

Abstract

The bachelor thesis deals with the relationship between communication and stress in work teams. The main objective is to summarize current findings regarding communication in teams, which have emerged in the context of the increasing importance of virtual communication accelerated by the covid-19 pandemic, and to understand how satisfaction with the quantity and quality of a team member's communication with others affects individually perceived stress. The theoretical part concentrates on three key topics: work teams, workload and the impacts of the covid-19 pandemic. First, it introduces the concept of work teams and the conditions of teamwork with a focus on communication. Next, it outlines coping with workload in teams and the protective effect of teams on individual mental health. Finally, it introduces workload factors and key theories of work stress. The empirical part aimed to determine whether satisfaction with frequency and quality of an individual's communication with other team members predicts perceived stress, while taking into account team membership. A multilevel correlation analysis was performed on data from the H-work project. No significant relationship was found between the difference between current and desired communication frequency or the quality of team communication, and individual perceived stress. The results are surprising given what the extant literature on the topic suggests and deserve further investigation.

Key words: Team; team communication; occupational stress; job demands and resources; well-being