

Editorial

Mark M. Michalski

The Journal of Business and Public Administration welcomes and is pleased to introduce two new Editors: Dr Jarosław Wenancjusz Przybytniowski of the Department of Management at Jan Kochanowski University as an Academic (Theme) Editor and Dr Dominik Dziekanski of Economic Department at Jan Kochanowski University as a Technical Editor.

Journal opens with an article by professor Przybytniowski, titled: Competitiveness of financial distribution channels in the time of the ongoing crisis. It presents an assessment of service provision by insurance companies. The author shows a critical link between customers' expectations and relationship management as of paramount importance in cultivating loyalty and continuous flow of profitable business. Just as a ditty tells us: there is no better business than repeat business. Insurance companies form a system of channels to provide the insurance services in the most optimal way to achieve their own goals. They allow the potential customers to use the services of channels with which the insurance company distributes its products. Managing customer relationships is an important element of nurture loyalty. However, it must be accompanied by appropriate measures to maintain the relationship at every level of organization. The aim of this article is to analyze the insurance market in Poland from side of insurance an insurance mediation.

Market competitiveness of insurance services in Poland, theoretical and practical determinants of research is authored by a trio: Andrzej Grzebieniak, Paweł Dziekański and Dominik Bucki. The resulting study is an analysis the aim of which is to answer the thesis that the level and proper system of insurance service quality management plays an important role. Particularly, in forming the competitive position of insurance institutions, while the financial crises created the need for the increase in insurance awareness of these companies. The main objective of the authors is to analyze the main trends and the changes in the process of insurance service provision by insurance institutions, in terms of damage liquidation quality. Insurance companies offer similar products at similar prices and often compete with one another in service provision. Thus, the quality management is the element which acquires particular importance in the process of company management. The quality of insurance service provision is the product of a complicated management process.

Andrzej Grzebieniak argues in his: Quality - the most important factor in the time of the ongoing economic crisis. The author's primary objective is to analyze the major trends in the field of signs and symptoms role of insurance intermediaries (insurance agent and broker), with particular emphasis on the role of insurance clients in this process, discussed. An area which has been evaluated in his research paper is the sphere of quality of financial services, with

particular focus on the insurance service. Paper has a nature of analysis and responds to the idea that customer awareness of the financial market, including insurance "force" the need for care about the quality of service that accompanies to all activities related to the safety of customers and insurance companies. It is an element of personal research conducted by the author relating to the functioning of an insurance agent and quality of insurance services in Poland.

Jakub Bazak his article provides an overview of Japanese project management methodologies and their importance in the global business world. The author discusses the origins of kaizen, lean management, Gemba, Just-In-Time, kanban, and 5S and their effectiveness in improving productivity and competitiveness. Bazak's article also explores the differences between Western and Japanese project management philosophies, highlighting the emphasis on flexibility and process orientation in Japanese methods. The article suggests that cross-cultural learning and collaboration can lead to improvements in project management practices and identifies the strengths of Japanese project management as continuous improvement, customer focus, attention to detail, and teamwork. The paper also recognizes the weaknesses as funding, slow decision-making, lack of self-confidence and cultural barrier. The impact of Japanese culture on work practices is also discussed, including its emphasis on adaptability, collaboration, long-term partnerships and trust, and workplace atmosphere. Overall, the article provides insight into the world of Japanese project management and its potential to influence global business practices.

Sergio Martinez Cotto presents in his essay interestingly significant evidence on alternative concepts and definitions of inequality. He is doing this by discussing possible applications of concept formation perspectives that have been developed in philosophy and social science. The necessity for furthering conceptualization works on inequality arises because the concept of 'inequality' lacks a precise, universal definition that can be relevant to the complexities that social science entails. In this context, the present essay aims to discuss general perspectives of concept formation in philosophy and social science to reflect on deeper considerations that defining a concept, such as inequality, needs to address. For materializing this objective, this essay will also revise common definitions of inequality concepts that are recurrent on the literature, followed by a discussion on how perspectives of concept formation might lead to alternative ways for deriving a definition of inequality. While stating a universal, precise definition of inequality may be challenging, this essay may also intend to reflect on how perspectives of concept formation can suggest alternative concepts and definitions of inequality that can be addressed by research objectives, such as the role digital trade policy could play in reducing some form of inequality between and within countries.