

Autor rozprawy doktorskiej:

mgr inż. Jakub Fikus

Tytuł rozprawy doktorskiej w języku polskim:

Model zarządzania relacjami z interesariuszami w dążeniu operatora logistycznego do zrównoważonych przepływów w sieci dystrybucji

Tytuł rozprawy doktorskiej w języku angielskim:

Model of managing relations with stakeholders by logistics service provider in striving for sustainable flows in the distribution network

Promotor rozprawy doktorskiej:

dr hab. inż. Marzena Kramarz, prof. PŚ

Jednostka:

Politechnika Śląska, Wydział Organizacji i Zarządzania

Słowa kluczowe:

logistyka; operator logistyczny; zrównoważony rozwój; interesariusze

Streszczenie rozprawy doktorskiej w języku angielskim:

The aim of the thesis was to develop a stakeholder relationship management model for sustainable flows within a distribution network, designed to benefit a logistics operator. Based on a review of the literature, the first chapter characterised the logistical challenges in distribution systems and presented the concept and classifications of distribution networks. This chapter also discussed the objectives of sustainable development at length, as well as selected methods and tools to support their implementation. The second chapter focused on stakeholder theory and methods of managing stakeholder relations. The empirical part of the thesis comprised the following three chapters. The third chapter defined the research sample, discussed the main research tool in the form of a questionnaire, and developed a methodology for expert research using the AHP method to determine the strategy for cooperation between the logistics operator and stakeholders. The fourth chapter focused on identifying and analysing the determinants of the operator's cooperation with stakeholders in the implementation of sustainable flows. This chapter classified the stakeholders and identified their roles and tasks within the framework of cooperation with the logistics operator. At the same time, it determined which factors have the greatest influence on the level of cooperation. The subsequent section utilised expert research to identify the most important actions within each stakeholder relationship management strategy. Subsequently, based on the case study conducted, the most significant examples of sustainable initiatives implemented in cooperation with stakeholders were identified. The final chapter presents a stakeholder relationship management model as a tool to support logistics operators in achieving their sustainable development goals. It outlines the key assumptions for each stage of the process's implementation, as well as the interconnections between the model's components, and provides an empirical validation of the developed model.