

Abstract

Diploma thesis „The quality evaluation system of the low-threshold club Jahoda services“ deals with questions of evaluation and rising of social services quality, which is the primary objective for well functional organization in commercial as well as noncommercial zone. Thesis is primary applied to sphere of social services and its aim is making proposal for evaluation of services quality for concrete institution providing low-threshold social services to children from 6 to 15years old.

The first part describes social services in legal social services in legal and describes low-threshold institutions for children and teenagers, representation low-threshold club Jahoda. Next targets are about possible styles of evaluation provided services quality and their fixation in standards of social services quality.

The second part of thesis is practical part, which attends to the proposal of system for quality evaluation offered services in low-threshold club Jahoda. Proposal of this system is coming out from analysis of present system used in the institution and its main part is questionnaire investigation between users, employees, volunteers and trainees of NZDM Jahoda. Pilot was tested between all persons interested in and its representation is a part of the thesis to.