

Abstract and key words

Rynešová, K. (2018). *Profession requirements of Emergency medical dispatcher*. Master Thesis. Prague: Charles University in Prague, Faculty of Arts, Department of psychology.

This master's thesis dedicated to the emergency medical services (EMS) call dispatchers as a rather neglected group of healthcare workers. The main focus is put on the profession requirements of this professionally endangered group. Theoretical part of the thesis describes professional problems with an emphasis on psychological phenomena, which are closely related to this profession. There is described both the work of the EMS call dispatcher, the qualification requirements, working environment, types of calls and the specifics of communication on the 155 Czech national emergency line. The social competences are also discussed as factors related to the handling of the given occupational burden. Thesis also describes negative phenomena that may occur as a result of long-term occupational workload such as stress, burnout syndrome and posttraumatic stress reaction, which are associated with key social competencies that make it easier to manage. In the empirical part of the thesis, quantitative research is being carried out. It is focused on the identification of specific key social competences that allow effective management of the monitored profession, which is monitored on the index of life satisfaction. The results-based outcome of this survey serves for a better understanding of the issue. This result can be used as a springboard for effective selection of suitable candidates for the given profession. There is also a concept for the development of key social competencies enabling effective workload management and care for this professional group.

Key words: Emergency Medical Service, EMS call dispatcher, profession requirements, social competence, satisfaction.