

Abstrakt

Looking into and Evaluation Quality, Efficiency and Effects of Further Education

A thesis centers upon description and comparison of methods that gain a feedback in the field of the quality of further education. It considers both institutions providing further education and institutions/organisations (e.g. schools, offices of public administration) representing source of participants of further education courses.

A theoretical part the thesis compares well known methods reporting on the quality and effectivity of further education in a view of both a provider and a customer.

A research aims for an analysis of gaining a feedback in the field of further education from 50 providing institutions and 340 institutions/organizations in a role of a customer. Those 340 institutions/organizations include 32 offices of public administrative and another 308 publicly figuring organizations (e.g. schools). This part of the thesis also presents positives and negatives of chosen methods.

A conclusion of the thesis summarizes findings and provides recommendations for both surveyed groups.