support Programme
K-CIR Kosovo Centre for International Higher Education, Research and Technology
Cooperation
KEP – Know-how Exchange Programme (CEI)
KIKT Kosovo Interdisciplinary Knowledge Triangle Centre
MNC – Multi-national companies
MTI - Ministry of Trade and Industry
MEST - Ministry of Education, Science and Technology
MSMEs - Micro, Small and Medium Size Enterprises
NGO - Non-governmental Organisation
PHARE - Poland and Hungary: Assistance for Restructuring their Economies
(PHARE) programme
PR Public Relations
OECD - Organisation for Economic Cooperation and Development
OEK Economic Chamber of Kosovo
ORF - Open Regional Fund
REA Regional Enterprise Agency
RTD - Research and Technological Development
SAPARD - Special Accession Programme for Agriculture and Rural Development
SBDC Slovenian Centre for Small Businesses Development
SMEs - Small and Medium Size Enterprises
S&T – Science and Technology

TA Technical Assistance

TAM - TurnAround Management Programme

TAM/BAS - Turn-around Management and Business Advisory Services

TIC Technology/Innovation Centre

UNDP United Nations Development Programme

UNSCR United Nations Security Council Resolution

USAID - United States Agency for International Development

WB - Western Balkans

WBIF Western Balkans Investment Framework

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We would like to acknowledge the input of all contributing persons and organisations who kindly accepted to provide us with necessary feedback.

We made a huge effort to include the names of all contributing parties. If, for any reason, you are a contributor and you do not find your name in the list, please send us a short notification e-mail to office@wbc-inco.net. We aim to keep the updated version of the reports online on the homepage WBC-INCO.NET, where we can make necessary adjustments.

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