

Abstract:

Background: Online counselling for addiction prevention and treatment is an increasingly common service that can be used by a wide range of people across the population. This undergraduate thesis will seek to describe the characteristics of those who use online counselling and their queries.

Aims: The aim of this thesis is to evaluate the activities of the Online Counselling Service at the Outpatient Ward of the Department of Addictology, with an emphasis on the characteristics of those who inquire and the content of their inquiries. The central aim is to provide a detailed description of the characteristics of those who have used the services of the online counseling service and an analysis of their specific queries from 2011 to 2023. With this aim, we would like to contribute to the mapping of the target group for the online counseling service in the field of addiction prevention and treatment.

Methods: Data were subjected to quantitative content analysis. Data were then coded using a coding system and statistically evaluated.

Research set: The research set consists of a dataset generated from the editorial system of the Online Counselling Service at the Outpatient Ward of the Department of Addictology. The dataset consists of socio-demographic data of the interviewing clients and their questions.

Results: We were able to quantify the observed variables and conclude that the content of the questions focuses mainly on personal addiction problems with an emphasis on the negative impact on the psyche and health of clients and their environment. At the same time, we noted an interest in technical issues.

Conclusion: It is our hope that our findings will contribute to a better understanding of the needs and characteristics of clients in the field of addiction prevention and treatment through online counseling.