

## **Abstract**

This thesis discusses the possibilities of support for socially disadvantaged pupils in Czech primary schools by street-level bureaucrats in order to equalise their educational opportunities. Using a questionnaire survey, the thesis searches answers to the questions of what the support of disadvantaged pupils in Czech schools looks like, what organisational placement of street-level bureaucrats within the system can be effective for such support, and what support is appropriate for street-level bureaucrats themselves to perform their role well. The sub-results of the thesis are then claims that social pedagogues and social workers in schools, as well as social and other service workers outside schools, perceive support for disadvantaged pupils as part of their work and strive for it. A model of support inside and outside schools and effective collaboration between these actors therefore appears ideal. The fulfilment of the common goal of street-level bureaucrats is often hampered by inadequate working conditions, which should be systematically improved in order to improve the quality of line workers' work.