

Analýza pracovných vzťahov a komunikácie v podniku

Abstrakt

Táto bakalárska práca je zameraná na analýzu komunikácie a pracovných vzťahov v organizácii XY. Práca je rozdelená na dve časti, a to na časť teoretickú a časť praktickú. V teoretickej časti sú popísané fakty, čerpané z odbornej literatúry v návaznosti na komunikačné procesy a nástroje, ktoré sú používané externe, ale najmä interne. Rovnako sú v teoretickej časti definované pracovné vzťahy a to, ako ich efektívne regulovať a posilňovať.

Praktická časť je zameraná na popis organizácie XY a na to, aké konkrétne komunikačné nástroje a procesy táto organizácia využíva. Ďalej sú popísané pracovné vzťahy, v návaznosti na nástroje a procesy, ktoré pomáhajú tieto vzťahy upevňovať. Praktická časť je završená kvalitativným dotazníkovým šetrením, pomocou ktorého boli analyzované pracovné vzťahy a komunikácia v konkrétnych tímoch. Na základe tejto analýzy a komparácie jednotlivých tímov boli vyvedené odporúčania, ktoré boli následne predané kompetentným osobám.

Abstract

This bachelor thesis focuses on the analysis of communication and work relationships in the XY organization. In the theoretical part, facts are described in relation to communication processes and tools that are used mainly internally, but also externally. Also, in the theoretical part the work relations are defined, and how to effectively regulate and strengthen them is also written about. The practical part is focused on describing the XY organization and on what specific communication, tools, and processes the organization uses. In addition, working relationships are described in conjunction with the tools and processes that help to consolidate these relationships. The practical part is completed by a quality questionnaire survey, which analyzed the work relationships and communication within the particular teams. On the basis of this analysis and comparison of the teams, recommendations were made which were subsequently passed on to the competent persons.

Metodika

Výskum bol vykonaný pomocou kvalitativného šetrenia, počas ktorého bolo respondentom položených 10 otázok, zameraných na komunikačné nástroje a pracovné vzťahy. Odpovede boli analyzované a komparované. Na základe komparácii boli vyvedené odporúčania pre konkrétne tímy.

Záver

Predpoklad, že sa v organizácii XY používajú viac online komunikačné nástroje bol vyvrátený. Zamestnanci preferujú osobné stretnutia. Čo sa týka úpravy pracovných vzťahov, tak predpoklad, že miniteambuildingy sú efektívnejším nástrojom na udržovanie priaznivých pracovných vzťahov bol potvrdený. Preto bolo odporúčané navýšenie pravidelnosti miniteambuildingov. V oblasti komunikácie bolo odporúčané prejsť na platenú verziu firemnej komunikačnej platformy Slack, v návaznosti na to, že 100% respondentov potvrdilo, že vnímajú mazanie histórie Slacku ako negatívum.

Zdroje

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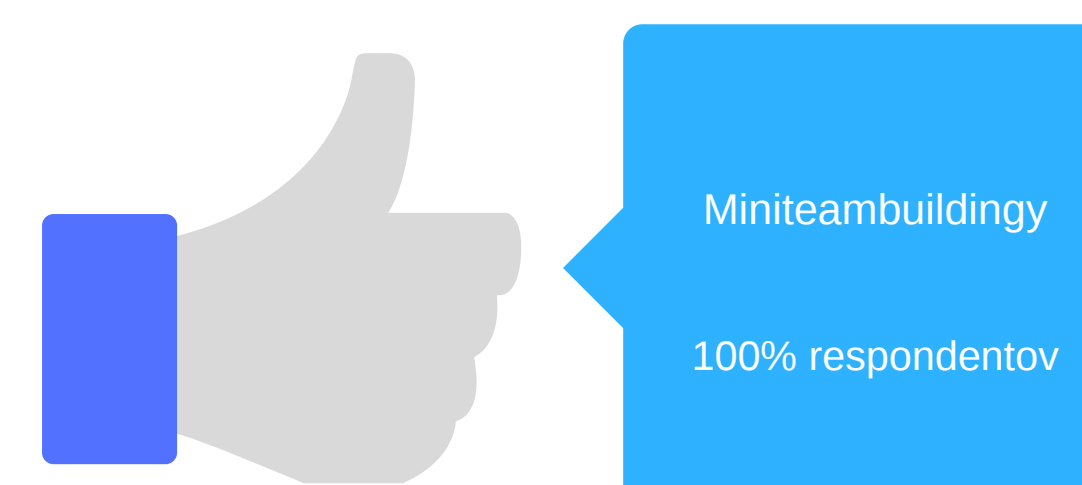
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Akademický rok: 2017/2018



Štúdijný odbor: Personálny management v priemyslových podnikoch



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Pracovisko: VŠEM, katedra riadenia ľudských zdrojov