

# Contents

Kunikowski Grzegorz, Rostek Katarzyna, <i>Good practices in civil planning and crisis management in the world and their implementation in Poland</i> .....	135
Leśniewski Michał Adam, <i>Man as creator of Behavioural Competitiveness of Enterprises – conceptual model</i> .....	151
Marek Leszek, Woźniczka Jarosław, <i>The Internet of Things as a customer experience tool</i> .....	163
Przybytniowski Jarosław Wenancjusz, <i>Assessment of level of quality of property insurance within the scope of protection against ecological risks in Poland with the use of the SERVQUAL method. Research results</i> .....	177
Teczke Maciej, Bespayeva Sansyzbayevna Roza, Bugubayeva Olzhabayevna Roza, <i>Approaches and models for change management</i> .....	195
Tutko Marta, <i>Crowdfunding projects of the academic community</i> .....	209