

Abstract

The presented diploma thesis deals with line workers at the local level of social policy and the area of social exclusion. The thesis is primarily focused on the role and possible influence of officials on policy design. Two institutions are monitored - the Social Affairs Departments of the city authorities and the contact offices of the Labour Offices. Attention is focused on the activities of workers and their form, on target populations and their social construction and political power, also on factors that can influence the decision-making and behaviour of officials and, last but not least, on the role of officials in policy design. The thesis uses the theory of social construction of target populations and the theory of bureaucracy. In order to answer the research questions, secondary data related to both theories and public policy documents, analysis of Internet news, and primary data obtained through six conducted interviews have also been used. The results of the thesis have shown that line workers have an indispensable and irreplaceable role, because they solve complex and often ambiguous situations, in which they often apply their own solution strategies and initiatives, so it can then be indirectly reflected in the implementation of the given policy.