

Abstract (in English):

The aim of this thesis is to identify methods of assessment and evaluation in the social services of the NAUTIS organization. In the theoretical part, the theory of change is introduced in the context of evaluation. Next, evaluation as such is conceptualised. Its definitions, types and approaches. Subsequently the connection between evaluation, social work and social services is made. Penultimate chapter deals with legislative prerequisites for evaluation in social services in the Czech Republic. The last chapter introduces the NAUTIS organization. A qualitative research strategy, specifically semi-structured interviews, was used to achieve the research objective. The dataset was analysed through thematic analysis. The research sample mainly consisted of the middle management of NAUTIS – the directors of each centre. The research results show that evaluation in social services of the NAUTIS organization is mainly done in regards to individual plans of clients and various feedback. This corresponds to the obligations imposed on social services by law. Little to none evaluation of service as such occurs. Subjective evaluation and staff feelings about the quality and impact of their service is also an important element.