

Table of Contents

Foreword	9
ENTERPRISE MANAGEMENT	
ANNA WOJTOWICZ, ANNA MIKOS, ANNA KARAŚ, The conditionings of cultural and organizational system backgrounds on business innovations	13
LESZEK KOZIOL, MICHAŁ WOŹNIAK, JAN SIEKIERSKI, Conditionings for improving work time in the enterprise	25
ANNA PECYNA, AGNIESZKA BUCZAJ, AGATA Blicharz-Kania, PIOTR MAKSYM, ZBIGNIEW KOBUS, ZBIGNIEW KRZYSIAK, Perception of mobbing by employees ...	37
MICHAŁ KOZIOL, LESZEK KALKOWSKI, RADOSŁAW PYREK, IT technologies used in remote teaching of employees of the SME sector	49
ERGONOMICS AND QUALITY	
PAULINA KALINOWSKA, ALEKSANDRA POLAK-SOPIŃSKA, ANNA MĄCZEWSKA, Ergonomic analysis of the assembly workplace	67
JAROSŁAW WENANCJUSZ PRZYBYTNIOWSKI, Servqual method in evaluating quality of property insurance service to individual customers	85
JANUSZ ZĄBEK, The process of handling consumer complaints – an outline of a new approach	103
ECONOMY AND FINANCE	
KRZYSZTOF SALA, Boutique hotels as a new trend in hotel industry based on the example of the Lower Silesian Voivodship	115
WOJCIECH ŚWIDER, The momentum effect on selected stock indices of Central and Eastern Europe	129
PIOTR ADAMCZYK, Effectiveness of expenditure on research and development in the Visegrád Group countries against the EU average	149
MARIA DĄBROWA, Human Development Index (HDI) as a living standard measure. The use of distance method	159
MISCELLANEA	
PIOTR GÓRSKI, The role of universities in shaping professionalism: The perspective of students	175