

ABSTRACT

Nachtmanová. A., Analysis of the needs of the low-threshold social service users in the Don Bosko Bulgaria Foundation in the form of expert assessment within an intercultural study, Prague 2022, Diploma Thesis, Charles University in Prague, Hussite Faculty of Theology, Department of Psychosocial Sciences, Social and Charitable Work, Supervisor PhDr. Petr Novak PhD.

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My work deals with the description of the needs of users - children and adolescents - in the low-threshold social service in Bulgaria and a comparison of the needs of children and adolescents in a similar facility in the Czech Republic. At the beginning of the work I describe the Catholic Order of the Salesians, their history and their current activities in the Czech Republic. I also describe the social service and low-threshold facilities. In chapter 3, I describe for which clients the device is intended, function and goals of this device. In the fourth chapter, the needs of children are described. At the same time, I refer to Abraham Maslow's theory of needs, which is supplemented by the theories of two Czech psychologists - Zdeňek Matějček and Zdeňek Helus and their theories about children's needs. In the practical part of this thesis, qualitative research, research plan and project are gradually described. Characteristics of respondents and needs analysis. How the questionnaire questions were prepared and how they were further worked on.

In the last chapter, the results of the examination are described. The research showed that the greatest need of clients of low-threshold service is quality education, which is supported by tutoring and extracurricular activities, which include various sports, music or art clubs.

The research also showed the need for group work, where clients work together and receive support from employees and volunteers of the facility. Other needs include promoting cooperation between the client's family/community and other organizations. This cooperation has results, for example, in the case of a change in school institutions, when clients switch to better quality primary and secondary schools.

It is also important to mention the need for religious belonging among clients, which is on a larger scale in Bulgaria than in the Czech Republic