

WWW-YES-2009

- **The cooperativism and the management of the water in average cities in Argentina. The sample of the city of Obera**

INTRODUCTION

- Brief description of the scientific context of the research subject
- Research questions
- Methodology
- Major results obtained so far.

Location

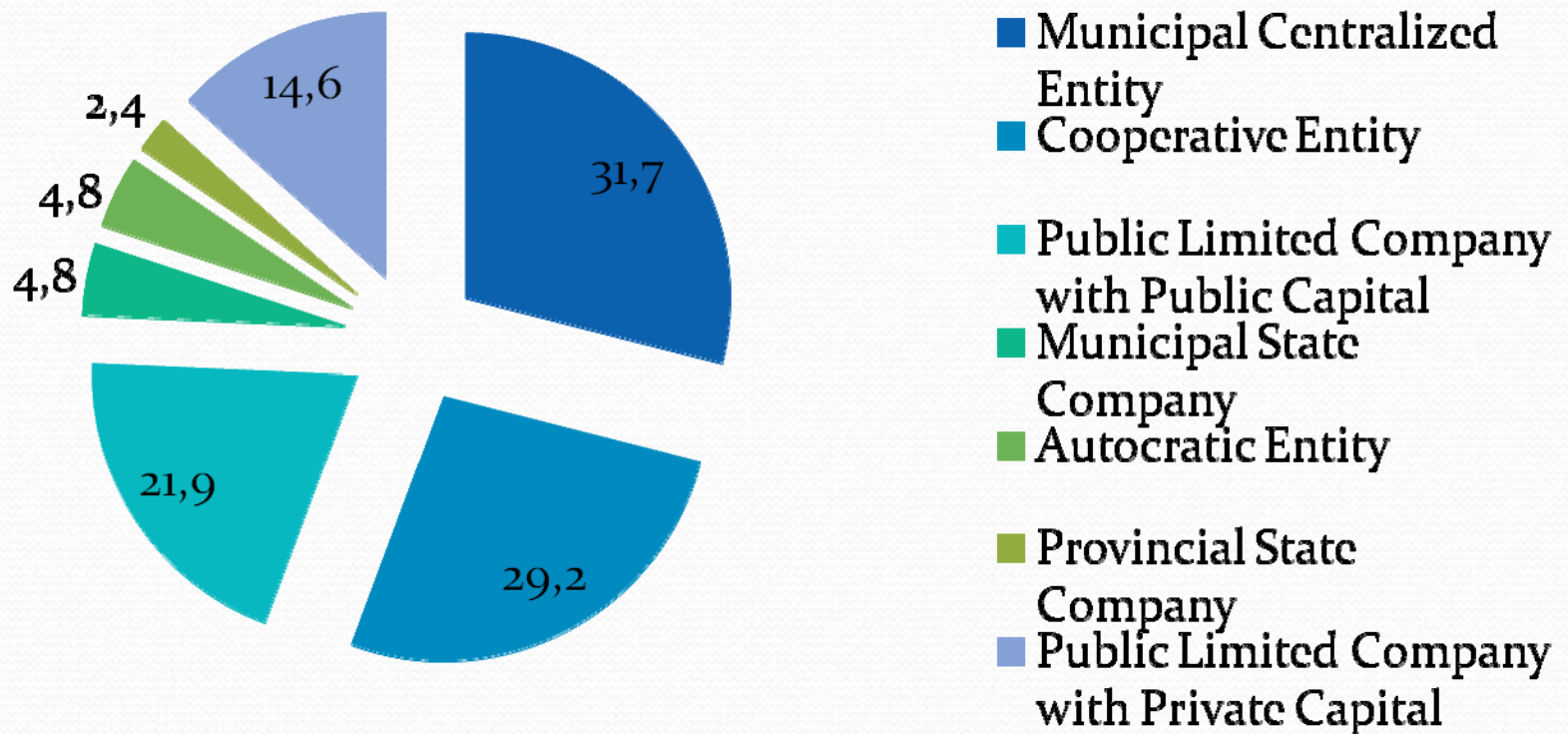


QUESTIONS & METHODOLOGY

QUESTIONS	METHODOLOGY
Importance of the different models in medium-sized cities in Argentina.	Define a selection criterion Statistical Data analysis
Organizational structure of each model	Interviews Rules and Regulatory Frameworks Analysis
Customers' evaluation of the services	Survey
Organization characteristics according to some efficiency management indicators.	Interviews Audit Process Reports and Balances Analysis

Drinking water management in medium-sized cities

Cities & suppliers

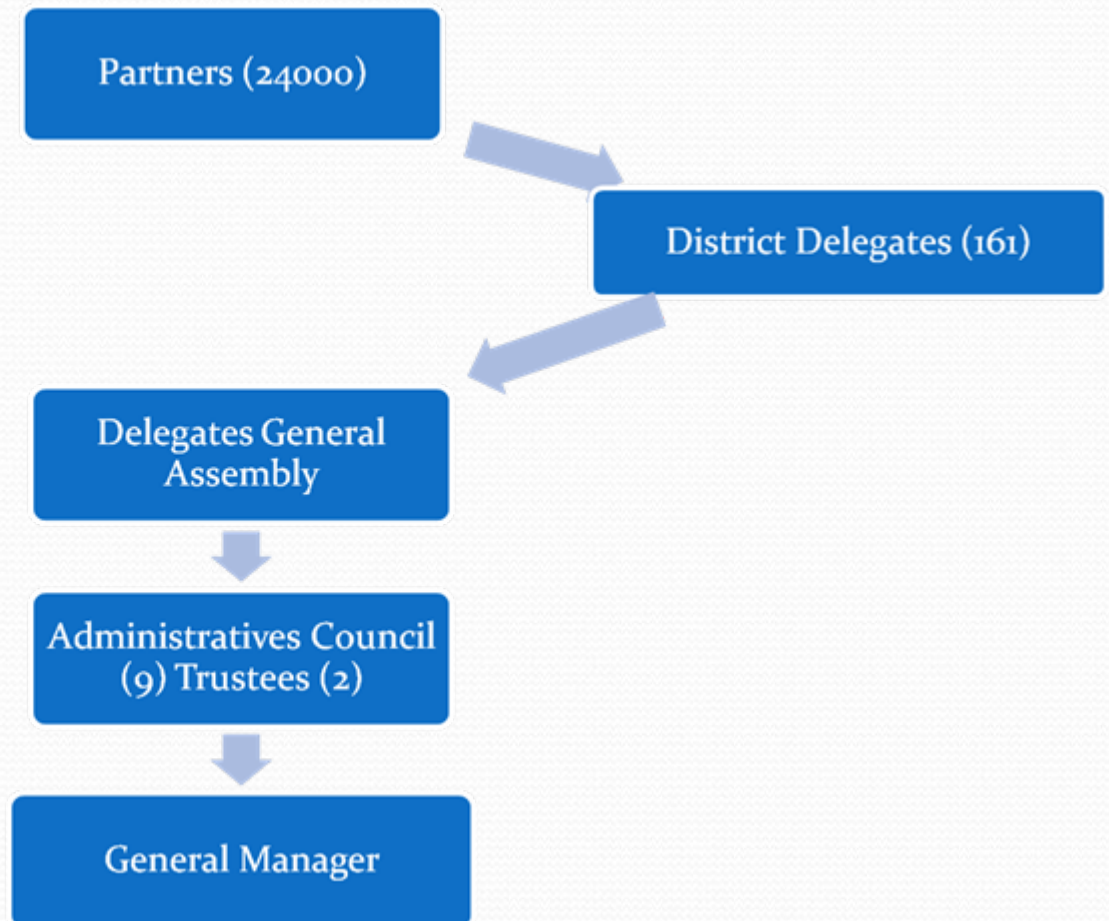


Advantages of this model

- The **service is managed by the customers**; consequently its quality is better than the one provided by a depersonalized public entity.
- The cooperative public **services costs and tariff are relatively lower** because the structural costs are lower.
- The cooperative company **is more socially sensitive**. As a commitment, it tries to extend the provision to the outlying areas of the city and also provides other social and cultural services to its members.

- There is a **better income distribution** considering that the surplus at the end of the financial period is shared out among the associated partners.
- Cooperatives are **democratically managed** (one member - one vote system). As a result the company is closer to the community.
- In the case of public services cooperatives, **the citizen is not seen as an anonymous customer** but as an associated member of the supplying company.
- Cooperatives, as small and medium companies, **contribute to create a more socially and economically democratic structure.**

CELO ORGANIZATION



Disadvantages

- We have seen the lack of:

Human resource policy

Quality policy

And Tasks programming policy

CONCLUSIONS

We identified all of the advantages of cooperative model and we found a high level of deficiency in company management

If we have the possibility to improve some aspects such as:

- Human resource policy
- Quality policy
- And Tasks programming policy, we could increase the efficiency level of CELO.