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Higher Education

PROFESSIONAL PAPER

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Abstract

This paper reviews various quality measures of service provision in the public sector, especially in higher education. Public institutions are non-profit organizations whose main aim is to meet public needs. Consumers of public services as well as taxpayers need to be satisfied with their quality and effectiveness. Therefore, it is necessary to evaluate the public sector performance in providing these services. However, a regular business analysis used in profit-oriented companies is not applicable to public institutions. Therefore, most countries employ the so-called performance indicators. This paper reviews sets of these indicators that have been developed and implemented in Australia, Canada and Great Britain, countries that have originated the idea of performance indicators measurement. Each of the aforementioned countries has a broad spectrum of obligatory performance indicators required for official reporting. In the case of Croatia, there is no legislation that would regulate the use of performance indicators either in higher education or any other part of the public sector. Consequently, it is suggested that performance indicators should be developed and implemented in Croatia as well.

Keywords: public sector, higher education, performance indicators

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