

Chapter 9.

THE IMPACT AND IMPORTANCE OF STAKEHOLDERS OF THE HEALTH UNITS TO THE MANAGERIAL DECISION-MAKING PROCESS

**Aldona Frączkiewicz-Wronka, Katarzyna Dyaczyńska,
Karolina Szymaniec, Przemysław Kotowski**

Abstract. *The purpose of this study is to demonstrate practical experience of the managerial decision-making process allowing of the impact and importance of stakeholders of the health units. The empirical evidence, gathered among selected public and private health care units from the region of Silesia, presents different approach to the decision-making process according to the stakeholder's impact and importance for the entire entity. The study concentrate mainly on public health care units, in view of the importance of its numerous stakeholder groups, as well as special connections, relations and influence they imprint on decision-making process.*

Keywords: *decision-making process; key stakeholders; health care management; public management; public health care.*

JEL Classification: *D79, H51, I19.*