

Abstract

HALOUZKOVÁ , Lucie. *Motivation of workers providing service in K-centres and in street work for drug users*. Prague, Faculty of Humanities, Department of Management and Supervision in Social and Health Organisations, Charles University, 2014 , 115 pp. Master Degree Thesis.

The content of this thesis is focused on the motivation of employee providing services in K - centers and streetwork programs for drug users. The aim of the thesis is to analyze the motivation of workers in the K - centers and street work programs through the own research. The aim is also determine existing forms of managers motivation by the interviews with them.

The theoretical part is devoted to a more detailed description of the specifics of working with persons addicted to narcotic drugs and psychotropic substances, human resources, social services, the concept of motivation, motivational factors, types of motivation and motivational theories. Further work is mainly devoted to the interpretation of data obtained by questionnaire survey, centered on existing staff motivation in KC and TP and their subsequent analysis. The resulting findings are in the next phase compared with the testimony of the interviews, which were made with representatives of management organization, which was also conducted questionnaire survey.

The target of this thesis is not only find out main motivation of workers in KC and TP, but also compared whether are being applied motivational tool with motivated workers in KC and TP.

On the basis of the findings are conclusions drawn up recommendations useful for improving the motivation or encouragement of the organization.

Keywords: motivation, motivation to work, motivation theory, contact worker, streetworkers , social services, social services managers