

ABSTRACT

This dissertation is focusing on the psychological expectations associated to the job of social worker working in the Czech Republic, specifically those working for social services based in Ostrava, and those who provide support for population of people, who are in danger of social exclusion.

The theoretical part defines the psychological workload put upon a social worker, their motivation, or work motivation for working in personal contact with clients, and also their potential psychological gains and the structure of their social support.

The method of evaluation is discussed in the empirical part of this dissertation. A combination of qualitative and quantitative methods is used to determine the psychological aspects mentioned above and how these influence the job of social worker.

The aim of this dissertation is to accumulate theoretical information and practical findings based on the methods used in this work to establish the pre-determinants of the job of social worker in such a way that they can be further utilised by these in real world.

Keywords: psychological expectations associated to the job of social work, psychological workload, work motivation, social support