

Summary

Using the Common Assessment Framework (CAF) in local government units in Małopolska

The CAF is a quality management tool based on the principles of the Total Quality Management (TQM) intended for public sector organizations. The methodology of the framework is based on the assumption that reaching statutory goals is achieved through leadership focused on strategy and planning, employees, partnership, resources and processes. These are so-called criteria of potential. These criteria are assessed in relation to the organization's results which are defined as part of the so-called result criteria. The main research goal of the dissertation was to prove that the CAF is an effective pro-quality tool facilitating the process of reaching statutory goals of the local government units in Małopolska. The dissertation states a main hypothesis and four support hypotheses. The main hypothesis aimed at verifying whether the CAF may significantly contribute to the improvement of the functioning of local government units (LGUs) simultaneously facilitating the achievement of their statutory goals. The support hypotheses assume that the CAF allows a full diagnosis of the state of the LGU, evaluates the relations between the potential and the results achieved by the organization and facilitates the achievement of the statutory goals by taking action utilizing the TQM principles and the PDCA cycle. The range of the literature research involved an analysis of Polish and foreign literature related to quality management and using a pro-quality approach in global, European and Polish public administration. The literature analysis was also conducted with focus on presenting the transformations in the public sector management and public administration in Poland and worldwide in the 20th and the 21st century. The research and analysis also included the changes in the attitude towards the efficiency of the functioning of public entities using self-evaluation as a method of self-improvement. The dissertation also presents the origins, development and the methodology of the CAF. The empirical section presents research results involving 71 offices of the LGUs in Małopolska in the range of using the CAF. The author based the empirical research on surveys, interviews, nonparticipant observation and expert research. The conclusions and the research theses verify the goals and the hypotheses stated in the dissertation and describe the effectiveness of using the CAF self-evaluation in the LGUs in Małopolska considering the degree of implementation of the improvement projects.

Radwan Jacek Marek, PhD dissertation „Using the Common Assessment Framework (CAF) in local government units in Małopolska” written under the supervision of Prof. DSc. Marek Bugdol, Faculty of Management and Social Communication, Jagiellonian University, Kraków 2019, pages 366, bibliographic entries 734, attachments 4, drawings 35, charts 50, tables 38.