## SUMMARY OF MASTER'S DISSERTATION

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Title

## An Investigation into the Benefits of Connecting SME Support Organisation Networks

## Abstract

Small and medium sized enterprises are the backbone of the world's economies and many governments try to support these enterprises to successfully grow and further internationalise to various parts of the world. To accomplish these expectations, these enterprises rely heavily on the help and assistance of SME support organisations. This paper discusses the need of support organisation to work at highest possible performance in order to best support the small and medium sized enterprises. At the core of this paper is the question of how many additional SMEs could receive consultation services by support organisations, if they were to be working together by connecting their networks and sharing their knowledge. To answer this question, an agent based simulation based on quantitative data has been conducted. Results of the simulation, which connects the Enterprise Europe Network (EEN) and the Japanese External Trade Organisation network (JETRO), indicate that while the EEN is disfavoured and JETRO benefits, the total amount of SMEs receiving consultation services decreases. The paper concludes with theoretical suggestions on how to increase the knowledge transfer efficiency for inter and intra network knowledge transfer.

Key Word(5 words)

Knowledge Transfer, Agent Based Simulation, SME, SME Support Organisation, Internationalisation