

Abstract of doctoral dissertation

Monitoring the Quality of Public Services – Proposal of Model at Local Level

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The main objective of the work is to develop a model for monitoring the quality of public services at a local level, which is adapted to Polish political, institutional, economic and cultural conditions. Two auxiliary objectives of cognitive nature were formulated: (1) identification of threats to the implementation of public service quality monitoring at a local level in Poland, (2) identification of threats to public service quality monitoring at a local level in Poland. Moreover, an applicative aim was formulated, that is the implementation of a successfully developed model.

The subject of the work is monitoring the quality of public services at a local level in Poland - in all types of communes: urban, rural-urban and rural. Among them, there is also a specific kind of commune, which is a city with the rights of a county. The research carried out to achieve the objectives set in the study was executed in two stages: (1) in the years 2012-2014 in four communes - in cities with the county status of Gdańsk and Słupsk, the urban-rural commune of Czarna Woda and the rural commune of Stegna and (2) in 2015-2018 in six communes - the municipalities of Chojnice and Puck, the urban-rural commune of Siedliszcze and the rural communes of Puck, Mełgiew and Morzeszczyn.

In the first chapter, the purpose, hypotheses, material, spatial and temporal scope of the work as well as the applied research methods are presented.

In the second chapter, the concept of monitoring is introduced as well as the role it plays in scientific and non-scientific applications as well as its specificity. Its definitions are also given.

In the third chapter, the concept of services and their specificity are presented. This was the starting point for demonstrating the concept of public services and their classification. The achievements of geographers in research on public services were also discussed. Moreover, the tasks of local government units in Poland within the context of providing public services are described.

The fourth chapter includes descriptions of models that were the basis for constructing the proprietary model of monitoring public service quality. These are public management models: (1) Public Administration, (2) New Public Management and (3) Public governance. Then, models for the functioning of public service quality monitoring were presented: (1) PDCA (plan – do – check – act), (2) OODA (observe – orient – decide – act), (3) Institutional Development Program and (4) Michalski's quality monitoring model of public services.

In chapter five, the original model of monitoring the quality of public services is presented. It comprises four stages: (1) introductory, (2) basic, (3) implementation of results and (4) final. This is the most important chapter in the work, as it demonstrates a model that can be successfully applied in the Polish reality.

In the sixth chapter, a summary regarding the degree of achieving the set goals is provided and verification of the hypotheses is performed.

The thesis is accompanied by a volume of supplements, which include a tool for monitoring the quality of public services along with exemplary surveys conducted among children, adolescents and adults. In addition, there is an exemplary report on the measurement cycle of monitoring the quality of public services.