

Abstract:

This thesis deals with the role of volunteering in social services for the elderly in non-profit organizations. The aim of the work is to find out what benefits volunteers can provide for clients. I have focused on non-profit organizations for which volunteering is typical. I acquired data through in-depth interviews with clients and volunteers selected non-profit organization providing residential care for the elderly. Through this research I have offered a look at the benefits of volunteering through the requirements of current social services. Volunteers have been found to contribute to a higher quality of service.

Key words: social service, volunteering, non-profit organizations, third sector, elderly, residential care