

Summary

People with disabilities constitute a significant part of the population in Poland. One of the most numerous groups among the disabled, the most visible, are people with movement dysfunction. Tourism plays an important role among many ways of spending free time, rehabilitation and physical activity.

A condition for the active tourism of people with physical disabilities is total its availability. Reality is often different. Tourist barriers that impede physical activity can be encountered quite often. They still cause exclusion, which is the process of too low participation, this group of people, in social life and , in tourism.

Such a state of tourism for people with disabilities of movement dysfunction should induce the tourism sector to pay attention to this segment of the tourist market.

The imperfection of tourist offers proposed by travel agencies is the result of the lack of adequate tourism management of people with physical disabilities in these enterprises. This premise became the main reason for the author to take up the subject of the doctoral dissertation titled: *Managing tourism for people with movement dysfunction , by travel agencies.*

Analyzing the literature on current research on the tourism of people with disabilities of movement dysfunction, there is still a small scientific interest in the subject of tourism management for disabled people, which is reflected in the few publications presenting research on the scale and determinants of tourist activity: J. Grabowski, K. Kaganek, T. Skalska.

The problem of tourism management of people with disabilities with mobility dysfunction has not been solved. This is due to its specificity - the subject is here people with disabilities of movement dysfunction, which should be created special conditions and to surround them with appropriate care.

The main research hypothesis assumed that the specificity of tourism for disabled people with a dysfunction of the movement requires adaptation of management to its conditions. This management affects the quality of service for people with disabilities by travel agencies, which is reflected in a certain degree of their satisfaction or dissatisfaction.

On the other hand, the detailed hypotheses, assumed that the management of tourism by disabled persons with mobility dysfunction does not meet the applicable management standards, and selected areas of tourism management for disabled people with a disfunctioning movement require adaptation to the specific conditions of this type of tourism. Improvement of the quality of tourist management of disabled people with mobility dysfunction positively affects the quality of their service before, during and after the implementation of tourist events, resulting in the increase of satisfaction indicators.

The main goal of the doctoral dissertation was to analyze and assess the state of tourism management of disabled people with movement dysfunction in Poland and to create model solutions in this sphere.

The theoretical aim, on the other hand, was to enrich the theory of tourism management with the aspects of tourism management of people with disabilities with movement dysfunction; research goal - to examine the activities that make up the tourism management of people with disabilities with movement and resource dysfunction taking part in these processes and to identify discrepancies between the practiced practices and management standards; the application goal is to build a useful model of tourism management for people with disabilities with movement disabilities, the implementation of which may contribute to the quality of management in the studied area, and the cognitive goal to identify methods and techniques of tourism management of disabled people of movement dysfunctions and irregularities in this area.

The doctoral thesis is theoretically empirical. The theoretical part consists of the first three chapters and three in the empirical part.

The aims of the first chapter is to introduce the concept and types of disability, legal protection of disabled persons of movement dysfunctions and present their place in the structure of Polish society. The chapter classifies the barriers to participation in the tourism of disabled people of movement dysfunction.

The development and tourism conditions of people with physical disabilities is presentde in the second chapter of the theoretical part. The history of tourism of physically disabled people in Poland and the current state of tourism of these people were analyzed. Types and course of tourist events for people of movement disabilities and

factors determining the development of tourism for disabled people of movement dysfunctions in Poland are also showed in this chapter.

In the third chapter, the author focused on the analysis of the scope and functions of tourism management of movement dysfunctions. The tourism management of disabled persons of travel dysfunction in travel agencies has been presented, paying attention to strategic, tactical and operational planning of tourist events for these people. In addition, the subject of organizing tourist events for the disabled with mobility dysfunction was discussed. Leadership and its role in managing human resources of travel agencies and the objectives, scope and course of inspections in the area of tourism for people with physical disabilities end the theoretical part of the doctoral dissertation.

The fourth chapter is preented the empirical part of the work in which the methodology of own research. It includes defining the aim, scope of own research, applied methods, research tools and selection and characteristics of respondents - employees of selected travel agencies and people with disabilities of movement dysfunction.

The fifth chapter is aimed at presenting the management of tourism disabled perople by travel agencies of own research.

The sixth chapter of the doctoral dissertation is devoted to the author's model of tourism management of disabled people with travel dysfunction by travel agencies. It presents its advantages and disadvantages, the possibilities of using and opinions of the management of selected travel agencies.

Conclusions of conducted research results are subsumed in summary section.

11.10.2019r

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