

Abstract

This diploma thesis is mainly to explain the significance of the document *Efektivní veřejná správa a přátelské služby: Strategie realizace Smart Administration 2007 – 2015 2015 (Efficient public administration and friendly service: Smart Administration Strategy 2007 – 2015)* in the context of the reform process of public administration in the Czech republic. The author's point of view is based of the theory of change, strategic management and modern management methods in public administration. Author focused on way of understanding the role and the context of the implementation of this document in public administration. Aim of this thesis is a description and explanation of changes and their comparison with the primary Strategy's goals. Another goals of this thesis is to understand the context of the implementation of the Strategy Smart Administration with regard to the major actors and events that could affect implementation. These methods are supplemented by findings that were obtained through interviews with experts in public administration area. The results of these analyses show that the goals of Strategy Smart Administration have not been fulfilled and this document presented an umbrella body for SMART methods in public administration. The goals of Strategy Smart Administration have not been met due to lack of strategic management and lack of political continuity, which was caused by political instability between years 2007 and 2015.