

## STRESZCZENIE PRACY W JĘZYKU ANGIELSKIM

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Subject of the dissertation: „Factors influencing the improvement on the quality of education on board of the training vessels of Gdynia Maritime University”.

The doctoral dissertation takes up the issue of the quality of education services on the ships „Dar Młodzieży” and „Horyzont II”.

The descriptive part of the work, presents the theoretical aspects of quality, characterizes training ships, discusses and describes maritime practices in the following faculties: navigation, mechanical and electrical engineering, and presents the process of organizing maritime practices performed boards of the UMG ships. Subsequently, factors influencing the organization and quality of maritime practices on training ships of the Gdynia Maritime University, were identified.

The research part of the work, presents the aim, research hypothesis, research organization, as well as methodology and premises of the research. The results of the research performed with the Servqual method was presented in the graphic and descriptive form. The survey was carried out on a sample of 773 students and disciples in apprenticeships on the ships „Dar Młodzieży” and „Horyzont II”. The trainees assessed 5 quality dimensions: the material infrastructure of the training ship, reliability of education, the ability to react of the crew and the practice superiyors, professionalism and empathy. The results of the research, identified areas requiring the improvement of the practices’ quality carried out on the UMG’s ships.

The study identified and qualified costs of the UMG vessels’ quality, in accordance with the PAF model used. The model was adapted to the specifics of training vessels and included the accounting of the costs of prevention, assessment and control, as well as errors which occurred in years 2017-2019. Afterwards it was determined how the structure of the quality costs had been shaped, and selected indicators of the quality cost was calculated. The results of the analysis allowed to denote areas which should be improved.

Subsequently, the actions taken by the University to shape quality, were analyzed, in the context of the previously identified determinants. Additionally, a SWOT analysis of maritime practices was carried out. Afterwards, directions for improving the quality of maritime practices were proposed.



Based on the conducted researches, the research hypotheses were verified, and the graphic model was proposed. That model can be a useful tool in complex system of the quality management, in education on board of the UMG's ships.

**Keywords:** service quality, maritime practices, Servqual, quality costs.

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