

## CONTROLLING AS AN INSTRUMENT IMPROVING THE MANAGEMENT OF COMMUNITY PUBLIC SERVICES

### Summary

The article presents controlling as an instrument of management, which improves management of public services. Currently, the model referred to as a new public management is the very method gaining its popularity in public management. Controlling perfectly matches that concept by enabling establishing service standards, activity measurements and better control of results. In this article a role of community in the process of rendering services has been described. Controlling of public services realization has been presented by a system approach with particular regard to the function of planning, informing, directing and controlling. Additionally, the article presents foundations of the concept as well as tasks and functions of the controlling adapted to the realization of the process of rendering services in a community.