ABSTRACT

The basic objective of the theoretical part of this diploma thesis is to present Rogers’ Person-centred Approach (PCA) in terms of its development, theory, basic principles and potential applications out of therapeutical context, with emphasis on leadership. The first chapter is devoted to general knowledge of the PCA and in the second chapter there is a more detailed description of possible applications of the PCA in management. The basic objective of the empirical part is to verify the relationship between main necessary conditions of PCA in people management (respectively in person-centered leadership) and employees’ organizational commitment. The quantitative research in the form of correlation study has been carried out on a sample of 63 respondents, employees of various organizations in various fields. Barrett-Lennard Relationship Inventory (BLRI) and Organizational Commitment Questionnaire (OCQ) were used as research methods. The results show the significant correlation between organizational commitment and measures of empathic understanding, congruence, and level of regard expressed by managers towards employees. The significant relationship between organizational commitment and unconditionality has not been confirmed. Besides the hypotheses linked to the basic goal there are some other hypotheses verified in this study. It is investigated whether there is any significant relationship between the measures of basic conditions of a person-centered leadership and (1) length of employee/manager relationship, (2) demographic characteristics of managers, and (3) difference between managers and employees in demographic characteristics. The connection between the demographic characteristics of employees and their organizational commitment has been investigated, as well.

Key words: Person-centred Approach (PCA), empathic understanding, congruence, unconditional positive regard (level of regard, unconditionality), organizational commitment, people management, leadership style, person-centered leadership, Barrett-Lennard Relationship Inventory (BLRI), Organizational Commitment Questionnaire (OCQ).