

Abstract:

Social peace has a high political value in democratically functioning societies, especially in countries with a socialist past. Politicians are responsible for its achievement by creating appropriate legislative and financial conditions, as well as organizations and their managements, which perform the specified functions in the system. Social service providers have an important position in the performance of social work. While there are quality standards for social services, no sector-relevant model has yet been created for management quality.

The aim of this dissertation is to create a quality model of social service provider management based on pragmatism and constructivism. This model is created as an intersection of knowledge contained in organization theory and the current legislative setting of the two legal forms of providers, which are associations and institutions. The theory of the organization is conceived in the work as a meta-theory consisting of three perspectives, which are saturated with content by a set of sub-theories. The relevance of the resulting model is tested in the environment of organizations that took top positions in the Nonprofit of the Year competition in 2013-2019.

The created management quality model has 14 perspectives, while the relevance of 12 of them was also verified. Each perspective contains qualitative dimensions, the detailed specification of which was no longer the goal of this dissertation. Based on the created model, good management is perceived dually, i.e. as a process and at the same time as its immediate outcome. At the same time, this concept is approached dynamically, as its form is modified by current external and internal influences. The art of management, based on this model, consists in the correct synchronization of established, developed and developing organizational processes with regard to the state of the internal and external organizational environment.

In the field of social work, the success of management is always demonstrated at the level of a specific person, a social service client. Social service providers will remain "mere" tools used to deliver social assistance. This is effective only if the organization adopts a model of good management, and their managements are able to ensure organizational development within this model. The change in the social situation of the client, in this concept, becomes the result of the introduction of a model of good management into the administration of the social service provider.