

Abstract

Title: Study on satisfaction of employees with XXX service

Aims: The objective of this thesis is to verify the satisfaction of employees of an unnamed company with a program from XXX company. Based on the opinions and comments, a recommendation will be proposed as to whether this service should continue to be offered to the mentioned employees in its current content, in a modified form or not to be provided to them at all in the future.

Methodology: Methodology: In this phesis, I applied quantitative research via collecting on-line forms and qualitative research based on a thorough interview. The form filled in by employees of the payroll departement was based on the SERVPERF method. In order to understand the activites of XXX company, the interview was held with a person from the company's close management.

Results: The results of the employee survey are captured in a clear graphical form and along with the help of charts. The data analysis revealed that the employees are extremely satisfied with the programme from XXX. On the other hand, several shortcomings emerged which led later to recommendations for modification of the service and extension of the cooperation between the two entities.

Key words: Movement, programme for companies, surveys