

## **ABSTRACT IN ENGLISH**

Along growing international cooperation, multicultural interconnectedness and generally improving social situation in Europe a number of international volunteering activities is growing. Much has already been written regarding motivation for such activities as well as about general perception of necessity to help others as a component of well developed civic society but until now there has not been described in detail how such long term international volunteering experience is perceived by volunteers themselves. This Diploma Thesis is a qualitative case study analysing experience of volunteering of six international volunteers from the European Union countries as well as from the countries out of the European Union. The research of their opinion and attitudes shows how they in relation with those opinion value benefits and losses in the Framework of their volunteering experience. In the triangulation to the perspective of the volunteers, a perspective of all involved pupils and teachers is further analysed. Volunteers' experience is studied based on semi structured interviews, semantic differential, time lines and their authorial products. To assess the perspective of pupils who regularly met with the volunteers two anonymous questionnaires were issued. The perspective of involved teachers was also assessed based on questionnaire. Both questionnaires used Likert scale, questionnaires for teachers included also two open questions. In the research I have discovered that volunteers evaluated largely the benefits of their volunteering experience especially in the area of their personal development, language and communication in general. The volunteering experience was perceived quite differently by each volunteer especially regarding the benefits and challenges. From the results from teachers' questionnaires unequivocally emerged the fact that due to volunteers' involvement into the educational process even the teachers developed their professional competences, despite various obstacles. Involved pupils stated frequently that they have learnt something new. Based on those findings we can summarize that involving volunteers into the educational process has many benefits among which pupils and teachers themselves count acquiring new knowledge and experience in the area of educational process. The contribution of this work is then not only the analysis itself but also uncovering further areas of impact of international volunteer's involvement in the education.

## **KEYWORDS**

Volunteering, volunteering at school, English learning, international volunteer