

Abstract

The aim of this thesis is to find out the extent to which non-profit organizations (NGOs) specialized on Roma inclusion react to their clients' needs. The thesis works with qualitative research method that is based on interviews with NGOs representatives and field researchers, and a questionnaire filled by Roma clients. The research is focused on four main factors which are: communication with Roma clients, efficiency efforts, dependence on funding requirements, and a support of intercultural meetings between Roma people and the majority. According to the results of the analysis there are different strategies amongst the organizations but all of them try to work in compliance with the needs of their clients. The experience of the interviewed field researchers and Roma clients prove that the NGOs' activities are sufficient and correspond with the real needs of their Roma clients to great extent.

Key Words: Roma, inclusion, Roma inclusion, NGO, non-profit organizations, needs, efficiency, communication, empowerment