

Abstract

This bachelor's thesis investigates working environment of employees of one particular retirement home. The jobs being looked at are as follows – social worker, activation worker and certified nursing assistant. These spots are divided into two groups, the more professional and creative one and the social one. I define the working environments through qualitative semi-structured interviews. To discover the environment in question, it is important to describe the content of the job and the tasks that one doing it is obliged to fulfil, the well-being of the ones doing it and the personal relationships in the workplace. I discover the characteristics of the jobs taking internal regulations, legal definition of the job and interviews into account. Using the workplace wellbeing theory, which consists of five basic dimensions, I describe the working conditions of the jobs in question. Those dimensions are used to examine the aspects that have major influence on the workers' wellbeing. Those are the ones that concern the employees' career ambitions, physical demands on them and the influence they have on their physical state, how the job is socially, how much the workers make for a living and how they fit in their communities. I will study personal ties between employees through the theory of positive personal relationships which are integral for the quality of provided service – in this case, taking direct care of clients. This thesis also observes the hierarchy and cooperation between particular groups of workers. Given the speed with which the population is getting older, I describe the upward trend in demand for social service that includes accomodation. This retirement home's workers are being pushed to adapt to this new reality.