

## CONTENTS

<b>Foreword .....</b>	<b>5</b>
1. <b>Agnieszka BARCIK</b> – Compliance systems as a determinant for the functioning of social responsibility instruments in an organization .....	7
2. <b>Ryszard BARCIK</b> – Logistics 4.0 – the current state and future challenges .....	25
3. <b>Agnieszka Izabela BARUK</b> – Final purchasers cooperation with offerors vs trust in products according to the extent of purchasers' involvement in their preparation ...	41
4. <b>Natalia BOICHUK</b> – Identification and evaluation of Industry 4.0 solutions in the automotive industry – a case study .....	53
5. <b>Ryszard BOROWIECKI, Zbigniew OLEŚIŃSKI</b> – Management in Society 5.0. Case study .....	65
6. <b>Ryszard BOROWIECKI, Barbara SIUTA-TOKARSKA</b> – The problems of sustainable and permanent development in the context of understanding the essence of science .....	79
7. <b>Piotr DZIWIŃSKI</b> – Selected aspects of conflict management in organizations .....	91
8. <b>Bartosz FORTUŃSKI</b> – Challenges faced by the EU's energy policy on CO <sub>2</sub> emissions from 1997-2017, including bilateral trade between the EU and the US .....	109
9. <b>Liliana HAWRYSZ</b> – Strategic orientation in e-administration .....	129
10. <b>Anna HORZELA</b> – CSR in clusters in the context of positive organizational scholarship .....	141
11. <b>Marcin KOMAŃDA</b> – Financial satisfaction achieved from offered services: the case of fitness trainers .....	153
12. <b>Paweł KOSIŃ</b> – General models of shareholder value creation in the context of enterprise CSR policy .....	165
13. <b>Krzysztof KUBIAK</b> – Using the network thinking methodology in the process of creating procurement strategies of enterprises .....	177
14. <b>Anna KWIECIEŃ</b> – Corporate governance as a factor linking the ethical and economic dimensions of contemporary management .....	187
15. <b>Wojciech LEOŃSKI</b> – Determinants of the implementation of corporate social responsibility in chosen enterprises .....	197
16. <b>Ewa MARCHWICKA</b> – Scheduling infrastructure projects in Polish local government units .....	209
17. <b>Irena PYKA, Jan PYKA</b> – The concept of sustainable finance of enterprises versus venture capital .....	223
18. <b>Szymon RUBISZ</b> – Some issues with the right to privacy in smart cities .....	237
19. <b>Katarzyna SIERADZKA</b> – Crowdfunding as a source for start-up financing in Poland .....	247

20. <b>Dagmara SKURPEL</b> – Logistic service as a determinant of customer loyalty in e-commerce .....	259
21. <b>Piotr SLIŻ</b> – Analysis of the after-sales service process using data mining – results of empirical proceedings .....	277
22. <b>Mateusz SZYMBORSKI, Eryk GŁODZIŃSKI</b> – Internal project governance: value added system and the central element of organizational project management ...	297
23. <b>Sylwia WIŚNIEWSKA</b> – Line manager's role in human resource management at innovation centers in Poland .....	315
24. <b>Michał ZASADZIEŃ</b> – Improving work organisation in the production hall – a case study .....	327
25. <b>Michał ZASADZIEŃ</b> – Improving the communication of stakeholders in logistics processes – a case study .....	351