Abstract

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The diploma thesis is concerned with the evaluation of workers in social services. The topic is examined through the perspective of quality and human resource management.

The first chapter of the theoretical part examines the concept of quality in social services. The next chapter is devoted to the quality management system implementation and the general principles of change management. The third chapter explores the theoretical concept of quality, as well as the quality standards in social services. The last chapter discusses the employee appraisal system as a part of human resource management.

The practical part of the thesis opens with an introduction of the organization where the research was carried out. The company´s current employee appraisal system is described. The next chapters explain the methodology of the conducted qualitative research. The techniques used for data collection include document analysis and semi-structured interviews. In total, 23 interviews with the company´s workers were conducted and analyzed. The later chapters discuss the research results and recommendations concerning the employee appraisal system, which were submitted to the management of the organization. The particular implemented changes that were made in the company´s appraisal system based on the research results are described.

The diploma thesis analyzes the current employee appraisal system in a retirement home in Vrchlabi. In particular, it identifies opportunities for its improvement and proposes and describes the implementation of selected changes that helped to ameliorate the employee appraisal system. The appraisal system is, in this context, regarded as an effective quality management tool for social service delivery in this organization.

Key words: Employee Appraisal System, Human Resource Management, Quality, Social services