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### **Abstract**

The presented dissertation "Management of public transport companies and the needs of people with disabilities in the Silesian Voivodeship", addresses the issues of accessibility of public passenger transport and mobility of people with disabilities.

Urban transport strongly influences such processes as professional activity, raising qualifications, or participation in all citizens' social life and economic life. For people with special needs, the ability to move around freely is a priority issue that is closely linked to with urban public transport.

The central hypothesis of the study is: There is a discrepancy between the needs of disabled people and the Management of public transport companies in the Silesian Voivodeship.

The main research problem was: How do public transport companies investigate the transport needs of people with disabilities in the Silesia Voivodeship?

The paper focuses on analyzing and evaluating the Management of public transport companies in the area of the needs of people with disabilities in the Silesian Voivodeship.

Interest in the topic results from insufficient recognition of the problem on the ground of Polish science. Polish and foreign literature was used to develop the issue, as well as information available on the Internet on specialist websites, which made it possible to analyze numerous reports and studies related to the topic.

The methods used for research include literature analysis, source and secondary materials, survey research, and statistical analysis.

As a result of the research, it was found that the level of adaptation of public passenger transport is systematically improving. However, there is still quite a large gap between the existing and the expected State. In addition, the analyses and a broad literature review identified a problem in the area of accessibility to public transport for people with severe disabilities who live on the outskirts of cities.

Keywords: Management, transport, organization, quality management, people with disabilities.