

Abstract

The aim of my bachelor thesis is to find out whether the users of TyfloCentrum in Karlovy Vary are satisfied with the social-activation service provided to them, how they benefit from such a service and what shortcomings thereof they have experienced. Subsequently, the findings will be provided to the management of the organization as a feedback serving for the improvement of the service.

This thesis is divided into two parts – theoretical and practical. The former defines the theoretical basis and terms. The main focus is on the target group of the persons having sight impairment, the social services system with emphasis on the social-activation service and the provision of the basic information regarding the organization TyfloCentrum in Karlovy Vary.

The second part is practical and deals with the analysis and interpretation of the data gathered by way of a semi-structured interview during the research. At the end of the work, an overall evaluation of the service in question as well, as several recommendations for its improvement are provided.

Key words

evaluation, social-activation services, activation, social services, persons with sight impairment, TyfloCentrum, non profit organization