

ABSTRACT

The thesis focuses on the workload of probation officers and their coping resources. The aim of the thesis is to find out what types of activities and situations are the most burdensome for probation officers and what resources they use to cope with these burdens. At the same time, the thesis aims to clarify what probation officers would need from their employer to manage their workload. The first part of the thesis is devoted to the theoretical definition of the concepts of the Probation and Mediation Service of the Czech Republic, workload, workload management and prevention. The second part of the thesis is devoted to the research itself. The aim of the thesis was explored through qualitative research conducted in the form of semi-structured interviews with probation officers across the Czech Republic. A total of 23 male and female probation officers were involved in the analysis. The data collected was analysed using thematic analysis. The research identifies activities and situations that are the most stressful, these are especially indirect work with clients, in direct work with clients these are problematic clients, as well as many clients per one probation officer and the related overload. The research also identifies probation officers' own sources of coping with workload, these are most often leisure activities, sports, time spent with family, group supervision and the work team. The sources of workload management provided to probation officers by the employer are supervision and ongoing training, these are perceived as important and respondents expressed a need for more frequent case supervision meetings, easier and quicker access to individual supervision and a more extensive range of training courses. The research also outlines the sources of support that probation officers would need to manage their workload, these are better financial compensation, reduced administration, fewer clients per officer, more benefits, an in-house psychologist, more emphasis on mental hygiene, increased safety in the workplace, and improved relations between the directorate and probation officers.