



# **Koncepcja oceny zakłóceń w procesach realizowanych w zakładach karnych**

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przygotowana pod kierunkiem

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## Summary

### **„The concept of the assessment of disruptions in processes carried out in prisons”**

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According to the author, the relationship between currently used modeling solutions, used in management and quality sciences with the penitentiary system unchanged for many years, is a challenge for the scientific community. Occurring disruptions and critical disruptions at every stage of the functioning of prisons, constituting the main problems of the penitentiary system, became the basis for taking up the topic of the dissertation.

Based on the methodology of designing solutions, taking into account the achievements of management and quality sciences, especially in the areas of logistics, and with the conviction that modeling processes in the penitentiary system will enable the development of a concept for the assessment of disturbances in prisons, the research objectives of the work were formulated.

The main goal adopted at work:

- Development of a concept for the assessment of disruptions in processes carried out in prisons in Poland, by using process modeling tools and building assumptions for the control and monitoring system in the surveyed entities.

To achieve the main goal and a number of specific goals, as well as verification of the research thesis, the research procedure created by the author was used, consisting of a number of research methods, tools and techniques:

- literary studies,
- non-participant observation,
- survey research,
- expert research,
- case study.

The way of achieving the goals and considering the research thesis have been described in the framework of five chapters of the dissertation.

The author's literature research has been divided into three chapters. In the first chapter, the author analysed the existing publications in terms of the essence of the process approach in organizations. The author presented the existing classifications of processes along with the methods of planning, management, coordination, improvement and modeling. Additionally, he presented known definitions and classifications of disturbances in processes.

In the second chapter, the author presents the penitentiary system in Poland. First, a historical outline is briefly presented, divided into key stages of development. Then the author presented the types of penitentiary units used and all functioning units in the Polish penitentiary system. The number

of prison places and the percentage of population were presented for each unit. Additionally, the classification of convicts in the Polish penitentiary system was presented. At the end of the second chapter, the author presents the current state of the penitentiary system in Poland. The data was obtained from the Information and Statistics Office of the Central Board of the Prison Service and allowed for the creation of six categories of data presentation:

1. The condition of penitentiary units.
2. Inmates in Poland.
3. Executed judgments in 2020.
4. Movement of inmates.
5. Employment of inmates.
6. Escapes from penitentiary units.

In the third chapter, the author decomposed the processes taking place in specific penitentiary units - prison, along with the identification of logistics activities. At this stage of the research, the author proposed a definition of processes carried out in prisons broken down into logistics, administrative and managerial. In addition, the author decomposed the implemented processes into logistic, administrative and managerial activities, which are related to each other by spatial and temporal relations.

Chapter four and five refer to the empirical research conducted by the author. The fourth chapter is a description of the research entity and a full analysis of the survey research and non-participating observations. The information obtained allowed the author to map the processes taking place using the BPMN 2.0 modeling notation, including all prison staff and external entities. The author has created a total of 11 process maps, containing 223 procedural activities divided into managerial activities (23), administrative (44) and logistic (156).

The fifth chapter describes the adopted research method and the presentation of its results, thanks to which was created the concept of the assessment of disruptions in processes carried out in prisons in Poland, through the use of process modeling tools and assumptions for the construction of a control and monitoring system for processes in the examined entities were proposed.

According to the author, the concept of the assessment of disturbances in prisons and the proposed system of control and monitoring of processes can be used in any prison in Poland, operating on the basis of process implementation procedures and applicable laws.

In sum, the proposed dissertation topic is relevant both from the scientific, as well as from a practical point of view. Analysis of processes carried out in prisons, their identification and classification, as well as the selection and use of appropriate tools for modeling processes in these units fills the gap in the research that has not yet been carried out in the literature, especially in Poland. It is also an important and interesting supplement to the analyses carried out so far in this area from other perspectives: psychological and sociological.