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The purpose of this doctoral thesis was a multi-faceted experimental study of providing services by the companies of the LSP's sector. The thesis was adopted that it is possible to develop an effective method of multi-faceted evaluation of the services of companies from the LSP sector, supporting their management processes, serving to improve their efficiency and competitiveness.

The dissertation contains review of the literature and analyses the criteria for evaluating the implementation of services from the perspective of customers and service providers in the LSP's sector. Based on the adopted research method and algorithm, questionnaire research and in-depth statistical analysis were conducted. A ranking of criteria with weights determined in two ways was proposed: based only on questionnaires and using a mathematical model based on the theory of interval numbers. Then, the mathematical model was verified using quasi experiments on the real data and the weights and criteria rankings results obtained were compared. Based on them five surveyed companies from the LSP sector were evaluated and their preliminary ranking was proposed.

The presented and experimentally verified method can be used for further evaluation of companies from the LSP's sector and for creating rankings on a larger sample of entities. The analysis of the implementation of services by companies from the LSP's sector and the method of their evaluation carried out using the author's concept is to help companies optimize their development directions, and their clients in the skilful selection of contractors. It may be used, both in diagnosing individual business entities and in conducting comparative research, also in the form of rankings. It takes into account the changing external conditions through intuitive verification tools using interval numbers.

The work includes a theoretical part, which consists of chapters 1-2 and an empirical one, contained in chapters 3-6. The work forms the basis for further empirical research related to the comprehensive evaluation of the implementation of services in the LSP's sector, from the point of view of various stakeholder groups. Conducting systematic research in this area, based on effective and not burdened with large expenditures or time-consuming tools, is increasingly desirable in the LSP's sector. The final conclusions indicate the legitimacy and the sense of extending the application of the multi-aspect LSP service implementation research method proposed in the dissertation, from the perspective of service providers and service recipients.