

## **Abstract**

TICHÁ, Michaela. *Work motivation in social services*. Prague, Faculty of Humanities, Department of Management and Supervision in Social and Health Organisations, Charles University, 2012, 97 pp., Master Degree Thesis.

This diploma thesis is concerned with the work motivation in social services and its potential for improvement in Czech Republic. A valid data was collected by questionnaire survey reflecting the needs of managers arising from their daily work.

The theoretical part is focused on clarifying the motivating factors, the relationship of man to work, and specifics of work in social services.

The empirical part deals with the survey among managers of social services. I compiled ranking of most common and missed motivators. In the discussion and conclusion, I compared the instruments used with the expectations of employees. The main outcome of this thesis has become a practical and distributed recommendation.

**Key words:** motivation, work motivation, social services, managers in social services, human resources management