

In an increasingly complex world, the provision of public services with a high level of quality is difficult. Public institutions do not have adequate human, material and financial resources to meet all the expectations of citizens. Both theoretically and practically new concepts emerged to provide public services, and special attention should be given to approach of relation network and cooperation between the public, NGO and the private sector. Especially clearly it is evident in the case of social services which supply sometimes poses a serious challenge set toward the local government. With regard to social welfare institutions, in particular the Social Welfare Centres, there is objection regarding the ineffectiveness, inefficiency of their operation, but also instrumental treatment of people in need of social assistance services. Sometimes the quality of services provided by the Centers for Social Welfare and behavior of staff providing those services tends to reverse a potential beneficiaries of social welfare institutions. On the other hand omissions in the sphere of social assistance have significant spillover effects in the future and increase the cost of delivering aid.

Therefore, it became reasonable to take this topic and studies aimed at verifying what are the factors influencing the efficiency and quality of delivery of social services. The main objective of the project is to identify the types of relationships and strength of the relationship between the efficiency of the functioning of social welfare institutions and the quality of services they provide and to investigate the impact of individual components of the efficiency and quality on the performance of social assistance institutions in Poland.

Research on the effectiveness and quality of public service delivery are already well established in the literature (see. Modzelewski 2009, Opolski, Modzelewski 2004). However, the literature does not approach, which examines the relationship between the various components of efficiency and quality. In these studies, there shall be no decomposition on the efficiency of the allocation of investment, scale efficiency and pure technical efficiency in parallel compiling these categories of technical quality, non-technical (functional) and social dimensions of quality. In this context, there were no well so far simultaneous studies of the impact of organizational effectiveness (within individual units of the social welfare system, and complex organizational structures and networks to provide services by many different institutions) to the above mentioned variables on the effectiveness of social assistance services. This study is the development of the concept presented in publications of the Author (see. Modzelewski 2009; Modzelewski, 2014; Opolski, Modzelewski 2004).