

## CONTENTS

|   |     |
|---|-----|
| 1. Katarzyna DOHN, Julia WITNIK – Identification of disruptions in transport processes .....  | 5   |
| 2. Łukasz MAŁYS, Bartosz DESZCZYŃSKI – Psychological empowerment in healthcare units: an empirical analysis of public hospitals .....                                 | 17  |
| 3. Wiesław MUSIAŁ, Łukasz PALUCH, Piotr RACHWAŁ – Post-accession structural transformations in agriculture in Świętokrzyskie Province – selected aspects .....        | 31  |
| 4. Paweł NOWAKOWSKI – The significance of the innovation cycle for better innovation policies for SMEs at the firm level: a conceptual proposition .....              | 43  |
| 5. Monika ODLANICKA-POCZOBUKT, Aleksandra SZYSZKA-SCHUPPIK – The right to be forgotten as an element of the personal data protection system in the organisation ..... | 57  |
| 6. Sylwia PRZETACZNIK – Causes and effects of enterprise risk management implementation .....   | 73  |
| 7. Katarzyna SANAK-KOSMOWSKA, Irena ŚLIWIŃSKA – The sources of knowledge and their impact on consumers' decisions concerning proper nutrition ...                     | 89  |
| 8. Tomasz SZYMAŃSKI – Managing instrumental communication in the context of the perception of bullying among new employees .....                                      | 101 |
| 9. Aleksandra WIERZBICKA – Queue theory and improving the customer service process in the city hall – case study .....  | 123 |
| 10. Volkan YÜNCÜ, Üzeyir FIDAN – Utilizing decision trees on employee decision-making processes: a model proposal .....   | 137 |