

CONTENTS

Foreword	7
1. Peter AKPAMAH, Andrea MATKÓ – Trial of distributed leadership in institutional management	9
2. Maria BAJAK, Paweł MAJERCZYK – Identification of areas for optimising marketing communications via AI systems	25
3. Maria BAJAK, Łukasz SPENDEL – Building consumer engagement and loyalty while traversing the customer journey in the online space	39
4. Dorota BALCERZYK, Mikołaj ŻELAZNY – Competences of the project manager .	53
5. Yuliia BASHYNNSKA – Small Carpathian Circle as the most significant infrastructure project in western Ukraine	71
6. Ewa BILEWICZ – The impact of external debt on Poland’s economic growth	83
7. Agnieszka BITKOWSKA, Piotr KORNETA, Liliana HAWRYSZ – Business processes and performance management of medium-sized outpatient clinics through the Sars-Cov-19 period. A case study from Poland	95
8. Rafał BUŁA, Bartłomiej JABŁOŃSKI – Investing in dividend vs. non-dividend stocks – efficiency assessment using fractal measures	109
9. Felicjan BYLOK – Social capital as a factor of development of a smart city	129
10. Mateusz CHŁĄD – Optimization of transport processes in an enterprise by the SMED method	149
11. Patryk FELICZEK, Justyna GÓRNA, Aleksandra BUSZCZAK – Handling of medical devices’ customer complaints on the example of companies based in Poland	159
12. Magdalena FOLWARCZNY-DRAGA – Directions for improving reports on environmental costs by mining companies	173
13. Bożena GAJDZIK – Steel company in Industry 4.0: diagnosis of changes in direction to smart manufacturing based on case study	193
14. Andrzej GAZDA, Dominika SIWIEC, Andrzej PACANA – Analysis of pro-environmental awareness and approach to making decisions in the context of sustainability	213
15. Adam GUMIŃSKI, Marek KUREK – The concept of the main dewatering model in a coal mine considering technical, managerial, and economic criteria	227
16. Nataliia HUSIATYNNSKA, Mykola HUSIATYNISKYI, Tetiana CHORNA – Analysis of the main trends in the hotel and restaurant industry of Ukraine under the conditions of the Covid-19 pandemic	245
17. Anastasiia HUSIATYNNSKA, Iryna SAMOILOVA – Modern aspects of civil society interaction with local government bodies	261

18. Judyta KABUS – Managing the distribution process with an example of the FMCG market	275
19. Jacek KARCZ – Assessment of investment opportunities for distribution center location in Poland	287
20. Ivan KATRENCIK, Monika ZATROCHOVA – A study of household investment behavior in Slovakia due to the Covid-19 pandemic	301
21. Leszek KAZMIERCZAK-PIWKO, Arkadiusz ZAGAJEWSKI, Tomasz ŁAGUTKO, Marcin SIKORA – The development of the e-commerce market as a challenge for maritime transport and shipping	315
22. Marcin KOŁODZIEJSKI – Permit to work and risk analysis as an element of safety management systems applied on oil and gas installations	327
23. Piotr KORDEL – Entrepreneurial digital strategy as managerial tool for building smart hospital	347
24. Jolanta MAJ – Satisfaction and performance of Generation Z in virtual and face-to-face teams	363
25. Ewa Wanda MARUSZEWSKA, Monika EISENBARDT, Maciej TUSZKIEWICZ – Covid pandemic as a disruptive factor enhancing ICT use in social sciences' teaching practices	383
26. Rafał MATUSIK – The concept of compulsory governance structure	409
27. Katarzyna MAZUR-WŁODARCZYK, Iwona DROSIK – Chinese goldsmithing – luxury craft or luxury products?	429
28. Bartosz MICKIEWICZ, Joanna KOWALIK, Andrei TSIMAYEU – Problems in decision-making by young people to participate in entrepreneurial education programs	443
29. Csilla MIZSER – Conflict management and leadership styles. Comparative case study with future leaders	455
30. Anna MUSIOL, Mariola PARUZEL-CZACHURA – Know yourself: psychological concepts of the human being applied in helping professions using the example of coaching	469
31. Katarzyna OLEJNICZAK-SZUSTER, Michał DZIADKIEWICZ – The perception of the municipal housing manager's CSR activities in the context of its stakeholders	487
32. Zaid OWAIS – Agile project management as a change management tool in dynamic construction projects, a necessity to cope with projects' increasing complexity and uncertainty	499
33. Szymon PAWLAK – The impact of Industry 4.0 on the employment structure in production plants	515
34. Łukasz SIENKIEWICZ – Cultural determinants of evidence-based human resources management: a cross-country analysis	527
35. Łukasz SKIBA – E-government – socially expected or officially imposed?	547

36. Jan Krzysztof SOLARZ, Krzysztof WALISZEWSKI – From social distancing to the financial and medical services disintermediation during the Covid-19 pandemic	561
37. Miroslaw SŁOTYŚIAK, Dariusz ZAJĄC – Diversification of the financial situation of territorial self-government units in terms of changes in the number of inhabitantss (example of eastern and western regions of Poland)	577
38. Kata Rebeka SZUCS, Regina Zsuzsanna REICHER – Mobile health application evaluation possibilities	595
39. Dorota TENETA-SKWIERCZ, Małgorzata SOBIŃSKA, Piotr BIAŁOWĄS – The importance of teachers' cultural intelligence for the internationalization process of higher education	613
40. Tomasz WĘGRZYN, Bożena SZCZUCKA-LASOTA, Adam DÖRING – Welding of 690 QL steel for the construction of vehicles and antenna elements	631
41. Radosław WOLNIAK – Project management standards	639
42. Radosław WOLNIAK – Sustainable engineering	655
43. Marzena WÓJCIK, Wiesław ŁUKASIŃSKI – Challenges determining the implementation of remote work in the opinion of the representatives of Generation Z in Poland	669
44. Wojciech ZALEWSKI, Magdalena OSIŃSKA, Lidia CHYLEWSKA-BARAKAT – Covid-19 pandemic as a factor increasing truck drivers' stress	685