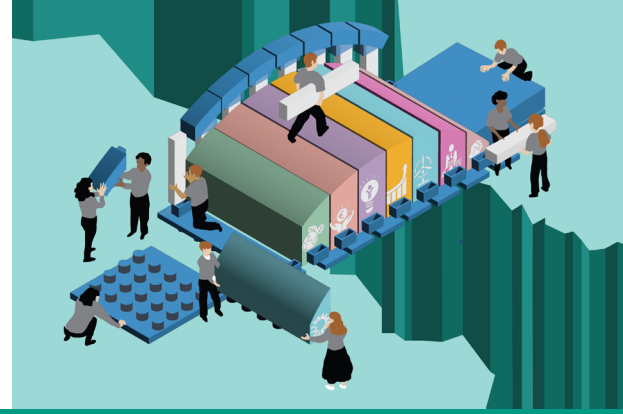


SME POLICY INDEX

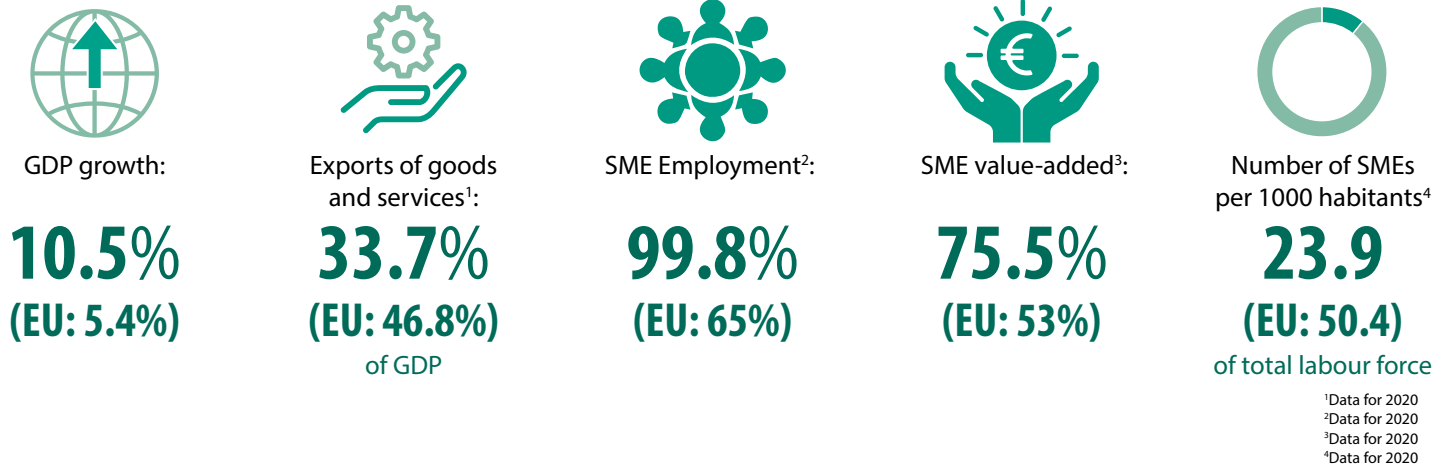
Western Balkans and Turkey 2022

Kosovo*

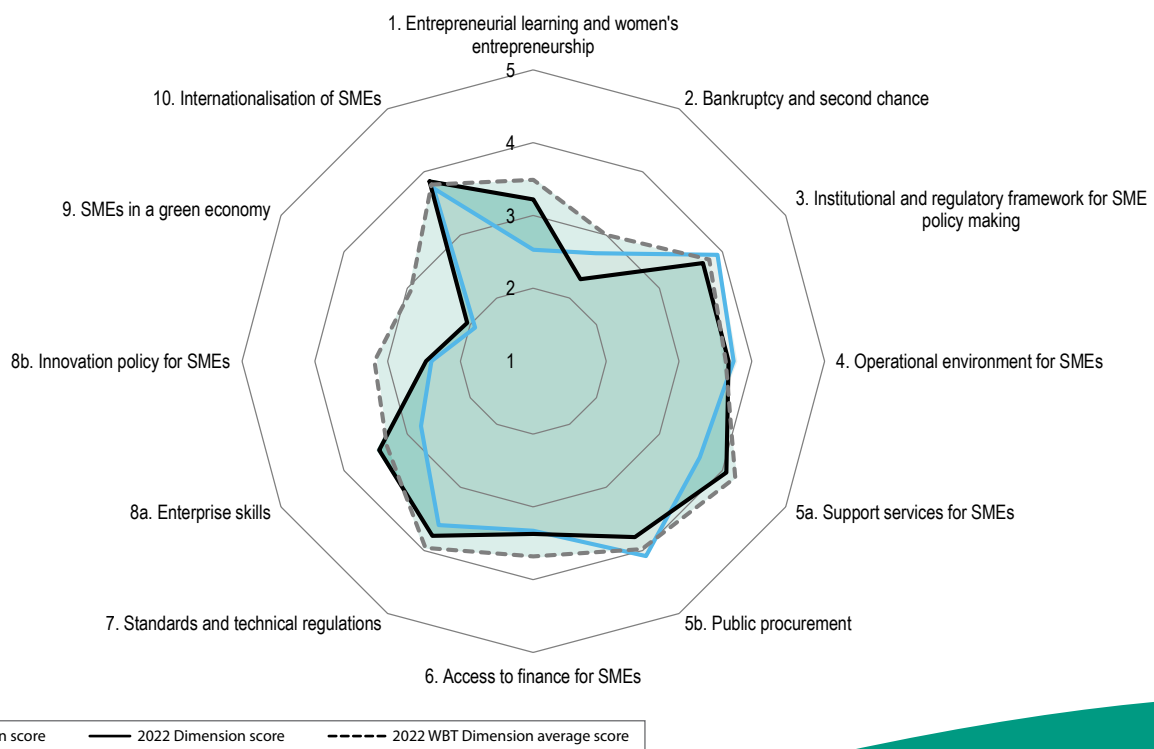


Since 2019, Kosovo has improved its performance in 8 of the 12 policy areas, reflecting the importance of SMEs in the government's policy agenda. Ensuring that implementation has impact is crucial in achieving governments' objectives, while monitoring and evaluation of all policy measures are essential for tracking efficiency and effectiveness.

Key facts (2021)



Kosovo's SME Policy Index performance (2019 and 2022)



Main achievements

- ❖ **Co-operation between education and business is being boosted through the triple-helix UPCO cluster⁵**, which has the potential to advance Kosovo's entrepreneurial ecosystem to create social, cultural and economic value for the region.
- ❖ **The range of publicly provided business support services has expanded**, with Kosovo Investment and Enterprise Support Agency's reinforced institutional capacity.
- ❖ **Financial intermediation has been increasing, albeit from low levels.** A number of financial schemes have been introduced recently, including for SMEs.
- ❖ **The development of three statistical barometers has boosted the government's skills knowledge base** and can be used to support policy decisions and implementation.
- ❖ **Considerable advancements have been made in digitalising export promotion** services by enabling SMEs to apply for export support on line, greatly streamlining procedures and further reducing the administrative burden.

The way forward

- ❖ **Embed gender-disaggregated data in policy making and improve monitoring and evaluation** of women's entrepreneurship actions.
- ❖ **Promote second chance to honest entrepreneurs** to have a fresh start and reduce the cultural stigma related to business failure.
- ❖ **Ensure the rollout of digital services and improve their quality** in line with SMEs' needs through a comprehensive policy framework.
- ❖ **Intensify efforts to match supply and demand for business support services among SMEs** by updating the training needs analysis last performed in 2017 and assessing demand for particular services.
- ❖ **Develop a strategic framework for innovation** in consultation with all stakeholders, in order to prioritise innovation activities, identify existing bottlenecks in a targeted and tailored manner, and maximise resources.
- ❖ **Enhance financial support for SME greening** through the expansion of the scope of the National Energy Efficiency Fund and by connecting greening aspects to existing financial schemes.

⁵University of Pristina for Competitiveness/Competencies/Co-operation

SME Policy Index: Western Balkans and Turkey 2022

This sixth edition of the SME Policy Index: Western Balkans and Turkey 2022 – Assessing the Implementation of the Small Business Act for Europe assesses SME-related policy reforms in Western Balkans and Turkey across 12 policy dimensions. It is designed to help policy makers develop and implement policies to support SMEs and entrepreneurs in their recovery from the pandemic and to boost their competitiveness based on good practices in OECD and EU member states. Economy-specific profiles complement the regional assessment and provide each economy with an in-depth analysis of the implementation status of the ten Small Business Act for Europe principles and monitors progress made since 2019.

