

Indicators of the effectiveness and efficiency of police work in the field of crime in Slovenia

Štaš Svetek, M.A., Ministry of the Interior of the Republic of Slovenia,
Štefanova 2, 1000 Ljubljana, Slovenia

When dealing with prevention and repression of crime, the Slovene police have not yet developed appropriate mechanisms for monitoring the effectiveness and efficiency of their activity. Existing indicators are based on a self-assessment of realized goals and on police statistics. Due to the lack of an adequate model for monitoring the functioning of the police, these indicators are interpreted more or less arbitrarily, which does nothing to contribute to the objective measurement, analysis and improvement of police activity. Superficial and prompt solutions of the described problem are not possible due to the specifics of this field of work area, but changes can be introduced gradually, within the framework of efforts for the modernization of public administration, based on the principles of new public management. In pursuing this goal, it is possible to take security agencies of developed countries as a model, that have already built into their management process mechanisms for improving the efficiency, effectiveness and quality of police work.

The application of contemporary principles and criteria of administrative work in the prevention and repression of crime has to rely on proper theoretical grounds and scientific tools. It should be based on theoretical and empirical knowledge about the management and functions of public administration, about measurement and evaluation of administrative functioning in accordance with the concept of new public management and knowledge about the introduction of standards of business excellence, models of evaluation and a system of balanced indicators of administrative functioning. In addition, an analysis of the current situation was conducted based on findings about police functioning and an evaluation of police organizations, including legal aspects of the efficiency and effectiveness of police work, and followed by the conceptualization of a model for comprehensive monitoring and evaluation of this sort of activity. The application of research results and a planned concept of evaluation of police activity in the area of crime would enable greater transparency of this activity, more appropriate planning of effectiveness and efficiency, the introduction and management of quality and, last but not the least; it would improve the motivation and satisfaction of police officers.

Key words: crime, policing, indicators of activity, measurement, effectiveness, efficiency, quality, new public management

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