

ABSTRACT

Main topic of diploma's thesis is burnout syndrome with emphasis on its prevention. Theoretical part focuses on characteristics of this phenomenon, describes the most common symptoms, causes and diagnostics. It deals with prevention, supervision and possible ways of intervention. It describes retirement home as a social service including its clients and social workers. The aim of research part is to find out how does factors as an education, experience and personal characteristics can influence the burnout syndrome. Research part also aims how work environment and supervision impact on its workers. In this qualitative research is the semi-structured interviews with social workers is used as a key method with emphasis on their opinions and feelings about examined topics. Main method is extended by observation. Research results shows, that education and supervision do not affect burnout significantly. On the other hand the work environment, experience and personal characteristics are shown as a very significant contribution factors to burnout syndrome.

KEY WORDS: burnout syndrome, prevention, stress, supervision, retirement home