

My thesis refers to the broad issue of increasing size of phone calls in the area of emergency service. But these phone calls are not connected to the urgent medicine need. This issues are regularly concerned with social work. My thesis try to reveal the answers which can offer the field of social work to the callers. At first I analyzed the operators needs using focus group technic. At second I put under the analyze 98 phone calls collected by the operators. At third I analyzed the literature concerning our topic.

My thesis used qualitative characters and data processing model concerning the explorational methods. The data were collected using focus group method and from phone calls. My aim was to make a broader insight to the issue of cohesion between emergency call center and the field of social work. I tried to put all information together at the end of my thesis.