

# **The Role and Potential of the Key Performance Indicators (KPI) System in Improving the Quality of Management in the Ship Management Industry**

## **Abstract**

The doctoral dissertation by Tomasz Łączyński, MA, entitled *The Role and Potential of the Key Performance Indicators (KPI) System in Improving the Quality of Management in the Ship Management Industry*, is a theoretical and empirical study of the KPI system within the context of managing the ship management companies. The essence of the research is to assess perception of the KPI system by seagoing staff in terms of improving the quality of managing the ship management company in order to increase its operational effectiveness and transparency of its operations.

In the first part of the work the author presented theoretical foundations of the KPI system by defining its key concepts and discussing importance of KPIs within the context of the management processes. He indicates that KPIs are not only a tool for monitoring performance, but also an important element of the managerial strategy that may support decision-making processes and improve internal communication within the organization. The author emphasizes that effective implementation of the KPI system requires the involvement of all stakeholders and a clear definition of the goals and benefits of its application.

In the next part of the work, research hypotheses have been formulated with regard to various aspects of the impact of the KPI system on the management within the ship management companies. One of the hypotheses assumes that the existence of a coherent and integrated KPI system functioning within the company contributes to an increased transparency and quality of management.

Verification of this hypothesis includes analysis of access to information, monitoring and reporting of results, as well as the impact on decision-making processes.

The author draws attention to the fact that the KPI system may improve availability of information, which in turn affects the quality of decisions made and effectiveness of activities within the organization. The research done also covers the degree of stakeholders' involvement in the KPI system implementation process.

The author emphasizes that it is crucial to involve employees in the process of setting indicators and organize training that will help them understand benefits resulting from the functioning KPI system.

A survey conducted among employees of one of the companies of the ship management group made it possible to assess perception of the role and importance of KPIs and their impact on work efficiency. The survey questionnaire included questions regarding job satisfaction, motivation to improve professional skills, commitment and effectiveness of communication within the teams.

The research methodology concerns development of the content of the survey questionnaire, selection of the research sample and data analysis method.

The author applied various statistical methods such as factor analysis and statistical tests to assess the relationships among variables.

In the final part of the work, the author presents conclusions and recommendations regarding implementation of the KPI system within the ship management companies.

He emphasizes that continuous improvement of management processes and monitoring effectiveness of activities are crucial. It also indicates the need for further research in this area to better understand how the KPI system may support development of the organization and contribute in achieving strategic goals.

To conclude, the dissertation provides a comprehensive insight into possibilities of applying the KPI system to improve the quality of management within the ship management companies. The author emphasizes importance of the employees' involvement, transparency and effectiveness of decision-making processes that may contribute to improve operational and financial results of the organization. The added value of the work is an advanced statistical analysis of the obtained results.