

Abstract

The objective of this thesis is to describe and research a specific area of care for employees, which is care for managers in an NGO provider of (mainly) social services. There is evidence from research that shows the effects of managers' behaviour on the quality and quantity of organisational performance therefore, this thesis focuses on the conditions organisations (can) create for good quality performance of line managers. The theoretical basis for this text is the ethics of care, mainly some of the books of Joan Tronto (2010, 2013), which is interlinked with selected books on management (in general as well as specialised on social service providers). The second part of this thesis is a description of participative action research that focuses on the practice of care for managers in one organisation. The research, together with line managers, describes practice and suggests changes based on the gained knowledge and the theoretical basis of this text. This practical example shows possible application of the principles of democratic caring practice in the management of an NGO – especially provider of social services.

Key words: care for managers, line management, ethics of care, managing organisations, provider of social and health services, democratic caring, NGO, quality