

## **Abstract**

The thesis concentrates on influence of work evaluation and supervision on motivation of workers of low threshold clubs for children and youth. Supervision and work evaluation is perceived as an obligation for providers of social services defined in quality standards of social services. The thesis concentrates on effects of supervision and work evaluation on the motivation of workers.

The opening of the thesis describes roles in the process of motivation (roles of workers and the roles of their supervisors and senior executives), along with two fundamental theories of motivation (developed by Maslow and Herzberg). In the same chapter, the risks connected with work motivation (helpers' syndrome and burn-out syndrome) within helping professions are tackled.

The thesis further introduces measures, which influence motivation of workers, employees of social services, namely financial recognition and education. Attention is also paid to non-financial means of motivating employees. Two selected measures of non-financial motivation, supervision and work evaluation, are described in greater detail, specifically in terms of their foundation, function, form, procedures, purpose and impact.

In the practical part of the thesis it is verified, whether all low threshold clubs for children and youth carry out supervision and work evaluation and whether all workers of these social services are affected by such measures. Through a questionnaire survey we have investigated ways how supervision and work evaluation are used, their course and influence on motivation of workers, and which of their aspects lead to positive motivation. Practical recommendations for leadership of organisations running low threshold clubs for children and youth are proposed based on results of the survey. Those outcomes could serve to other social services as well.