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The method to support management decision-making in medium-sized cities in Poland

Summary

The dissertation, entitled "The method to support management decision-making in medium-sized cities in Poland", directs attention to the significant problem of inadequacy of applied public management methods in the context of quality of life in medium-sized cities at risk of exclusion. The author's hypothesis is that existing management tools ineffectively address quality of life challenges, highlighting the need to develop holistic methods to support decision-making processes at the local level.

The aim of the study is to develop a holistic method to support management decision-making in medium-sized cities in Poland, based on a defined triangle of relationships that takes into account objective and subjective quality of life and quality of public management. Within the framework of the author's own research, she focused on 12 medium-sized cities selected from 122 cities considered at risk of exclusion (Śleszyński 2016). Of the 122 cities grouped into four categories in the report, the author selected three cities (best, medium, worst) from each category, which illustrate the degree of loss of functions and socio-economic problems.

The research was conducted in two stages. The first stage involved analyzing 52 objective parameters related to the development of cities from 2004 to 2017, according to the ISO Quality Standard (2017). The second stage consisted of survey research to investigate the subjective quality of life of residents and the assessment of the quality of public management in the analyzed cities. Responses collected from 758 respondents, with an assumed sample of 384, for a population of 627,100 residents, provided valuable qualitative data.

Based on the research, the author confirmed the need for a holistic approach to city management. The results of the author's research formed the basis for proposing a new method to support management decision-making in medium-sized cities in Poland.