

## **Abstract**

The dissertation thesis occupy by defining of volunteering characteristics. There are some questions about what the volunteering should be and what shouldn't be, what is volunteering motivation and what is volunteering background in Czech Republic. Afterwards it is occupy by of volunteering management for purposes of quality management, specifically in recruitment, education, audit and evaluation, risk management or quality standard defining.

There is a research of managers and volunteers from profit and non-profit organisations about their access to volunteering and to each other. Afterwards there is an analysis of interviews and their evaluation. The conclusion contain some description of new phenomenon of volunteering in Czech environment and there is also evaluation of its' practical impact.