

ABSTRACT

The thesis work deals with the management of change processes in social services in the context of social and economic changes in postmodern society. The work has the character of a case study.

The theoretical part defines the capacity of social services in the Czech Republic. The author explains the tension between lack of resources and quality outputs, as real reality, in which social service providers are located. She pays attention to the reflection of the future development of social services in the struggle of continuity through change management.

The practical part presents the implementation of change in the organization that provides social services for the homeless. The author proposes changes as organizational-personnel performance tuning of employees in relation to financial resources. Results of the changes are evaluated by comparing the analysis before the change and after the change. The analysis before the change is made by an independent evaluation of the organizational processes and defining of critical points in the continuity analysis of documents and SWOT analysis. The basis for analysis after the change is a questionnaire that determines whether the hypothesis is true that changes have led to an increase in the quality of social services.

Final reflection provides the reader with an insight into the experience of the implementation of the change management process.

Key words: social services, globalization, financing of social services, quality standards of social services, change management, operational plan, organizationally-personnel security of service, leadership