

## **ABSTRACT**

The thesis "Quality of domiciliary services from a user's perspective" deals with issues of quality of care services. Its aim was to find out what users expect from a quality service. Based on qualitative research and knowledge gained from practice was also to create a methodology for user satisfaction domiciliary services. The thesis consists of two parts, theoretical and empirical.

The theoretical part contains the definition of old age, approaching the issue of aging, self-sufficiency and human needs in old age. It provides demographic and statistic data about the aging population.

It focuses on social services in general, their definition, types and forms. It outlines the form of social services for seniors in the Czech Republic and in selected countries of European Union. It describes systems of quality used in the commercial sphere and in the service area. The theoretical part concludes with an overview of the factors which determine user satisfaction.

The aim of the empirical part was to identify areas that may be an important quality of service criteria. Thanks to these users can evaluate the quality of services. To achieve this aim, was chosen qualitative research method.

The empirical part of this thesis is therefore devoted to qualitative methodology of the research, describes the interview as the basic tool of qualitative research and acquaints readers with the techniques of active listening and principles of communication with persons with limited ability to communicate. The main part is devoted to research users' satisfaction with the service. Research was conducted in a civil association "ŽIVOT 90". It contains a description of each step of research; the method of data analysis, evaluation and quotes from research interviews. It also includes examples of quotes from the research interviews, their interpretation and offer more appropriate formulation.

## **KEY WORDS**

Social service, nursing service, quality, quality management systems, quality standard, the user, satisfaction, criteria of satisfaction, interview.