

This thesis deals with information overload as one of the barriers to information sharing within an organization. The aim of this work is to summarize current findings on this phenomenon and subsequently apply these findings to a particular organization operating in the Czech Republic.

The first chapter offers a definition of information overload and explains terms related to this topic. It demonstrates how information overload influences people and what kind of people incline to suffer from information overload. Furthermore this chapter introduces a historical background together with significant current researches in this area.

The following two chapters focus first on the ways information is communicated within an organization and second on how computer mediated communication (especially via e-mail, instant messaging and Intranet) contributes to information overload. The suggested solutions come mainly from foreign literature.

In the final chapter the theoretical knowledge is applied to a practical case study, in which possible causes of information overload are analysed. The case study focuses on a specific department of Accenture Services Ltd. The emphasis is again placed on e-mail, instant messaging and Intranet. The last part of this chapter offers suggestions how to prevent or solve the problem of information overload in this department [Author's abstract].