

## Summary

This dissertation is a source of information on the entrepreneurial organizational behavior observed in companies in gastronomic franchise systems and their impact on the development of franchisees' companies.

The work consists of five chapters. The first two chapters are theoretical, i.e. they constitute a critical review of the literature in the field of management and Quality Sciences, which enabled the author to analyze the current research results and the State of knowledge on entrepreneurial behavior, and to select research hypotheses. The third chapter describes the research methodology adopted by the author for the purposes of qualitative and quantitative research. The fourth and fifth chapter is a presentation of the results of qualitative, and then quantitative research conducted among employees of franchising companies.

The first chapter covers the conceptualization of the concept of entrepreneurship and places it in the mainstream of management and Quality Sciences. It discusses the concept of organizational behavior and indicates selected stimulants of organizational growth. The second chapter shows the areas and dimensions of organizational behavior. Defines the concept of entrepreneurial orientation as the basis for identifying the basic types of entrepreneurial behavior. It also discusses organizational entrepreneurial behavior in franchise systems. The third chapter describes the methodology of qualitative and quantitative research, which is the basis for the proper conduct of the research process. This chapter discusses research tools and methods of their verification. The fourth chapter characterizes the results of a qualitative survey (in-depth interview) conducted among franchisees in gastronomic franchise networks, aimed at showing the specificity of work within franchise systems and the identification of entrepreneurial attitudes and behaviors along with their determinants. Chapter five describes the results of a quantitative survey in the form of a survey conducted among employees of companies belonging to catering franchise networks. Then, an attempt was made to determine the impact of entrepreneurial behavior on selected elements of the company's development.

The main research goal of the dissertation was to identify and assess the level of entrepreneurial organizational behavior of organization members within franchise systems in catering services and to examine the relationship between the level and nature of entrepreneurial behavior and the development of the organization within franchise networks.

Considering the scope and nature of the research, the author believes that the work can bring specific advantages and tips for management practitioners, especially in the field of intensifying entrepreneurial organizational behavior in catering companies within franchise networks, as well as practical value for better organization and management of the franchise network. As research has shown, entrepreneurial organizational behavior may contribute to the development of franchising companies in the catering industry, however, intra-organizational cooperation and effective incentive systems are important here. The research has also highlighted the importance of

the human factor at every level of the organizational structure in the process of improving and developing the organization.