

Abstract

This thesis examines the critical resource management of a service organization that assists single mothers during the Covid-19 pandemic. It describes the relevant critical resources for achieving the organization's objectives, including their acquisition and management of dependence on them. The thesis is guided by the resource dependency theory. In the context of the pandemic crisis, I have complemented the theoretical framework with institutional theory. This thesis uses a holistic case study design with a single case of the management of a service organization, the Single Mothers Club. Qualitative methods were used for data collection, including semi-structured interview and thematic analysis of publicly available documents and the informations of digital resources. The resulting findings arising from the data triangulation are interpreted in the empirical section into thematic chapters that relate to the set research objectives and research questions.

Keywords: Covid-19, management, resource dependency theory, civil society organizations, external environment, resources.