

Annotation

The presented diploma thesis focuses on the awareness of homeless people about available social services that could help improve their current life situation. The main goal of this work is to find out what social services for the homeless these people know, which of them they have used, what is their experience with them and whether these services can lead to a return to the majority society in their opinion or whether they only help the homeless to survive. This is a case study that took place in the capital city of Prague. Data were collected in the form of semi-structured in-depth interviews directly with homeless people. A total of 29 interviews took place. The diploma thesis first describes the definition of homelessness in the theoretical part, possible causes of homelessness and the social system of the Czech Republic. In the methodological part of the work, I describe the target population, the technique of selecting informants, the method of data collection, the advantages and disadvantages of semi-structured interviews, the method of data processing and analysis, and the ethics of research. This is followed by a presentation of the results, their analysis, answering research questions, discussion of the methods used, reflection on the shortcomings of my own work, and recommendations for future research. The analysis helped to find out that the most well-known and used social services are low-threshold day centers. The second most used service is social counseling and in the third place are doss-houses. On average, informants knew 1.1 more services than they currently use or have used in the past. Regarding the assessment of whether social services help to get off the streets, half of the people agree, but only if the homeless person her/himself has the inner motivation to try.