

## **Halina Pomykała: The Role of stakeholders' expectations in improving the organization based on the process approach (abstract)**

The goals of the doctoral thesis are to define the role of stakeholders in improvement of the organization using a process approach and to develop a concept (model) of using a process approach based on the expectations of stakeholders in improving the organization. The model uses synchronization of selected management tools and concepts, so that a framework is set to adapt the organization's activities to the expectations of stakeholders, including its improvement.

This dissertation consists of five chapters. The first chapter presents the conditions necessary for the functioning of the process approach in the organization and characterizes the individual elements of the process management.

The next chapter presents the concepts of managing relations with stakeholders. Particular attention was paid to the methods used by organizations to identify stakeholders and methods of gathering information about their expectations.

The third chapter presents an overview of the management concepts that are currently used in organizations, with particular emphasis on the role of the process approach in these concepts. It allows to identify assumptions that enable the integration of individual concepts.

The fourth chapter presents the methodology of research and the results of the research proceedings. It contains a description of case studies of the examined organizations along with their assessment in accordance with the criteria adopted in this work. This assessment determines the use of the process approach in the implemented management concepts in the surveyed organizations and the use of stakeholders' expectations in the operation of individual concepts.

The fifth chapter presents a proposal to link individual management concepts in such a way as to create a coherent organizational management model aimed at effectively meeting stakeholders' expectations.

**Keywords:** process management, stakeholder, process approach, strategic management, management by objectives, performance management, quality management, change management, risk management.