

# **Abstract**

This master's thesis explores how job automation has influenced a selected bank branch workplace and what role gender plays in this process. The thesis is based on a case study focused on a team from one anonymized Czech branch of an international bank where robots are being introduced into the work process. Between November 2018 and February 2019, semi-structured interviews were conducted with six members of this team and obtained data were subjected to an analysis, the results of which are presented in this thesis. Interview questions revolved around changes in the workplace and the evaluation of these changes by the employees. The thesis therefore examines, among other things, whether robots have had any impact on working hours or workplace interpersonal relationships, what control tools narrators have had to monitor the work process, how robots have highlighted existing gender inequalities in the workplace and what issues have arisen after their implementation. The case study has pointed out the importance of further, closer inspection of robot implementation cases, each of which may be affected by a number of specific elements. This micro-level investigation may serve as a foundation for a better understanding of robotic process automation as well as a potential source for developing strategies for other workers dealing with robotic process automation.