

## **Summary of the PhD dissertation entitled**

### **A Smart Village Model in a Process Approach to Municipal Management**

The main aim of this dissertation was to design a smart village model in a process approach to municipal management.

The dissertation is divided into five chapters, preceded by an introduction and a table of contents. The chapters are followed by a conclusion section and a list of literature references, tables, figures and appendices.

Chapter One defines the main concepts related to the subject of the dissertation. The essence of process management is discussed and process-based public organisation management theories are presented.

Chapter Two discusses certain aspects of the concept of *process*, with special emphasis on the role of processes in local government management. The discussion in this chapter emphasises differences between a system-based approach and a process-based approach to municipal management. Much of the discussion focuses on the structure of a process-managed local government organisation. Chapter Two also deals with a very important point, namely the efficiency and effectiveness of process-based municipal management.

In chapter Three, special attention is paid to municipalities as generators of process management. Methods for identifying processes at the local government level are described and a map of municipal management processes is presented. Much attention is given to the optimisation and adaptation of municipal management processes.

Chapter Four discusses a municipal process management model – a smart village model. The key processes as components of the smart village model are identified, and the concept of *model* is discussed, with a classification of models in use and a description of some of the functions of the models in solving research problems. A major part of this chapter is the presentation of a theoretical smart village model based on a process approach. This chapter is closed with a discussion of digital competence as a prerequisite for managing smart villages.

The last chapter of the dissertation, chapter Five, looks at the conditions that must be created for the smart village model to be implemented in reality. Based on an analysis of the literature of the subject, this chapter discusses the conceptual and methodological basis of empirical research. Additionally, this chapter includes a case-study analysis of the municipality of Pałecznica in terms of the conditions for implementing the smart village model. A major part of this chapter is a discussion of the implementation of the key smart village processes for

municipal management in the village of Pałecznica. The final chapter of the dissertation presents the results of a qualitative research study that involved eight experts evaluating the implementation of the smart village model in the village of Pałecznica. At the end of this chapter, the possible challenges in the implementation of the smart village model are identified and recommendations in this regard are given.

The dissertation is concluded with the final findings based on the research conducted by the author. The novelty and key research findings as a contribution to the body of academic knowledge on management and quality are specified. The objectives and hypotheses formulated in this dissertation are referred to.