

## **ABSTRACT**

This diploma thesis deals with support of quality increasing process at social service provider in Domov pro seniory, Zahradní Město in Prague.

The theoretical part intercepts a development of social services in context of social and legislative changes, theoretically deals with spheres which relate with change management process i.e. quality of social services, organizational culture and conflicts.

With use of qualitative and quantitative methods was followed process of main aim filling of thesis i.e. quality increasing of provided social service. By focus group method was verified successfulness of planned process in praxis of social service provider.

Final part of thesis contains my reflection of process from process participant view and from managerial practice view. I also give out my vision of further organization progress shortly.

Considering to results of research evaluative phase it is possible to say that main aim of thesis i.e. quality increasing process of provided social service was fulfilled. It is possible to note that partial aims of diploma thesis were successfully fulfilled too i.e. describe action research process, define process pillars and barriers.

## **KEY WORDS**

Quality Increasing Process, Change, Key Worker, Quality, Social Service Provider, Action Research, Organizational Culture.