

Abstrakt of the Phd Thesis

Dissertation title:

“City hall as a learning organization. Case study – based on the exemple of Rybnik”

Author: mgr inż.. Magdalena Gojny

Promoter: dr hab. Waldemar Czajkowski prof. Pol. Śl.

Co-promoter: dr Łukasz Trembaczowski

The main aim of the dissertation is to examine the usefulness of the concept of a learning organization as a tool for describing and analyzing the process of acquiring and processing knowledge in an organization, as well as to examine the degree of knowledge and practical use of the concept of learning organizations in a public sector organization - on the example of the Rybnik City Hall. An additional aim was to examine whether the city hall consciously or as a result of intuition uses the concept of learning organizations. The work is a case study, which was dictated by both substantive and practical considerations.

The dissertation consists of an introduction, nine chapters and a conclusion. The first seven chapters are theoretical, while the subsequent ones are empirical.

The first chapter presents general issues related to cities, their history, the role they will probably play in the future and the factors influencing their development.

The second chapter discusses issues related to local government. It discusses the concept of bureaucracy, characterizes local government unit management models, local law acts, and the organizational structure of the city hall, with particular emphasis on the creation of task teams within it. Issues regarding the role of the leader, leadership styles and the marketization of public services were also discussed.

Chapter three discusses issues related to non-governmental organizations, their cooperation with local government, as well as their role in building civil society.

The fourth chapter discusses communication processes, in particular types of social communication, levels and directions of information flow in the organization, communication structures, existing barriers and the problem of information overload.

Chapter five is a presentation of the concept of learning organizations (focusing on P.M. Senge's concept) and learning processes.

The topics of the sixth chapter are: the definition of knowledge, its dual nature, features, types, the SECI model and the concept of metaknowledge.

The seventh chapter is a presentation of selected statistical data regarding Rybnik, which aims not only to characterize it, but also to identify the threats to the problems the city faces.

The empirical part of the work begins in chapter eight. It presents the methodological assumptions of the research, the organization and course of the research, and the method of developing and analyzing the collected research material.

Chapter nine contains an analysis of the research results. This is the most extensive chapter of the work, the aim of which is to find answers to the four main research questions along with detailed questions presented in the chapter on methodology.

The conclusion presents the conclusions of the study, practical recommendations for the Rybnik City Hall and further directions of development of the concept of a learning organization.