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University of Maribor

Faculty of
Criminal Justice and Security



Erasmus+



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SATISFACTION AND EFFICIENCY OF POLICE AS PERCEIVED BY RESIDENTS OF THE REPUBLIC OF SLOVENIA

Tia Hladnik & Laura Lavrič

The Role of the Police in Society

- The police are a foundation of security, the rule of law, and social stability. However, measuring their efficiency and effectiveness has long been neglected.
- There has been a lack of appropriate methodologies for proper assessment.
- Effective police work relies on cooperation with the community, transparency, and regularly obtaining feedback from citizens.

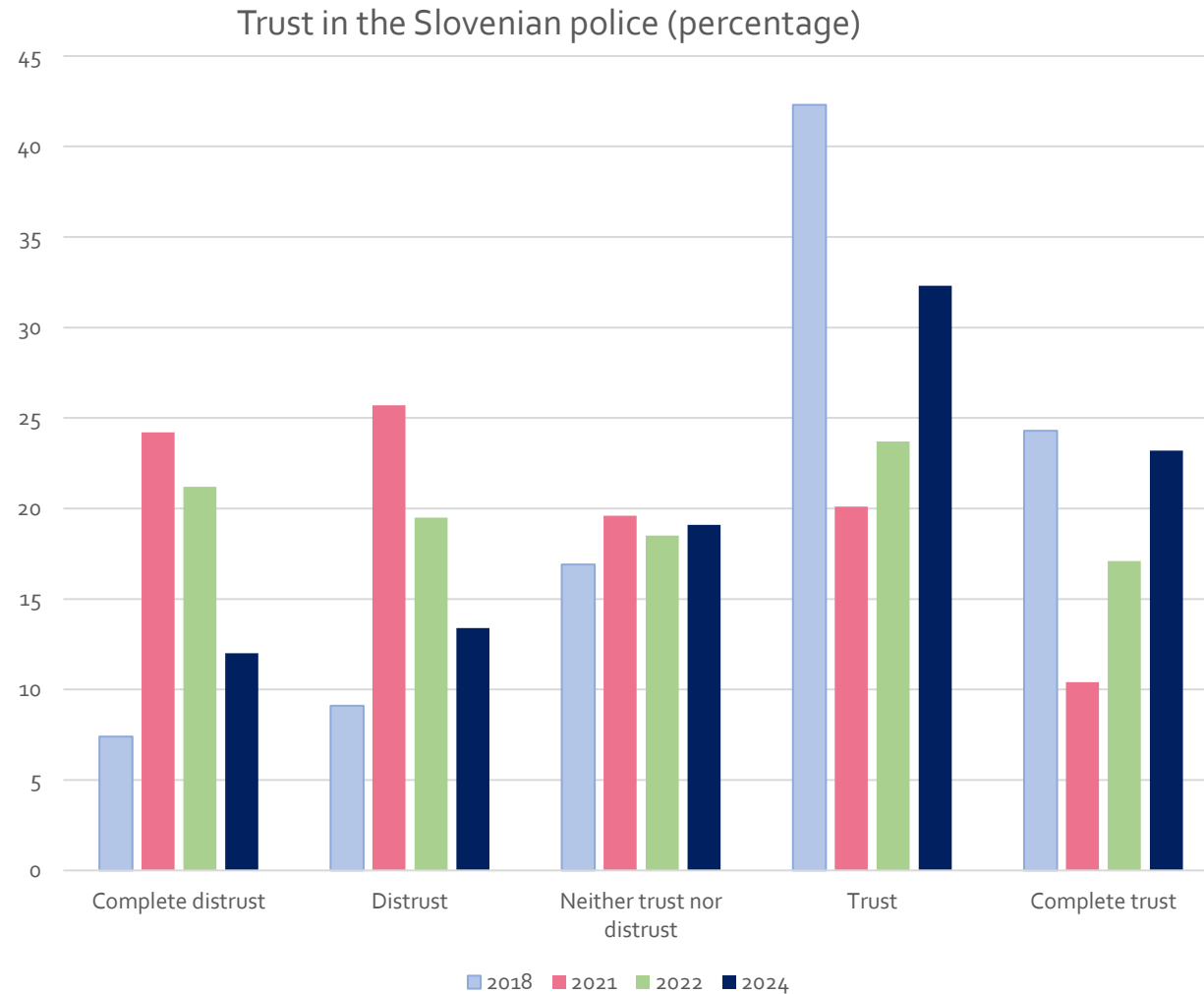


The Importance of Police Cooperation with the Community

- Community policing is based on cooperation between the police and citizens and the joint resolution of security challenges.
- The Community Policing Strategy of 2013 emphasizes that effective security is only possible through close cooperation with the public and increased police presence in local communities.
- Key goals include building trust, improving training, and strengthening partnerships to enhance both safety and public satisfaction.



Measuring Police Effectiveness and Public Satisfaction



- An important part of measuring performance is conducting public opinion surveys on satisfaction and trust in the police.
- The Slovenian police regularly carry out public opinion surveys (2016, 2018, 2021, 2024) to gather feedback and improve their performance.

Research Results

In 2024, 55.5% of respondents trusted the police (an increase compared to 2021 and 2022), but the level has not yet reached the pre-pandemic period; police officers rate their own performance higher than the public does.

The Slovenian police are considered professional, effective, and comparable to other EU countries, while trust is influenced by social factors and personal experiences (e.g. the COVID-19 pandemic).

Perceived effectiveness remains moderate and stable; in addition to actual performance, it is also shaped by media, politics, and values, raising the question of how the police should adapt to public expectations.



Conclusion and Discussion

- The perceived effectiveness of the police depends not only on actual performance, but also on social context, communication, and legitimacy; crisis situations can reduce trust.
- The population is relatively satisfied with the police, but there has been no significant long-term progress.
- Data for 2026 is not yet available, so it remains unclear whether the improvement observed in 2024 is sustainable or only temporary.