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## **CONSUMER CREDIT IN UKRAINE**

Consumer credit - funds provided by a creditor (bank or other financial institution) to individuals for the purchase of consumer goods or services for temporary use, at interest, on terms of maturity and payment. It is usually provided for the purchase of durable goods (cars, furniture, sophisticated home appliances), for consumer purposes, for training, treatment, etc. These loans can be provided by banks, credit unions, pawnshops, as well as companies trading or services. Its advantages are short terms and lack of guarantors or collateral. Such loans can be provided on a credit card basis [5].

Stages of Evolution of Banking Consumer Lending in Ukraine:

Stage I "Origination" (1991-1995) is the beginning of the formation of the banking system of independent Ukraine. Hyperinflation has led to the impoverishment of the population. At this time, the banks only lend their employees to the consumer needs. Consumer lending is in its infancy.

Stage II "Formation" (1995-2000). Banks are actively introducing consumer lending into their operations at high interest rates. Commencement of cooperation between banks and retail networks in order to expand the client base.

Stage III "Activation" (2000-2005). Banks actively lend the population to consumer needs, simplifying the procedure for obtaining a loan. The volume of consumer loans significantly exceeds the volume of loans to economic entities.

IV stage "Credit boom" (2005-2008). The volume of consumer lending is growing rapidly. Consumer loans are in demand among the population and banks provide them with a minimum assessment of borrowers' creditworthiness.

Stage V "Crisis" (2008-2010). In the context of the financial and economic crisis, consumer lending to the population is slowing down and

almost completely halted. Due to the devaluation of the hryvnia, debtors are not able to fulfill their obligations to banks. Problem debt is growing substantially.

VI stage "Restoration" (2010-2014). Characterized by relatively faster growth of consumer loans compared to other types, banks are paying more attention to assessing the creditworthiness of borrowers.

VII stage "The crisis. New Wave "(2014-2016). Some banks almost completely stopped consumer lending due to lack of resources. Against the backdrop of economic instability in the country, the population feels lack of funds and therefore asks for loans that are not able to return in the future. Problem debt continues to increase. However, consumer loans continue to be subject to high interest rates, especially through trading networks [2].

After analyzing these stages, we can conclude that in a rather short time, consumer lending in Ukraine has progressed from birth to gradual growth.

And already on June 10, 2017, the Law "On Consumer Lending" came into force in Ukraine, which extends the rights of borrowers and imposes additional obligations on creditors [3].

The purpose of this Law is to protect the rights and legitimate interests of consumers and creditors, to create an adequate competitive environment in the financial services markets and to increase trust in it, to ensure favorable conditions for the development of the Ukrainian economy, harmonize Ukrainian legislation with the legislation of the European Union and international standards [4].

The new law provides for the first time the definition of a "lender". To this category, the law refers to persons who are not lenders but who provide intermediary services in this area. Credit intermediaries have been working for a long time on the consumer lending market, but so far their activity has not been regulated by the legislation.

It should be noted that this Law does not apply to loan agreements concluded for a period of up to one month, loan agreements that do not provide for payment of interest or any other payments [1].

Consequently, consumer loans are of great socio-economic importance for the development of the country. It has both a positive and a negative impact on the economy.

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### **JAK ZINTEGROWAĆ ZESPÓŁ W PROJEKCIE**

Najważniejsze przy każdym projekcie – zbudować dobre relacje ze współuczestnikami. W trakcie osiągnięcia konkretnego celu potrzebna jest pomoc i opinia każdego z członków zespołu. Kiedy ludzie rozumieją się i wspierają się nawzajem, to praca w grupie jest przyjemna i efektywna. Zazwyczaj w nowych projektach pracują różni ludzie i żeby uniknąć konfliktów, trzeba bliżej się poznać.

Każdy jest wyjątkowy i ma inny charakter. Ktoś jest liderem, a inny boi się wypowiedzieć, nawet kiedy ma dobry pomysł. Pod czas pracy nad projektem, każdy członek z grupy będzie odpowiadał za jakiś aspekt. Czasami spotykamy się z sytuacją, w której pewna osoba chce o wszystkim decydować, chociaż nie ma wystarczającej wiedzy. Wtedy wynikają konflikty, ponieważ tacy ludzie nie umieją pracować w zespole. Dlatego trzeba najpierw zintegrować się, żeby członkowie zespołu zaczęli sobie ufać.

W swojej pracy postaram się wyjaśnić, jak można zintegrować zespół i uniknąć nieporozumień pośród uczestników.

Do rozwiązania zagadnienia zastosuję dwie metody: