

## **Abstract**

KORECKÁ, Veronika. Dilemmas of Social Workers in Department of Assistance in Material Need. Praha, 2019. Diploma Thesis. Charles University, Hussite Theological Faculty. Leader of the Diploma Thesis: Mgr. Tereza Palánová.

My thesis deals with dilemmas which are met by employees working at the Department of Material Emergency. As for dilemmas it focuses on reasons of their genesis, the employees approach towards them and their solutions. In the theoretical part the system of social security in the Czech Republic, which includes the Unemployment Office with the Department of Material Emergency, is briefly introduced. Readers' attention is drawn to particular benefits of material emergency. Next, the thesis defines the concepts of a social worker, social work and dilemmas. All of them are related to the topic of the thesis. The empirical part presents the research investigation which was aimed at social workers at the Department of Material Emergency and their relation towards dilemmas. The aim was to find out which dilemma situations are present in their practice and how they deal with them. The qualitative method of half structured interview was used to fulfil the objectives. The investigation revealed particular dilemma situations of social workers. Next the investigation showed how social workers feel about dilemmas and which methods they use to solve them.