

Abstract

The bachelor thesis deals with the issue of psychosocial workload in HORECA organizations (hotels, restaurants, cafes). The aim of the thesis is to identify and describe the main psychosocial factors of workload with regard to the specifics of the HORECA sector, which includes the hotel industry and various types of catering establishments. The thesis firstly deals with the issue of workload and stress. Next, the focus is on the general concept of psychosocial factors of workload according to the categorization established by the World Health Organization. The following part of the thesis is devoted to the characteristics of HORECA organizations, focusing on the main psychosocial factors of workload most commonly found in the respective sector. The thesis also reflects on the current pandemic situation with Covid-19. The thesis also includes a quantitative empirical investigation to determine the subjectively perceived burden for the main factors of psychosocial workload of employees in HORECA organizations.

Key words

psychosocial factors, workload, work stress, work safety, safety and health protection, HORECA (Hotels, Restaurants, Cafes)