

ABSTRACT

This diploma thesis focuses on examining the process of introduction of supervision as an effective tool for improving the work quality at the institutional care facilities. More specifically it inquires the process when the supervisor enters the working field as „pre-selected“ through the „external“ European projects. The research issues are examined from the point of view of the supervisors, at the basis of questioning their opinions and experience. This paper describes how the supervisors perceive the *status quo* from their own position. This survey consists of two interconnected parts. The first, theoretical part comprises the chapters describing the organisational culture, supervision, institutional facilities and the European projects. The second, empirical part defines the research issues, determines the methodology and the research structure. The research is made by the qualitative approach, when the data are collected through in-depth semi-structured interview, analysed by the method of an opened coding and the constant comparison technique. The results of the analysis consists of five following categories: *entering*: the supervisor enters the organisation „sideways“; *place*: the supervisor meets the organisation of „machine“; *effects*: the supervisor experiences the consequences of voluntary-involuntary involvement of the facility in the project; *process*: the supervisor reflects the obstacles in realisation of the supervision; *role*: the supervisor perceive his/her role as the one of the mentor or the controller. This paper describes the categories more in detail and brings them into a mutual relation. In the last chapter there are the main research outputs, evaluation of the research goals and the recommendations for practice listed.

Keywords: supervision, organisational structure, institutional care facility, children's home, home for the people with disabilities, home for the elderly, introduction of supervision