

ABSTRACT

Quality management in the area of human resources management was previously mainly used in industrial companies. At present it is also promoted in the sphere of state administration. The aim of the thesis is to analyse the human resources management process in the area of the adaptation process of employees of the central body of the state administration of the Czech Republic from the point of view of quality management and to propose recommendations to improve its efficiency with application of process management, change management in relation to ISO 9001 and Methodical Guideline for Quality Management in Service Offices (hereinafter the Methodical Guideline). The theoretical part defines the basic concepts and principles of employee education in state administration and quality management. The definition of basic concepts and principles is based on the study of professional literature and binding documents that link the principles of quality management and human resources management with a focus on the adaptation process. The second chapter of the theoretical part defines the quality management in terms of the requirements of the Methodical Guideline and the requirements of ISO 9001. The empirical part examines the state of quality management in the process of adaptation in the Industrial Property Office (IPO) by means of questionnaire survey and controlled interviews. Part of the empirical investigation is an analysis of internal documentation. The findings of the survey were evaluated and became the basis for answers to basic research questions. The whole thesis is concluded with recommendations, which should lead to greater efficiency of the current adaptation process as a part of professional education. The proposed measures should improve the implemented quality management system in the area of the adaptation process and its compliance with the requirements of the Methodical Guideline. The resulting effectiveness should be reflected in the reduction of findings in internal and external audits, improvement in the evaluation of the adaptation process by employees and supervisors and by increasing the level of employee education during adaptation.

KEYWORDS

adaptation process, adaptation plan, quality management, process management, administration, efficiency, education of adults