

Abstract

This thesis deals with the topic of work engagement. Firstly, various concepts of work engagement and approaches to measuring this concept are presented. Moreover, the context of engagement and its relations to important aspects of working life are being discussed. Lastly, links between work engagement and important organizational indicators of success are being outlined.

The research project aims to determine relationships between selected work resources, work engagement and business performance, turnover and client satisfaction within the branch network of a Czech banking company. Research results showed a significant relationship between work engagement and all measured work resources. Part of the relationship between work resources and work engagement has been shown to be mediated through perceived meaningfulness of work. Furthermore, the significance of work engagement as a predictor of business performance was successfully verified. No significant correlations were found between work engagement, turnover and client satisfaction.

Keywords

work engagement, employee engagement, predictors, work resources, business performance, turnover, client satisfaction, meaningfulness of work