

Abstract

The diploma thesis is focused on measuring performance in social services, specifically in contributory organizations. The theoretical part deals with the definition and history of performance measurement as such, the description of the legal form of the contributory organization. Furthermore, the author deals with the definition of indicators, the description of their qualities in terms of the theory of performance measurement and models of performance measurement. In the practical part of the work, the author focuses on measuring performance in the field of care service and focuses on three possible and used indicators in the care service, namely the number of minutes / hours of direct work, the number of working hours and the number of clients. It analyzes these indicators in terms of the demands of performance measurement theory, describing the pitfalls associated with them in measuring performance in the care service and suggesting possible solutions.

Keywords

Performance measurement, social services, indicator, performance measurement models, balanced scorecard, benchmarking,