

Reforma de empresas públicas y su efecto en la eficiencia y eficacia: el caso de los servicios postales de España

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Abstract

The present research examines the comparative efficiency of the Spanish postal firm (Correos), aiming to evaluate factors related to: 1) changes in the legal-organizational status of the firm; 2) market segment trends; 3) grade of effectiveness (especially in what concerns quality); and 4) its productivity as compared to other European operators.

The research considers the agency theory, the property rights theory as well as those postulates stated by microeconomic theory and competition as theoretical framework. More specifically, this research deals with managerial and comparative efficiency of public-private enterprises and those effects that privatizations programs may have upon these variables (managerial and comparative efficiency).

The general purpose of the Thesis is to increase knowledge about the effects that reform processes have upon public enterprises' management (different than privatizations programs), efficiency and effectiveness. The document uses information regarding the Spanish postal sector to attain these goals.

To accomplish this general purpose, we measure performance using productive efficiency and effectiveness in the case of "Correos y Telégrafos" during the period 1987 -2003. In addition, we examine its connection with the different changes in the legal-organizational status and the relative position that has held in the market for the same period. Later, through a comparative study where European postal operators (firms that have different organizational status) are included into the analysis, we estimate a cost function to derive those key factors that may explain variations in efficiency/effectiveness in the European postal sector.

According to the general purpose the Thesis is divided in four parts that define its specific objectives. First, we identify the organizational changes in the firm and analyse the development of Spanish postal market. Sections two and three present the methodological approach to evaluate the efficiency and effectiveness of the Spanish postal operator (Correos). Finally, section four compares the efficiency and effectiveness of the Spanish public operator relative to other European operators.