

Social aspects of functioning of the local public administration  
(on the example of Leżajsk and Łańcut counties)

The main aim of doctoral dissertation is to make a multi-dimensional diagnosis of social aspects of local government, together with an attempt to analyze the causes of this condition. The concept of social aspects is a series of issues relating primarily to issues such as:

- social communication in the surveyed offices
- analysis of incoming complaints to the authorities and officials,
- realization of the right of access to public information in the surveyed institutions
- interpersonal relationship among employees, their behavior and beliefs about their work and the quality of the services provided.

The paper also analyzes the employment situation in the surveyed institutions since 2004, presents the customer feedback on the functioning of the surveyed institutions and diagnoses factors affecting the performance of the administration, both from the point of view of the officials and office customers.

The study undertaken covers a range of ten randomly selected local government bodies of the two neighboring counties: Łańcut and Leżajsk. The survey questions have covered 187 local government employees and 202 office clients.

The subject matter undertaken by Author is by many communities, mainly political environment, considered sensitive and reluctant to be broached in the public, especially in the context of the declarations to streamline its operations and reduce employment. The Author is convinced of the importance of research undertaken and need for an open discourse. The Author proposes many practical directives and also gives the proposals of sociological research.