

## **ABSTRACT**

The diploma thesis deals with the topic of general nurses assessment in a chosen medical institution. The theoretical part focuses on human resource management, especially on staff appraisal and staff motivation. Moreover, one part describes the profession of a general nurse including basic legislation. The practical part consist of results of qualitative research. The research was carried out via semi-structured interviews. The data was then processed using topic analysis. The research results have brought the following findings, answered the research questions and revealed other topics and connections which were not primarily the major focus of the research. Getting to know internal documents related to staff appraisal and staff performance affects the actual use of the stated guidelines both by staff and executives. Factors which affect satisfaction of nurses include physical and mental difficulty of their job, workplace, work-related relationships, trust among staff and their awareness, feedback, competence specification, and responsibility of all staff members. The profession of a general nurse itself is one of the most influential factors of work-related motivation of nurses. The human factor in the form of colleagues, superiors and patients is the most influential motivator compared to assessment, salary and financial aspects. Nurses in general miss positive feedback but on the other hand negative feedback in an appropriate form substantially improves their motivation, too. A friendly relationship between a superior and a subordinate influences building up their mutual trust, compared to a professional relationship, though some nurses prefer the latter. As part of self-reflexion, nurses state that their highest priority is their interest in patients, no matter what penalties from their employer or loss of positive relationship with their superior.

**Key words:** Human resource management, job satisfaction, motivation, appraisal, feedback, general nurse, medical institution, employment