

## **Abstract**

The doctoral dissertation covers the handling of checked baggage at the airport and was written in response to the growing percentage of mishandling of baggage at check-in. The work is a comprehensive study of this issue and consists of eight chapters.

The first chapter presents the current state of knowledge on the handling of checked baggage at the airport. Then, in the second chapter, the literature is reviewed to identify the areas related to the handling of checked baggage and the research methods used. The third chapter presents a summary of the literature review and indicates a research gap in a given area of research. The fourth chapter contains the purpose and scope of the doctoral thesis, i.e. what specific aspects of baggage handling will be explored. The fifth chapter presents the author's method of assessing the service of the baggage system at the airport, which consists of five steps. The sixth chapter deals with the verification of the method of handling checked baggage at the airport. The seventh chapter is an application of the developed method for a selected checked baggage handling system. In the last, eighth chapter, there is a summary of the doctoral thesis and the conclusions of the research.

The method of evaluating the service of the checked baggage system at the airport proposed in the doctoral dissertation makes it possible to conduct it in a comprehensive manner, taking into account the existing knowledge. This work is a contribution to the development of research in the field of airport baggage handling system assessment and can be used as a basis for further research and improvement of practices in this area.