

ABSTRACT

This thesis focuses on the climate of psychological safety and its possible association with the motivation and personal commitment of social service workers in an organization providing social services to adults with disabilities. The main text of the thesis consists of a theoretical and a practical part, where the theoretical part focuses on defining the work groups and consequently the climate of psychological safety in relation to the work environment, as well as defining the concepts of motivation and personal commitment. The practical part of the thesis evaluates data obtained through a quantitative questionnaire survey in an organisation providing four types of social services. Social service Protected housing, Social therapeutic workshops, Home for people with disabilities and Home with special regime. A total of 29 social service workers from this organisation participated in the survey. The questionnaire examined the climate of psychological safety in the social services. Semi-structured interviews aimed to reveal the links between the climate of psychological safety, motivation and commitment of employees working in social services within one organisation. Two representatives from each social service participated in the interviews.

The results of the research investigation indicated a link between psychological safety and employee motivation with a link to potential engagement. In a psychologically safe environment, an employee can be motivated whether the level of psychological safety is high or low. However, in low psychological safety environments, the motivational factors that encourage employees to engage are much less prevalent than in high psychological safety environments. The manager has a significant influence on creating a psychologically safe environment and much is expected of employees in this regard. A research investigation in a selected organisation has shown the potential influence of psychological safety on a number of employee motivational factors, which may in turn open up space for employees to become more engaged.

Keywords: psychological safety at work, motivation, engagement, social services, social service worker, work Teams