

## **ABSTRACT**

The text of the thesis is focused on the issue of organizational culture of residential social service of institutional character, the aim of the thesis is to find out what are the basic features and characteristics of organizational culture of residential social service and to propose procedures for its change.

The theoretical part defines the organizational culture, describes what parts (elements) it consists of and how to work with the typology. Specific attention is paid to the topic of residential social service of institutional character and its transformation into residential social service of community character. The next part deals with the topic of managed change, specifically the relationship between change, organisational culture and leadership.

The empirical part presents a research plan on the organizational culture of residential social service. The chosen method is field research based on an ethnographic approach. This is followed by a presentation of the research results, a discussion and a proposal for a procedure for changing the organizational culture of a residential social service of an institutional nature to the organizational culture of a residential social service of a community nature and a reflection on this procedure.

The conclusion includes a summary of the results and an evaluation of the fulfilment of the objectives of the thesis. The main finding is that the basic features and characteristics of the organizational culture of the residential social service of institutional character are the paternalistic attitude of the employees towards the clients, which is probably based on the value of providing protection, safety for vulnerable groups of people.

*Keywords: organizational culture, residential social service, transformation, persons with disabilities, total institution, change*