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## **QUALITATIVE PERFORMANCE INDICATORS OF LATVIA'S TECHNOLOGY TRANSFER OFFICES**

### **Abstract:**

In Latvia Technology Transfer Offices (TTO) are comparatively new support units for the development of economics. As it has been indicated in a number of reports, a support programme for the establishment of TTO was commenced in 2005 in Latvian universities in order to improve technology transfer system for the improvement of cooperation between scientists and entrepreneurs and ensuring more efficient introduction of research results in production. Establishment of six TTO was supported within an open competition.

The year of 2008 marks further TTO development, when eight TTO commenced / continued operation in Latvian universities. Between 2008 and 2013 performance of TTO was ensured within the operational programme "Entrepreneurship and Innovation" (financed by the European Regional Development Fund) and aimed at supporting and promoting activities regarding knowledge and technology transfer. Performance of TTO was assessed quantitatively within the project. However, qualitative performance indicators of TTO must be identified in order to characterize TTO contribution to the technology transfer system.

Objectives of the research are as follows: identification of the qualitative performance indicators of TTO by singling out benefits gained by the parties involved in technology transfer process. Research included both secondary and primary data. Primary data were obtained by the qualitative method of data collection: semi-structured interview with the heads and specialists of Latvian TTO.

All the above mentioned resulted in identification of the qualitative performance indicators of TTO and benefits of the parties involved in technology transfer process (scientists, management of a universities, entrepreneurs). Majority of the heads and specialists of TTO admitted - it was important to establish and strengthen cooperation of the university with representatives of the sector to achieve quantitative indicators, therefore, firstly, establishment of the scientists' contacts with the industry was considered. The contacts obtained by scientists should be assessed as one of the most significant qualitative achievements of TTO. Secondly, understanding of scientists regarding their role and benefits within the process of provision of research services and commercialization of scientific developments was formed.

The majority of TTO staff indicates that the management of university view systematic establishment of internal processes related to registration procedure of intellectual property rights, process of commercialization of scientific developments and licensing procedure as a benefit.

The party involved in the technology transfer - entrepreneurs - has admitted the following benefits to the heads and specialists from TTO: existence of a unified information centre in scientific institutions, as well as decrease of bureaucratic burden.

### **Keywords:**

Technology transfer, TTO

**JEL Classification:** I20, L26, O32