

Attitudes of victims of crime towards police proceedings as a criterion for the evaluation of the efficiency of police organisations

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In the first part of the contribution, the author deals on a theoretical level with criteria for the measurement of the efficiency of police organisations. On the basis of findings in foreign and domestic literature, it has been established that police organisations in the world increasingly abandon qualitative measurement of their efficiency and increasingly take into consideration other indicators, such as: response time to calls of citizens, the degree of public satisfaction with the work of police organizations, the degree of citizens' feelings of security and the degree of satisfaction of consumers of police services with the work of police organisations.

In the second part, the situation in Slovenia is considered; it was discovered that the police rely too much on statistical data on security and clearance as the criterion of their efficiency. In the empirical part, the degree of satisfaction with the work of police and criminal investigators during the stage of notification of crime to the police, examination of the scene of crime and investigation of criminal offence was established on a sample of 1728 victims of property crimes. The author concludes that the situation in relation to citizens' satisfaction with police work is relatively favourable in Slovenia, since more than three quarters of victims of property offences estimated that the work of police officers and criminal investigators at all stages of dealing with crimes is more or less good. Nevertheless, the author warns that police officers and criminal investigators at the stage of investigation no longer visit as many as 58,4% of victims of property offences and therefore recommends that they improve their work with victims of crime.

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