

CONTENTS

Foreword	7
1. John Ayieko AKOKO – New infrastructures in enhancing mobility in the city of Nairobi	9
2. Maria BAJAK – Beacons as the touchpoints on the customer journey	17
3. Robert BALCERZYK – Sustainable talent management during a pandemic COVID-19	31
4. Krzysztof FIRLEJ, Sebastian KUBALA – Innovativeness of the food industry enterprises in the European Union in conditions of changing economic situation	45
5. Anna GEMBALSKA-KWIECIEŃ – Conflict in work environment – its causes, prevention, methods of solving	59
6. Anna GEMBALSKA-KWIECIEŃ – Depression in work environment – its causes, symptoms and prevention	71
7. Marcin GOŁĘBSKI, Beata SKOWRON-MIELNIK, Grzegorz WOJKOWIAK – Identification of human resource risk by managers and employees through the lens of the COVID-19 pandemic	83
8. Adam JANISZEWSKI, Agnieszka DZIUBIŃSKA – The adaptation of impression management and symbolic communication to counteract the loss of the company's legitimacy	101
9. Ireneusz J. JÓŹWIAK, Alicja M. KRUPA – Information technology system for establishing industry contacts in the process of architectural design	117
10. Marta JURCZYK, Marcin BAŃSKI, Aleksandra CIPORA, Marta JURECZEK, Wiktoria SZRAM – A study on the perception of quality of life by students of the Silesian University of Technology during the pandemic	127
11. Agnieszka KARMAN, Antonina GAVRYSHKIV – Circular economy from the perspective of SMEs sector	143
12. Norbert KAWĘCKI – Innovative technologies, human capital and the company's mission from management outlook	175
13. Anna KOSIERADZKA, Jacek WĘGRZYK, Wojciech SMĘTEK, Przemysław STRZELEC – Maximising performance of a hospital's HBOT laboratory using the theory of constraints	187
14. Agnieszka KRAWCZYK-SOŁTYS – The influence of personal competencies on organizational competences of Emergency Medical Units	209
15. Anna KWIOTKOWSKA – The interplay of resources, dynamic capabilities and technological uncertainty on digital maturity	221
16. Guangyan LUO, Katarzyna TWOREK – E-leadership as a booster of employees' dynamic capabilities influence on job performance	237

17. Małgorzata MARKOWSKA, Mariusz KRUCZEK, Małgorzata DESKA – The role of entrepreneurial discovery process in technological development of Silesian voivodeship	249
18. Ryszard MARSZOWSKI, Leszek DROBEK, Piotr HETMAŃCZYK, Małgorzata MARKOWSKA – Innovation as a determinant of current ecology	271
19. Ryszard MARSZOWSKI, Paweł LEJWODA – Demographic change and automation and their impact on the labor market. National research results	291
20. Ryszard MARSZOWSKI, Małgorzata MARKOWSKA, Tomasz SKOWRONEK – Development conditions of the health resorts in the Lower Silesian voivodeship. Selected socio-demographic aspects	311
21. Ryszard MARSZOWSKI, Tomasz SKOWRONEK – Mining municipalities and districts in a phase of demographic change in an equitable perspective of transformation	339
22. Rafał MATWIEJCZUK – From competency-based human resources management to competence-based strategic management	365
23. Anna MISZTAL – The entrepreneurial determinants of sustainable development of enterprises in emerging EU economies	375
24. Anna MUSIOL – Philosophy of values in leadership coaching: leader in selected types of leadership	393
25. Janet Awino OKELLO – The dilemmas of implementing smart mobility in Cape Town	405
26. Marcin OLKIEWICZ, Małgorzata CABAJ – The problem of burnout in the judiciary	413
27. Grażyna OSIKA – Industry 4.0: selected aspects of algorithmization of work environment	431
28. Paweł POSZYTEK – Erasmus+ project leaders' learning potential as a sustainability facilitator in the times of COVID-19 pandemic	451
29. Dominika SIWIEC, Andrzej PACANA, Lucia BEDNÁROVÁ – Approach to predict product quality considering current customers' expectations	461
30. Barbara SORYCHTA-WOJSCZYK, Jarosław JAMROZY – Application of the Balanced Scorecard in a selected mining services company	473
31. Jerzy STADNICKI, Andrii TEREBUKH – Placement prospects of the business in terms of pandemic threats	491
32. Olena STRYHUNIVSKA, Katarzyna GDOWSKA, Rafał RUMIN – Implementation of synergetic planning for factory	503
33. Iwona SZKUDLAREK – Internal conditions of professional aspirations	513
34. Krzysztof S. TARGIEL – Project success and communication with stakeholders	527
35. Anna WIATR – Leaders' support in organizational change	535
36. Małgorzata Z. WIŚNIEWSKA, Aleksandra KOWALSKA, Louise MANNING, Ewa MALINOWSKA, Piotr KOWALSKI – Consumption and home preparation of fermented vegetable products in Poland	557

37. Radosław WOLNIAK – Engineering ethics – main principles	579
38. Radosław WOLNIAK – The role of the engineering profession in developing “ and implementing sustainable development principles	595
39. Anna ZGRZYWA-ZIEMAK, Joanna ZIMMER, Marian HOPEJ – The model of cohesive management capability – a theoretical framework	609
40. Danuta ZWOLIŃSKA – Logistic customer service process in the face of the COVID-19 pandemic	623