

## Summary

Proper logistic service of supply chains is one of the tools for competing companies providing logistic services. The saturation of the market with logistics service providers means that the determinant of competition is not so much the availability of services, but rather its provision at the highest level, and above all the implementation of innovations and innovative solutions in the logistics service provided. The quality of the services and the care for the client's needs and preferences determine the competitive position of modern logistics service providers. Logistics service providers operating in the most developed models of logistics service providers, such as 3PL operators and 4PL logistics integrators, have become the leaders in this industry.

The first part of the dissertation focuses on the theoretical aspects in which the author synthetically (based on a systematic review of the literature) explains the key concepts and the essence of logistics services, including a diverse interpretation of the concepts underlying the discussed area, including defining the concept of supply chain(s), innovation, innovation in logistics services. It also includes theoretical considerations relating to the process of shaping innovative logistics services and its impact on the efficiency of logistics services provided by logistics operators and integrators. The results of the literature studies allowed for the formulation of the research hypotheses, main goal of the work, as well as three specific objectives. The implementation of the dissertation objectives and the verification of research hypotheses were made on the basis of the analysis of data from the empirical research. The research was conducted with the use of several research methods, which were: a questionnaire study, a case study and a Delphi study. The methodology of empirical research has been broadly characterized in the methodical chapter of the work. On the other hand, the results and the analysis of the data from the empirical research are described in the second part of the work.

Research findings in the work should be sought in the presented results of empirical research and the presented results of literature studies. The results of the study confirmed the existence of a strong impact of the innovativeness of logistics service providers on the efficiency of the logistics service provided in supply chains. The key research finding shows that the impact of innovation on logistics efficiency is much stronger for 4PL integrators than for 3PL operators.