**Public Call for Proposals for Business Support Organisations CFP 05-2019**

**INFO SESSIONS**

**SUMARY REPORT**

June, 2019

**Background information**

Public Call for Proposals for Business Support Organisations (CFP 05-2019) represents an effort of the European Union Support to Municipal Development- EU PRO Programme to contribute to strengthening business sector and enhance competitiveness through the support of activities of the Business Service Organizations (BSOs) in the 99 Programme municipalities.

Business Support Organizations (BSOs) are defined as organizations whose goals are to provide advisory and support services to the business community, along with promoting a favourable business environment by representing entrepreneurs, micro, small and medium sized enterprises (SMEs) interests in the public-private policy dialogue.

Through provision of services and networking opportunities to the SMEs, Business Service Organizations (BSOs) play an important role for economic development, particularly for efficient SME development and sustainability of start-up businesses, resulting in increased competitiveness of SMEs.

### The scope of the CfP

* Introduction or improvement of production and/or service delivery systems with the aim of strengthening the sustainability and competitiveness of SMEs
* Support SME networking activities to enable expansion into new markets, through organization of study tours, support joint performances on the market, collaborative research and project development
* Support SMEs for implementation of relevant standards and obtaining certificates to improve quality management standards and introduce quality control measures, as well as upgrade businesses to meet quality or food safety standards, etc.
* Strengthening of BSOs’ internal capacities to promote existing and introduce new services in line with the SME needs

***Organization of info sessions for the BSOs.*** With the aim to promote the BSO CfP and reach to a greater number of the Business Service Organizations, the EUPRO team for Competitiveness organized eight structured informative sessions that were held in seven locations/Programme municipalities and one on-line info session was delivered from the UNOPS-EUPRO Office from Belgrade.

Info sessions were held in the period between 29 May- 19 June, 2019, in the following cities/municipalities: Vranje, Zaječar, Vrnjačka Banja, Zlatibor, Šabac, Srebrno Jezero and Niš. The on-line info session was held on 21 June, 2019.

**Info sessions:**

|  |  |  |
| --- | --- | --- |
| Location | Date | Venue |
| Vranje | Wednesday, 29 May | Htl. Ponte Bianko |
| Zaječar | Thursday, 30 May | Htl. Srbija |
| Vrnjačka Banja | Tuesday, 11 June | Htl. Fontana |
| Zlatibor | Wednesday, 12 June | Htl. Tornik |
| Šabac | Monday, 17 June | Htl. Sloboda |
| Srebrno Jezero | Tuesday, 18 June | Htl. Danubia Park |
| Niš | Wednesday, 19 June | Htl. New City |
| Online | Friday, 21 June | UNOPS office Belgrade |

**In total 134 representatives attended eight info sessions. 67 Organizations** were represented including Regional Development Agencies, Regional Chambers of Commerce, Business Incubators, Technological Parks, Educational institutions, Business Associations, Consulting companies, Citizen Associations. The info sessions were also attended by SMEs, Municipal Representatives and Media.

**Type of BSOs that attended the info sessions is listed in the table below**:

|  |  |
| --- | --- |
| Type of BSO | Number of BSOs |
| Regional Development Agencies | 9 |
| Business Incubator | 8 |
| Business Association | 11 |
| Regional Chamber of Commerce | 6 |
| Technological Park | 1 |
| Citizen Associations (NGOs) | 10 |
| Cluster | 7 |
| Consulting company | 9 |
| Faculty | 6 |
| Total: | **67** |

**Breakdown of participants per info session:**

|  |  |
| --- | --- |
| INFO SESIJA | Number of participants |
| Niš | 22 |
| Online info session | 11 |
| Šabac | 16 |
| Srebrno Jezero | 7 |
| Vranje | 20 |
| Vrnjačka Banja | 26 |
| Zaječar | 18 |
| Zlatibor | 14 |
| Grand Total | **134** |

**The gender segregation was equal, with 67 women and 67 men attending:**

|  |  |
| --- | --- |
| Gender | |
| Female | 67 |
| Male | 67 |
| Grand Total | **134** |

**Breakdown of attendees by organization:**

|  |  |
| --- | --- |
| Name of organization | Number of attendees |
| Agricultural Associations (Zadruga) | **1** |
| Agro Iris | 1 |
| Business Associations | **12** |
| Centar za Preduzetništvo | 1 |
| Centar za Stručno Usavršavanje Šabac | 1 |
| Deli | 1 |
| Etno Forum Svrljig | 1 |
| Help | 1 |
| Rural Hub-CDOP | 1 |
| Udruženje Farmaceuta FNP | 1 |
| Udruženje FNP | 1 |
| Udruženje Inženjera Srbije | 1 |
| Udruženje Poslovnih Žena Timočke Krajine | 2 |
| Udruženje Preduzetnika Aleksinac | 1 |
| Business Incubators | **15** |
| BIC Yumco D.O.O Vranje | 3 |
| Biznis Inkubator Centar Užice | 3 |
| Biznis Inkubator Kruševac | 2 |
| Biznis Inkubator Majdanpek | 1 |
| Biznis Inovacioni Centar Kragujevac | 2 |
| D.O.O. BIC Bor | 2 |
| Reload IT Incubator | 1 |
| Start Up Centar Niš | 1 |
| Citizen Associations (NGO) | **14** |
| Asocijacija za Razvoj Grada Zaječar | 2 |
| Mladi Ambasadori | 2 |
| Mokra Gora Dolina Ibra | 1 |
| Prostor za Pomak Zaječar | 1 |
| Timocki Klub | 1 |
| Timočki Omladinski Centar | 1 |
| Udruženje Marker | 1 |
| Udruženje osoba sa paraplegijom | 3 |
| UG Mrav | 2 |
| Clusters | **8** |
| Automobilski Klaster Srbije | 2 |
| IKT Klaster | 2 |
| IKT Klaster Centralne Srbije | 1 |
| Klaster NIT | 1 |
| Klaster Voćari Juga | 1 |
| Pešter Agro Klaster | 1 |
| Consulting companies | **9** |
| EDC | 1 |
| Educom D.O.O | 1 |
| Eneca | 1 |
| Europe Consultants | 1 |
| MM Europe Consultants | 1 |
| MSP Consulting Kraljevo | 1 |
| Sigma Solution | 1 |
| Vizantija 037 | 1 |
| WMEP | 1 |
| Educational Institutions | **6** |
| Elektronski Fakultet Niš | 1 |
| Megatrend Univerzitet | 1 |
| Tehnički Fakultet u Boru | 1 |
| Visoka medicinska i poslovno-tehnološka škola strukovnih studija | 1 |
| Visoka Škola PEP | 1 |
| Visoka škola za poslovnu ekonomiju i preduzetništvo | 1 |
| Media | **12** |
| Glas Podrinja | 1 |
| MIC Medija Centar Niš | 2 |
| Regionalna CAT TV Požarevac | 1 |
| RTS Vranje | 2 |
| RTV Šabac | 2 |
| TV Vranjska Plus | 3 |
| Web Almanah Zlatibor | 1 |
| Municipal representative | **6** |
| Grad Čačak | 1 |
| Grad Novi Pazar | 1 |
| Grad Šabac | 1 |
| Gradska Uprava Šabac | 1 |
| Opština Bački Petrovac | 1 |
| Opština Veliko Gradište | 1 |
| Regional Chamber of Commerce | **6** |
| PKS | 2 |
| PKS RPK Kragujevac | 1 |
| PKS RPK Zaječar | 1 |
| Regionalna Privredna Komora Niš | 1 |
| RPK Požarevac | 1 |
| Regional Development Agency | **27** |
| ARRA Kraljevo Regionalna agencija za prostorni i ekonomski razvoj Raškog i Moravičkog okruga | 3 |
| ARRRO- Agencija za Regionalni Razvoj Rasinskog Okruga Kruševac | 3 |
| Centar za Razvoj Pcinjskog i Jablanickog okruga | 2 |
| RARIS- Regionalna agencija za razvoj istočne Srbije | 3 |
| Regionalna razvoja agencija Podrinja Podgorine i Rađevine Loznica | 2 |
| Regionalna razvojna agencija Braničevo – Podunavlje | 4 |
| RRA Jug Niš | 2 |
| RRA Pcinjskog Okruga D.O.O Vranje | 4 |
| RRA Zlatibor | 4 |
| SMEs | **14** |
| Agencija za Usluzne delatnosti | 1 |
| Bio Idea | 1 |
| BRC Kraljevo | 1 |
| D.O.O. Djordjevic prevoz | 1 |
| ES Commerce Prijepolje | 1 |
| Green Top Impex | 1 |
| Greennet | 1 |
| Harder Digital Sova | 1 |
| Konfekcija??? | 1 |
| Konik sztr Prijepolje | 1 |
| P.S. Fashion | 1 |
| Pahuljica | 1 |
| Techno Nais Group | 1 |
| Tehnicom Informatica | 1 |
| Technological Park | **4** |
| Naučno Tehnološki Park-NTP Čačak | 4 |
| Grand Total | **134** |

**Results of evaluation of the info sessions**

At the end of each info session the participants were asked to fulfil short evaluation form. Participants were asked following questions and were allowed to comment on each question:

* If you have visited EU PRO website, what is your opinion about the available information about the Public Call?
* What is your general impression about the organization of Info Session?
* How much did this info session help you to understand the requirements of the Public Call?
* How do you evaluate the themes covered by the info session and their relevance to your work on preparing the project proposal? Did you get the concrete answers on the questions you had?
* How would you evaluate your knowledge and understanding of the conditions of the Public Call before info session?
* How would you evaluate your knowledge and understanding of the conditions of the Public Call after info session?
* What was good?
* What was bad, and how we can improve similar events in the future?

Out of 134 participants, 99 have submitted evaluation questioners. The summary results of the evolution results is given bellow.

**Question: If you have visited EU PRO website, what is your opinion about the available information about the Public Call?**

|  |  |
| --- | --- |
| Answers | Number of participants |
| Very positive | 38 |
| Positive | 53 |
| Neutral | 3 |
| (blank) | 5 |
| Grand Total | **99** |

**Question: What is your general impression about the organization of Info Session?**

|  |  |
| --- | --- |
| Answers | Number of participants |
| Very positive | 51 |
| Positive | 45 |
| Neutral | 3 |
| Grand Total | **99** |

**Question:** **How much did this info session help you to understand the requirements of the Public Call?**

|  |  |
| --- | --- |
| Answers | Number of participants |
| Totally | 44 |
| A lot | 53 |
| Very little | 2 |
| Grand Total | **99** |

**Question: How do you evaluate the themes covered by the info session and their relevance to your work on preparing the project proposal?**

|  |  |
| --- | --- |
| Answers | Number of participants |
| Very useful | 56 |
| Useful | 39 |
| (blank) | 4 |
| Grand Total | **99** |

**Question: Did you get the concrete answers on the questions you had?**

|  |  |
| --- | --- |
| Answers | Number of participants |
| Yes | 92 |
| No | 1 |
| (blank) | 6 |
| Grand Total | **99** |

**Question: How would you evaluate your knowledge and understanding of the conditions of the Public Call before info session?**

|  |  |
| --- | --- |
| Answers | Number of participants |
| 5. Excellent | 5 |
| 4. Very good | 32 |
| 3. Good | 35 |
| 2. Sufficient | 11 |
| 1. Insufficient | 12 |
| (blank) | 4 |
| Grand Total | **99** |

**Question: How would you evaluate your knowledge and understanding of the conditions of the Public Call after info session?**

|  |  |
| --- | --- |
| Answers | Number of participants |
| 5. Excellent | 43 |
| 4. Very good | 37 |
| 3. Good | 12 |
| 2. Sufficient | 2 |
| (blank) | 5 |
| Grand Total | **99** |

In the open question about what was good at the info sessions participants emphasize the topics, the presenters, good organizations and concrete answers to questions. In the part what was bad and could be improved participants mentioned conditions at the venue (Zajecar), long inputs without brake etc.