

ABSTRACT

Due to declining employment in the last few years, employee motivation has become a very real issue in social services. The subject of the diploma's thesis is the analysis of the motivation of workers in social services (personal support workers) in three organizations providing community living for disabled people in the Karlovy Vary region.

The theoretical portion of the thesis contains information about motivation, some theories of work motivation and selected theories of human resource management regarding work motivation, plus a section on social services about community living for disabled people and the role of the manager in social services.

Within the empirical part of the thesis two goals are met through the methods of mixed research. One goal is to analyze the motivation of workers in social services, which resolved using a questionnaire survey. That research identified factors causing employee satisfaction and factors that motivate employees. The second goal of the thesis is met in form of structured interview to determine how managers in the researched organisations motivated employees.

The result of both methods were analyzed and compared. Lastly, recommendations for increasing employee motivation were handed to the participating organizations in the research.

The main result of the diploma's thesis is the finding that the source of motivation of workers in social services lies mainly in the work itself, the opportunity to succeed at work, the possibility of personal growth and other factors of a non-financial typ. Employees satisfaction is related to the working environment, working conditions, payment and other external hygienic factors as defined by F. Herzberg in his two-factor theory of work motivation.

Keywords

Motivation, theory of work motivation, needs, human resource management, community living for disabled people, personal support worker