

Abstract / Summary

The topic of my diploma thesis consists in the assessment of work performance at a non-profit organization, which is a category that is currently perceived as an essential prerequisite for high-quality human resource management. The instigation of choosing the topic was the experience in the author's field, where he had been able to notice some drawbacks to this area and he had been given the opportunity to work on their removal, or - let us say - on the improvement in the existing assessment system of the staff at this organization, where he was then employed.

The main objective of qualitative research consisted in finding and describing evident drawbacks to the staff performance assessment system as well as to suggest some changes specified in the proposal for the new methodology or the directive stipulating the staff performance assessment rules, including the documentation section. In this sense, the contribution of the thesis can be perceived.

The thesis is divided into two basic sections - the theoretical one and the practical one.

In the theoretical section, general knowledge, well-known theories, information about the area of human resources at non-profit organizations - to be specific in the area of human resource management - are summarized. This section is focused mainly on the area of staff assessment and motivation in the non-profit sector, strictly speaking in social services. The obtained and processed inputs were then used as a basis for the analysis of the current practices in the work performance assessment at the non-profit organization in question and for final creation of the staff assessment methodology at this non-profit organization. In the last chapter of the theoretical section, the methodology of the given research is detailed.

In the other part, the practical section, the initial attention is paid to the description of the organization in question, the practices used in assessing the staff performance, their objectives and missions. Then, there is the evaluation of the organization; the evaluation is the information source addressing the current situation in the area of staff assessment. To do so, semi-structured interviews with some selected employees holding various positions were also used. The collected data formed the basis for the search for appropriate methods of the staff assessment process at the non-profit organization in question and for its creation.

The objective of the thesis was to draw up a new methodology of staff assessment.

Key Words: Non-profit organization, work performance, performance of the organization, social service, motivations and stimuli, feedback, assessment, interview, self-assessment questionnaire