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The Relation Between Technological Cooperation and the Improvement of Quality and the Social Capital of the Firm

Cristina López-Cózar Navarro¹, Tiziana Priede Bergamini², Sonia Benito Hernández¹

¹Universidad Politécnica de Madrid, Spain

²Universidad Europea de Madrid, Spain

ABSTRACT

This paper examines empirically the relationship of cooperation agreements with quality management and the improvement of the management relations with third parties, differentiating between vertical, horizontal and institutional cooperation, according to the nature of the chosen partner. The analysis is developed with a sample of 1,848 companies in the Spanish manufacturing sector, using a binary logistic regression to evaluate the existence of dependency relationships between the analyzed variables. Results show that there is a positive relationship between business cooperation and the implementation of quality controls in the case of cooperation with suppliers, customers and competitors; however, not so in the case of cooperation with institutions. Furthermore, there was also found a significant relationship between all forms of cooperation and the improvement of the management of external relations.

KEYWORDS partner; social capital; quality; inter-firm cooperation

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