

## **Abstract**

The diploma thesis has the character of descriptive case study and it deals with the system of electronic ordering of terms for applications for residence permits, Visapoint, which was introduced between 2009 and 2017 at selected embassies in third countries, which means countries outside the EU and EEA. The main implementer of the Visapoint, the Ministry of Foreign Affairs, since its introduction promised equal, fair and free access for foreigners to reserve a date.

However, the operation of the Visapoint was problematic from the beginning. From the foreigner's point of view, it was not possible to register for the application and many of them used the services of illegal intermediaries who filled the deadlines to sell them dearly. The research in the thesis is based on the theory of implementation, namely the top - down model, which was first developed by Sabatier and Mazmanian. The research used qualitative research methods, especially document research, analysis of actors and a combination of structured interview with open questions with the interview using instructions. The research was aimed at visa applicants from Ukraine, where one of the most problematic approaches to applying was. The research shows that Visapoint was chosen correctly as a tool, but its implementation was problematic.