

Abstract in English

The thesis is focused on the evaluation of the satisfaction of clients seniors with the provided outpatient and field social services. The aim of the thesis is to map which factors influence the satisfaction of seniors with the provided services.

The work is divided into theoretical and practical parts. Within the theoretical part I try to define the key areas and concepts related to the issue.

The empirical part of the thesis describes the methodology of the research and the way of processing the information that was collected through qualitative research, using the method of semistructured interviews. The final discussion compares the results resulting from our research with the literature.

Key words:

senior, old age, satisfaction, social services, outreach, ambulatory