

The main goal of this master thesis is to investigate and evaluate the use of Knowledge and Information Management in practise. The thesis summarizes the actual tools and principals of Knowledge and Information Management and does research in specific eight institutions with subsequent evaluation of the results and recommendations. A questionnaire accompanied by an introduction letter and a dictionary of terms were created for the purpose of the research. -- The thesis starts with theoretical description of information and knowledge management. It continues with practical part describing three corporate environments. The main part of the thesis is a research performed by a questionnaire. -- The questionnaire comprises of three parts. The first part characterises the questioned subjects and their work environment. The second part focuses on the use of tools and practises for working with data, information and knowledge. The third part documents individual wishes and recommendations of the questioned subjects in respect to more effective use of these tools. -- The results of this research are analyzed and summarized in the conclusion of the thesis, describing which tools and practises are being used. -- Authors of future works in the same area are given possible topics that can be further extended based on this thesis. [Authors' abstract].