

I have focused my Master thesis on factors influencing the quality of provided social services in the relationship to the client's quality of life in the Dana Home.

The goal was to show the influence of the internal and external factors influencing the quality of client's life in the Dana Home in close relationship to the quality of provided complex social services.

In general part I deal with factors influencing the providing of the social services in their historic, social and economic development. The influence of the individual factors (external influence), I reflect in the arrangement of the Dana Home from its establishment till present. This part is completed with the attachments (quality implementing, diagnostic examination, operation / organization manual, budget), which concretize in detail the particular activities in the Dana Home.

In practical / research part, I focus on problematic of understanding of the social services concept provided by Dana Home from clients / recipients point of view, where I focus on their needs, concerns, wishes and hobbies. In similar manner I try to find answers to the quality of provided social services by clients parents, guardians and employees of the Dana Home. The presented answers were acquired by method of conversation, the results and answers provided by particular groups of informants were processed by comparative method. In epilogue I evaluate the performed research and point out the internal quality, wanted by the Dana Home clients in term of their needs, wishes, concerns and hobbies.