

Abstract (in English):

The topic of my dissertation was to create and verify the self-evaluation tool according to the real request of the concrete elementary school. The tool had to assess the satisfaction of the parents of the pupils, which attend the first school. The analysis showed that the existing self-evaluation tools are very complicated, time-consuming and use inadequate software solutions. Moreover they do not reflect the recent change of the criteria that are now used for school evaluation by the Czech School Inspectorate (the Quality School Model). As a result I tried to create the new self-evaluation tool that would fulfil the above mentioned requirements. First of all I designed the online questionnaire with the questions linked to the criteria of the Czech School Inspectorate. The close attention was paid on the data processing to validate whether the questionnaire serves as an self-evaluation tool. In addition the possibilities for improvement of questionnaire design were searched during the data processing. Furthermore I proposed the framework measures for each criterion of Quality School Model and developed simple method of using them for school improvements. Finally I presented the tool to the school management which considered it suitable and useful. In my opinion the results of dissertation can be inspiring for other schools that plan to introduce parent satisfaction assessments.