

## **Annotation**

Diploma thesis "Inspection of the quality of social services" deals with low quality of social services with measurement of the quality control of social services. Its main objective is to assess the position of the actors (inspectors and providers of social services), social services inspection process and make recommendations for its improvement. The work is characterized by a history of social services, whereon relates social services inspection. The work is based on the principle of subsidiarity, the theory of trust, the theory of government and market failures, as well as information asymmetry theory and the theory of bureaucracy. The diploma thesis also includes quality standards of social services, mark quality and management in social services. Work also includes the very process of inspection of social services. The following chapter is a quality framework for social services. Another part is devoted to the research methods used. At the end of thesis are the recommended areas to alteration which leading to increase efficiency and effectiveness of the process of inspection of social services.