MEASURING THE SATISFACTION OF LOCAL GOVERNMENT UNITS' EMPLOYEES APPLYING THE SERVQUAL METHOD

Summary

Together with an increase in public spending the second half of the 20th century brought about an increase of interest in the issue of measuring results in public sector. It has been changing while passing through different stages: P. Drucker's management by objectives (in the 50s), the VFM (Value for Money) concept (in the 70s), NMP - new public management (in the 80s), up until the 90s when measuring the quality of service in the public sector became the main focus (EFQ model - European Foundation for Quality Management).

At present the analysis of public sector results focuses increasingly on the subjective measures showing the level of satisfaction with different areas of public sector activities. Theoretical considerations and research results clearly indicate that the improvement of satisfaction of public services' receivers will come about not only through the improvement of the internal structure of the provided services but also through the improvement of employee satisfaction and internally defined quality.

The paper presents the results of employee satisfaction research conducted amongst employees of 11 local government units in West Pomeranian voivodship.

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