

## Summary

In the following dissertation the research problem was formulated based on for analysis of issues related to public management in organizational units of local government. The main research goal of this doctoral dissertation was the need to identify factors affecting public management areas at the Housing Establishments in communes of the Śląskie Voivodeship. A comparative analysis of obtained research results with literature data on management standards was carried out. The next stage was the development of an effective descriptive model of public management based on the author's knowledge and the opinion of the management of the surveyed Housing Establishments. This is important from the point of view of achieving specific economic goals, improving the quality of services provided, improving work efficiency while meeting the housing needs of the local community. The implementation of the assumed main objective and specific objectives of the work was possible thanks to conducting extensive literature studies in the field of public management as well as empirical studies of a qualitative and quantitative nature.

As a result of all research objectives, a descriptive model was developed in the form of partial or total privatization of ZGMs as well as postulates for a more complete implementation of the principles in the field of public management in the examined plants. For the purposes of this dissertation, the following main hypothesis was put forward: Public Management in Housing Establishments based on the standards described in the literature on the subject improves work efficiency and contributes to improving the quality of services provided, as well as specific hypotheses:

*H1. Management of Housing Establishments has specific features that influence the way they are managed.*

*H2. Organizational structures of Housing Establishments, staffing managerial and non-managerial positions, and work organization are the foundation of efficient and effective business operations.*

*H3. Zakłady Gospodarki Mieszkaniowej conducts activities in a planned manner in a strategic, tactical and operational aspect.*

*H4. The use of various incentive procedures and instruments in Housing Establishments contributes to improving the efficiency and quality of work.*

*H5. The use of control instruments has an impact on improving the efficiency of managing housing enterprises.*



The conducted literature and empirical research and statistical analysis of the obtained results allowed verification of the adopted hypotheses and at the same time proved that the implementation of public management principles has a positive effect on the effectiveness and improvement of the quality of services provided in ZGMs.

The value added of the dissertation was the development of the author's Descriptive Model of Housing Management. The first part of the work included three chapters developed on the basis of extensive literature research. The research part includes four subsequent chapters presenting the results of empirical research. The summary of the doctoral dissertation presents the conclusions and recommendations for the implementation of literature and empirical research.

Keywords: ZGM Descriptive Model of Management, public management, Housing Establishments, housing.

Pawel Bogdat