

## **Abstract**

The diploma thesis is focused on the problematics of internal audits in a health care organisation. The aim of the thesis is to examine, which factors influence the approach of employees towards the system of internal audits in a specific health care organisation and how to optimize this system.

Key words are defined in the theoretical part and include these terms: organizational culture, engagement of employees, approach, motivation, communication and change. Different points of view are described with specification of how we approach them in the diploma thesis.

We deal with internal audits in detail in connection with the systems of quality management in health care in the Czech Republic. We also briefly describe the relevant legislation with regard to Act No. 372/2011 Coll., on health services and conditions of their provision.

In the analytical-research part we use the qualitative research to realize the aim of the diploma thesis. The output from the research are practical recommendations for further development of the team of internal auditors. Internal auditors have significant influence on the attitude of employees towards the whole system. The research shows the need of creating space for providing feedback and reflection as a tool for continual improvement of processes and their quality in a health-care facility. Another factor which influences attitudes towards the system of internal audits is the motivation of employees. Its effective application supports the engagement of employees to participate on common goals of the health-care facility, and at the same time, internal audits are one of the tools of reaching these goals. The requirement is effective communication with the use of communication tools available in the health-care facility.

## **Key words**

internal audit, motivation, check, communication, quality management, organizational culture, approach, engagement and involvement, change, feedback