

## **ABSTRACT**

This thesis deals with the most common HR service which is usually outsourced – recruitment agencies. The first, theoretical part is to introduce the agenda and it consists of several chapters: outsourcing in HR (what do companies outsource and why), and furthermore recruiting agencies (what kind of agencies can be found in the Czech republic, their legal background, what kind of services do they offer), how can these agencies help agencies and job applicants, their pros and cons.

The second part, which is based on interviews with job applicants, describes how people perceive recruitment agencies – what do they expect, what are their experiences, whether they use the service that agencies offer, what are their opinion about recruitment consultants etc. The research concludes with several suggestions for job applicants and for recruitment consultants.

## **KEYWORDS**

Recruitment and selection, recruitment agency, work agency, outsourcing, recruitment consultant, interview, counselling.