

Abstract

The thesis is focused on professional ethics and ethical dilemmas in the work of a social worker in public administration / probation officer for adults. The main object was to find out what social workers consider as ethical dilemmas, how they are experiencing these situations, which strategies they choose to cope with these and what sources of support do they have.

The overview part of the thesis is focused on a topic of values of social work and values of social workers. Overview part gives more attention to conception of justice and social justice, with which, among other documents, the codes of ethics work as one of the fundamental values of social work. It examines the professional values of social work by analyzing ethical documents - ethical codes.

Research part of the thesis is based on qualitative research carried out through in-depth interviews with social workers in public administration. The objective of the research was to find out what professional situations social workers consider as ethical dilemmas, how they experience them, what strategies they choose to manage these situations and what sources of support do they have.

The main findings of the research point out that social workers as ethical dilemmas perceive mainly situations when it is difficult for them to make decisions in accordance with their own values. Strategies of managing these situations are chosen mainly to reduce stress from this conflict. Social workers perceive themselves as one of the few who have the power and willingness to help client and they are at risk to get stuck in a communication trap - the Karpman drama triangle.

Keywords: social worker in public administration, probation officer, social work, professional ethics, values of social work, ethical dilemma, code of ethics, sources of support