EEN KOSOVO

IMPACT SURVEY REPORT

July 2025 – October 2026

Enterprise Europe Network Kosovo | Survey responses received 28 October 2025 – 29 September 2026



1. Executive summary

This report summarizes feedback from 98 Kosovo-based respondents who evaluated services delivered by Enterprise Europe Network Kosovo (EEN Kosovo). Responses show very strong satisfaction with service quality, relevance and responsiveness, and a high willingness to recommend or consult the Network again. Respondents also reported outcomes related to cost savings, sustainability, access to finance, international market entry, innovation and digitalization.

98 responses	**94.9% high-quality & customized**	**86.7% needs met extremely well**	**98.0% likely to recommend**

2. Survey coverage and methodology

The dataset contains 98 responses, all recorded for Kosovo and the EEN Kosovo consortium. The recorded submission dates run from 28 October 2025 to 29 September 2026. Although this report is titled July 2025–October 2026 to reflect the requested reporting period, the supplied dataset contains no submissions dated in July–September 2025 and no October 2026 submissions as of the latest recorded response.

Percentages below use all 98 respondents unless explicitly stated otherwise. For questions with options such as “not applicable” or “don't know,” these are retained in the interpretation; therefore, outcome percentages should not be read as the share of all respondents who achieved a result in every service area.

3. Overall service satisfaction

Indicator	Response	Respondents	Share
Service quality	High quality and customised	93	94.9%
Service quality	Good quality but unspecific	5	5.1%
Meeting needs	Extremely well	85	86.7%
Meeting needs	Very well	13	13.3%
Responsiveness	Fast and efficient	89	90.8%
Responsiveness	Adequate and in line with business needs	9	9.2%
Recommend / consult again	Very likely	96	98.0%
Recommend / consult again	Somewhat likely	2	2.0%

Interpretation: feedback is consistently positive. All respondents said the services met their needs either “extremely well” or “very well.” No respondents selected a negative rating for service quality, needs met, responsiveness or likelihood to recommend.

4. Reported business and economic outcomes

Outcome area	Respondents reporting “Yes”	Share of all respondents
Improved competitive position / economic results	42	42.9%
Realized cost savings	56	57.1%
Created new jobs	18	18.4%
Safeguarded existing jobs	30	30.6%
Entered or expect to enter new international markets with EEN help	29	29.6%

Addressed or began addressing environmental / sustainability concerns	52	53.1%
Introduced or are about to introduce significant innovation	16	16.3%
Implemented or are about to implement digital solutions	18	18.4%
Accessed public funding or private investment with EEN support	39	39.8%

The most frequently reported outcomes were cost savings (56 respondents), sustainability-related improvements (52), improved competitive position or economic results (42), and access to funding or investment (39). For several service areas, many respondents selected “not applicable,” indicating that the service was not requested or was not relevant to their needs.

5. Funding, internationalization and future support needs

Thirty-nine respondents reported that EEN services helped them access public funding programmes and/or private investment. Nine respondents indicated that EEN had supported a funding application or investment pitch that was unsuccessful, while 50 marked the question as not applicable. For international market entry, 29 respondents reported that they had entered or expected to enter new markets with EEN support; 68 marked the service as not applicable and one reported no tangible result.

Open-ended answers on future support most often referred to access to finance, grants and EU funding opportunities, as well as finding international partners and support with European programmes. These themes reinforce the importance of continued guidance on funding readiness, partner search, proposal development and international business cooperation.

6. Sustainability, innovation and digitalization

Fifty-two respondents (53.1% of the full sample) reported that EEN Kosovo helped them address, or begin addressing, environmental or sustainability concerns. Sixteen respondents reported a significant innovation introduced or planned with EEN support, and 18 reported implementing or planning digital business solutions. The large number of “not applicable” responses in the innovation and digitalization sections suggests that these services were not requested by many respondents during the period.

7. Key findings and conclusion

The survey indicates a strong level of client satisfaction with EEN Kosovo: 94.9% rated services as high quality and customized, 100% said services met their needs very or extremely well, and 98.0% were very or somewhat likely to recommend or consult the Network again. Respondents also reported meaningful business outcomes, particularly cost savings, sustainability-related improvements and support with funding access. The next priority is to strengthen outcome tracking and capture more measurable evidence of the Network’s contribution to SME growth and competitiveness.

8. EEN Kosovo Impact Survey – Continuous Feedback

The survey remains continuously open, allowing clients to submit their responses at any time.

Survey link: https://ec.europa.eu/eusurvey/runner/EEN-Impact-25-28-EEN-Kosovo

Client feedback collected through this survey contributes to the ongoing assessment of the impact of Enterprise Europe Network services in Kosovo.