ISBN 978-92-64-05363-2 Sector Specific Sources of Competitiveness in the Western Balkans Recommendation for a Regional Investment Strategy © OECD 2009

PART III

Chapter 4

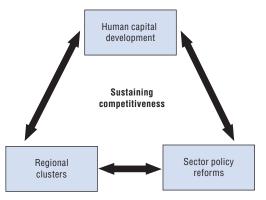
Regional Competitiveness Initiative

1. The need for a regional level competitiveness initiative

1.1. Sustaining longer term reforms

Sustaining competitiveness in the longer term at both the country and regional level is vital. The OECD recommends addressing the cost trap the region is currently facing by developing institutions, mechanisms and processes to increase its competitiveness with limited outside support. To enhance competitiveness and sustain it in the longer run, the OECD proposes an approach based on three self-reinforcing pillars.

Figure 4.1. Proposed key pillars to support sustainable competitiveness in the Western Balkans



Human capital development: Develop the mechanisms to match skills supply with market demand and enhance overall skills in the region.

Specific objectives: i) reduce skills gaps; ii) increase firms' hiring flexibility; iii) ensure the sustainability of human capital policy with well-defined mechanisms for consultation and institutionalisation.

Competitive clusters: Develop a systematic regional approach to generate innovative projects through partnerships between local firms and international firms, universities and civil society.

Specific objectives: i) improve the level of innovation by focusing on research and development; ii) enhance valued-added skills through knowledge transfer; iii) develop policies to organise and deliver government services more efficiently (clusters provide a good organisational framework for delivering government services that are tailored to industry demand); iv) develop policies that target investments to clusters (e.g. investment strategies to help less research oriented cluster members adopt new technologies and become more innovative); v) develop policies to increase clusters' networking, learning and workforce skill set.

Sector specific policy reform: Develop a systematic approach to removing policy barriers to investment and trade in key sectors. The expected outcome would be to enable targeted sectors to compete more effectively at the regional, European and global level in the longer term.

Specific objectives: i) improve sector attractiveness by removing sector specific policy barriers on a continuous basis; ii) regularly monitor and assess sector specific policy reform progress.

1.2. Acting on the three pillars of competitiveness at the regional level

1.2.1. Human capital reforms

To sustain human capital reforms in the longer term, these areas need to be addressed:

Institutional development: Set up a human capital development co-ordination team within each government, involving the ministries of education, labour and economy and Investment Promotion Agencies.

Specific output: An action plan for the creation of an inter-ministerial unit, including all relevant stakeholders in most countries of the region, and setting up of the unit. To be carried out with the Regional Cooperation Council (RCC), and in collaboration with the Regional School for Public Administration, ¹ to potentially provide future staff.

Developing the tools to analyse skills gaps and shortages: Identify the skills required to better respond to investment opportunities, determine the future skills profiles of the labour force based on analysis of labour market dynamics, and define training and educational objectives in line with current and future skills profiles.

Specific output: A tool to analyse sector specific skills gaps by anticipating market growth and future skills needs. Work to be carried out in collaboration with the European Training Foundation (ETF), DG EMPL² and DG EAC.³

Labour market regime: Determine the labour market's ability to favour the entry of new people, especially those with the needed skills profiles.

Specific output: A sector specific analysis of the impact of labour market regulations and hiring charges. Work to be carried out in collaboration with DG EMPL.

Mechanism for dialogue: Ensure continuous discussion and debate among key stakeholders from both the public and private sectors and civil society, aligning reforms with the requirements of all affected parties.

Specific output: Consultation mechanisms, processes and communication to encourage policy reform sustainability. Work to be carried out in conjunction with bodies such as the Centre for Excellence for Entrepreneurship Education (Zagreb).

1.2.2. Regional clusters

This pillar involves developing competitive clusters, including local and international firms, academia and research bodies, NGOs and trade unions in order to work on collaborative activities, leveraging models such as France's competitive clusters.

Setting up competitiveness clusters⁴ has been identified in the "Sector Specific Sources of Competitiveness" (SSSC) project as one of the key next steps. Most of region's economies have implemented some form of economic zones or clusters, but these remain to be fully leveraged. By building a network of players at the forefront of innovation, the end goals of the new policy are the creation of new wealth and jobs in local areas. Clusters impact competitiveness in

three ways: i) by increasing the productivity of firms based in the area; ii) by driving the direction and pace of innovation; and iii) by stimulating the formation of new businesses within the cluster. Geographical, cultural, and institutional proximity provide firms with special access, closer relationships, better information, powerful incentives, and other advantages that are difficult to profit from at a distance.

In the short term, the goal is to increase even further the competitiveness of the targeted four sectors by involving foreign and local investors as well as civil society in their growth. In the long term, the aim is to sustain and embed the initiative following best practice in OECD countries such as France and Finland. As in OECD countries, the Western Balkan economies can stimulate the creation of clusters and sustain their growth through appropriate policies. These areas need to be addressed:

Assess cluster initiatives in the Western Balkans in order to focus on the economies and sectors that most require competitive cluster support.

Specific output: i) mapping and analysis of the current strengths and weaknesses of cluster initiatives in the region; ii) a strategy and roadmap to address gaps in cluster policy.

Define an organisational structure and governance model for a cluster approach by garnering funds and resources, designing the structure and determining the ministries to be involved (e.g. compare France's inter-ministerial DIAC unit).

Specific output: i) design of the funding mechanisms required for two pilot projects based on OECD best practices; ii) definition and design of the organisation of a unit working on establishing the different competitive clusters and administering the legal and administrative hurdles faced in their establishment.

Define the objectives and scope of the cluster initiatives, as well as sector coverage and type of project (network fostering, regional brand creation, technical standard establishment, export promotion, etc.).

Specific output: i) strategy for one cluster per country as a pilot to be rolled out by the country; ii) initial implementation of high-level roadmap.

The above actions should be developed in collaboration the RCC, Ministries of Economy, Country Economic Team (CET) Leaders, Investment Promotion Agencies (IPAs) and a select number of international organisations such as the German Organisation for Technical Co-operation (GTZ) working on competitive clusters.

1.2.3. Sector specific policy reforms

Set up regional sector specific working groups that will work on common issues such as access to finance for the apparel manufacturing sector, or accreditation requirements for the automotive components sector. The working groups will support the drafting of policies and action plans to be ratified by parliaments or other relevant government channels.

Specific output: i) the design and setting up of sector specific regional working groups operating under the umbrella of the RCC; ii) mechanisms to identify and reduce sector specific policy barriers; and iii) an initial high-level road map to address sector barriers.

Monitor and report on reform progress by leveraging OECD instruments such as the Policy Framework for Investment, the Investment Reform Index, the SME index and Private Sector Development Reports.

Specific output: Design and put in place indicators that the RCC and working groups can use to monitor and report on reform progress.

The above actions should be developed in collaboration with the RCC, Ministries of Economy, CET Leaders and IPAs. Twinning with EU sector specific working groups could be envisaged in the form of expertise sharing.

The recommendations listed above also aim at supporting the EC and RCC objectives for the region, including:

- 1. Developing the economy and human capital (objectives 1 and 5 of the RCC).
- 2. Focusing research and development efforts through a competitive cluster approach.
- 3. Further increasing investment and trade, through targeted sector specific policy reforms.
- 4. Involving civil society further.

Notes

- 1. The Regional School for Public Administration (ReSPA) is a joint initiative of the European Union and the OECD to boost regional cooperation in the field of public administration, strengthening administrative capacity and developing human resources (www.respaweb.eu).
- 2. Directorate General for Employment, Social Affairs and Equal Opportunities of the European Commission.
- 3. Directorate General for Education and Culture of the European Commission.
- 4. A competitiveness cluster is an association of companies, research centres and educational institutions, working in partnership and under a common development strategy, with the goal of generating synergies in the execution of innovative projects in the interest of one or more given markets. There are five success factors for each competitiveness cluster: i) implementing a common economic development strategy that is consistent with the area's overall development strategy; ii) creating extensive partnerships between players for specific projects; iii) focusing on technologies for markets with high growth potential; iv) reaching sufficient critical mass to acquire and develop international visibility; v) developing dialogue with civil society to include all key stakeholders

Table of Contents

Abbreviations	13
Introduction	17
Executive Summary	19
Don't I	
Part I Approach and Methodology	
1. Sector identification: the Sector Prioritisation Framework (SPF) 2. Primary research 3. Secondary research 4. The Policy Impact Model (PIM) Notes	24 26 29 29 30
Part II	
Sector Analysis and Policy Recommendations	
Chapter 1. Apparel Manufacturing. 1. Summary. 2. Sector definition and segmentation 3. Sector trends. 4. Sector implications and key success factors 5. Sector attractiveness in the Western Balkans 6. Recommendations 7. Country specific recommendations Notes Bibliography	
Chapter 2. Automotive Components 1. Summary. 2. Sector definition and segmentation 3. Sector trends. 4. Sector implications 5. Key success factors for automotive component suppliers 6. Sector attractiveness in the Western Balkans 7. Recommendations 8. Country specific recommendations Notes Bibliography	96 97 100 104 106 107 114 120

7

Chapter	3. Business Process and Information Technology Outsourcing	145
1	l. Summary	146
2	2. Sector definition and segmentation	148
3	3. Sector trends	151
4	l. Sector implications and key success factors	158
5	5. Sector attractiveness in the Western Balkans	160
6	5. Regional strategy	166
7	7. Country specific recommendations	174
No	tes	199
Bib	oliography	200
	Part III	
	Recommendation for a Regional Competitiveness Initiative	
Chapter	4. Regional Competitiveness Initiative	205
1	The need for a regional level competitiveness initiative	206
No	tes	209
Annex A	A. Summary of Country Recommendations	211
	3. SPF Weight Allocation Methodology	
	5	
Annex (C. Regional Capability Survey Questionnaires	217
List of	boxes	
1.1.	Zara: reducing product cycle time	40
1.2.	Inventory policy decision-making	
1.3.	Methods of apparel assembly	
1.4.	Labour regulations in the apparel industry	
1.5.	Examples of moving up the value chain	
1.6.	Intra-industry trade	
1.7.	Policy Impact Model (PIM)	
1.8.	Improving access to and the cost of financing in the short term	
2.1.	Automotive industry value chain	
2.2.	Backward linkages of the automotive components industry	
	in the Western Balkans	110
2.3.	The Automotive Cluster Bosnia and Herzegovina	121
2.4.	The new product development process	137
2.5.	The Serbian Center for Virtual Manufacturing	138
3.1.	WiMAX	154
3.2.	BPTO as a strategic investment	155
3.3.	A fragmented sector	167
3.4.	Leapfrogging technology	169
3.5.	Overview of the Faculty of Electrical Engineering	
	and Computing (FER) curriculum	185
3.6.	Seavus case study: a pioneer ICT company facing strong impediments	
	to growth due to acute shortage of labour	
3.7.	Example of a technologically advanced approach to BPTO in Serbia	196

List of tables

0.1.	Number of questions per survey questionnaire	27
0.2.	Number of companies surveyed	28
1.1.	Top destinations for Western Balkan apparel exports, 2000-06 (EUR million)	51
1.2.	RCA values between the Western Balkans and the EU-15 in the apparel	
	manufacturing industry	51
1.3.	EU clothing imports: transit, freight and duty costs	55
1.4.	Time to clear customs for imports and exports	59
1.5.	Sources of financing new investment: the Western Balkans and OECD	
1.6.	The apparel manufacturing industry in Albania	
1.7.	Access to financing in Albania	74
1.8.	The apparel manufacturing industry in Bosnia and Herzegovina	74
1.9.	Access to financing in Bosnia and Herzegovina	77
1.10.	The apparel manufacturing industry in Croatia	78
1.11.	Access to financing in Croatia	81
1.12.	The former Yugoslav Republic of Macedonia	83
1.13.	Access to financing in the Former Yugoslav Republic of Macedonia	86
1.14.	The apparel manufacturing industry in Serbia	87
1.15.	Access to financing in Serbia	89
2.1.	The regional automotive components industry, key data	107
2.2.	Passenger car production in the CEE, 1950-90	113
2.3.	Automotive components supply and demand: information gaps	115
2.4.	The automotive components sector in Bosnia and Herzegovina, key figures	121
2.5.	The automotive components sector in Croatia, key figures	124
2.6.	Automotive components sector in the Former Yugoslav Republic	
	of Macedonia, key figures	129
2.7.	Automotive components sector in Serbia, key figures	134
3.1.	Definition of the ICT sector	149
3.2.	Global offshore services market, 2005-10	150
3.3.	Key figures for the IT/software development segment in the Western Balkans \dots	161
3.4.	EU flight destinations	162
3.5.	Average cross-country TOEFL scores	163
3.6.	Gaps in staff language abilities in the Western Balkans (%) (2008)	
3.7.	Most popular destinations for Western Balkan students studying abroad (2006)	
3.8.	ICT sector performance in Albania	
3.9.	Educational attainment rate of the population aged 25-65 (2002)	178
3.10.	Share of the ICT sector in number of employees in the overall economy	
	in Croatia (1999-2004)	180
3.11.	Analysis and forecast of IT spending by technology in Croatia	
	(USD million) (2005-10)	
3.12.	European benchmarks in education and training	183
List of	figures	
0.1.	Sector Prioritisation Framework	24
0.2.	SPF quantitative analysis output for the Western Balkans region	
1.1.	Apparel sector breakdown	36
1.2.	Western Balkan RCA values (2007	

1.3.	US household expenditure on apparel	39
1.4.	Clothing prices in the EU and US (1996-2006)	41
1.5.	Types of apparel manufacturers: CMT, OEM, OBM	47
1.6.	Western Balkan clothing exports: total (%) and absolute value (2006) (right)	50
1.7.	FDI inflows into the textile and wearing apparel industry	52
1.8.	Average monthly wages (2006)	53
1.9.	Apparent productivity in the textile and apparel industry (2006)	54
1.10.	Most important key success factors	56
1.11.	Firms Implementing EDI	57
1.12.	Firms Implementing UPC symbol standards (%)	58
1.13.	Value of average cargo consignment lost in transit (2005)	59
1.14.	Firms marking shipments with bar codes (%)	60
1.15.	Main services provided by Western Balkan apparel manufacturing firms	61
1.16.	Sources of material inputs and supplies	61
1.17.	Sales lost due to delivery delays from suppliers (%)	62
1.18.	Major new product line development	62
1.19.	Relationship between intra-industry trade and the correlation	
	of export/import movements	64
1.20.	Total loan costs in 2008 (principal and interest payments)	66
1.21.	VAT reimbursement delays	68
1.22.	Import tariffs (2008)	69
1.23.	Policy areas representing moderate to major business barriers in Albania	73
1.24.	Policy areas representing moderate to major business barriers in Bosnia	
	and Herzegovina	76
1.25.	Policy areas representing moderate to major business barriers in Croatia	80
1.26.	Policy areas representing moderate to major business barriers in Kosovo	
	under UNSCR 1244	82
1.27.	Policy areas representing moderate to major business barriers in the Former	
	Yugoslav Republic of Macedonia	85
1.28.	Policy areas representing moderate to major business barriers in Serbia	89
2.1.	New car sales in the EU, US and Japan, 1990-2005	101
2.2.	Inflation in the EU: all items and new cars	102
2.3.	Inflation in the US: all items and new cars	102
2.4.	Concentration of world motor vehicle production (2007)	103
2.5.	Car value outsourced (%)	105
2.6.	Growth in sales by automotive suppliers per country (2004-05)	108
2.7.	FDI inflows and inward stocks in the automotive sector in the Western	
	Balkans	109
2.8.	Average wages in the automotive industry, 2006 (indexed on Hungary's	
	wage levels)	110
2.9.	Labour productivity in the manufacturing industry, 2004 (indexed on	
	Hungary's productivity level)	111
2.10.	Key customer requirements for automotive component suppliers	
	in the Western Balkans	112
2.11.	Skills gaps in the automotive sector in the Western Balkans	
2.12.	Potential competitive positioning in the automotive components sector	
	in the Western Balkans	120

2.13.	Capacity and capacity utilisation of automotive production in Bosnia	
	and Herzegovina	122
2.14.	Annual value-added growth in the manufacturing sector, 2001-06	125
2.15.	Labour productivity trends for selected sectors in Croatia, 1996-2006,	
	indices (2000 = 100)	126
2.16.	Hourly labour costs in the automotive industry, 2004	131
2.17.	Automotive production in Serbia, in value	135
2.18.	Automotive production in Serbia, complete build-up units (CBUs)	135
3.1.	EU market size (2007) and estimated growth rate by ICT segment (2007-08)	151
3.2.	Ease of implementation and growth of the global BPTO industry by segment	151
3.3.	2007 A.T. Kearney Global Services Location Index	152
3.4.	Growth rates in ICT spending, 2005 (%)	153
3.5.	Number of access paths and service provider revenues	153
3.6.	Companies planning to offshore service activities (%)	154
3.7.	Primary drivers of outsourcing	155
3.8.	Value and number of BPTO contracts in Europe, first half of the year (2003-08)	156
3.9.	Vertical linkages	158
3.10.	Linking software services to sector needs	158
3.11.	IT related employment per segment in SEE	161
3.12.	Index (100 = Hungary) of average monthly labour costs in services (2005)	162
3.13.	Pupils learning English, French and German in Croatia, Serbia and the EU (%)	163
3.14.	Perceived gaps in soft skills in Western Balkan BPTO firms	165
3.15.	Priority gaps in technical skills in software development companies	165
3.16.	Perceived gaps in hard skills	166
3.17.	Gaps in technical skills in BPTO firms specialising in back office functions	166
3.18.	Western Balkan BPTO firms: revenues and employment	167
3.19.	Outsourced services provided by Western Balkan IT firms	168
3.20.	Human capital policy barriers	169
3.21.	Key issues concerning human capital policy	170
3.22.	Reasons for difficulty in filling vacancies	170
3.23.	Impact of skills gaps on software development firms	170
3.24.	Approach to improving software development and back office and call	
	centres education involving the private sector	171
3.25.	Successful regional educational models: CEMS and TIME	172
3.26.	Telecommunications as a barrier to the operations and growth of BPTO	
	and ICT companies	173
3.27.	Social charges as a percentage of gross wages	174
3.28.	Limitations on increasing competitiveness in Bosnia and Herzegovina	179
3.29.	The Croatian ICT sector: number of companies, employees, income,	
	profit (2001-06)	181
3.30.	Structure of the ICT sector in 2006, according to NCEA	181
3.31.	Obstacles to obtaining skilled ICT workers in Serbia	198
4.1.	Proposed key pillars to support sustainable competitiveness	
	in the Western Balkans	206



From:

Sector Specific Sources of Competitiveness in the Western Balkans

Recommendation for a Regional Investment Strategy

Access the complete publication at:

https://doi.org/10.1787/9789264055698-en

Please cite this chapter as:

OECD (2009), "Regional Competitiveness Initiative", in *Sector Specific Sources of Competitiveness in the Western Balkans: Recommendation for a Regional Investment Strategy*, OECD Publishing, Paris.

DOI: https://doi.org/10.1787/9789264055698-8-en

This work is published under the responsibility of the Secretary-General of the OECD. The opinions expressed and arguments employed herein do not necessarily reflect the official views of OECD member countries.

This document and any map included herein are without prejudice to the status of or sovereignty over any territory, to the delimitation of international frontiers and boundaries and to the name of any territory, city or area.

You can copy, download or print OECD content for your own use, and you can include excerpts from OECD publications, databases and multimedia products in your own documents, presentations, blogs, websites and teaching materials, provided that suitable acknowledgment of OECD as source and copyright owner is given. All requests for public or commercial use and translation rights should be submitted to rights@oecd.org. Requests for permission to photocopy portions of this material for public or commercial use shall be addressed directly to the Copyright Clearance Center (CCC) at info@copyright.com or the Centre français d'exploitation du droit de copie (CFC) at contact@cfcopies.com.

