

Abstract

The aim of this thesis is to find out what motivation outreach workers in outreach programs for drug users have for their work. The thesis is divided into theoretical and practical parts.

The theoretical part has three chapters. The first chapter focuses on outreach programs for drug users. The first subchapter specifies outreach programs in the context of social work methods. The second subchapter defines outreach programs. This is followed by a subchapter on the classification of outreach programs in the system of social services in the Czech Republic. Next, the target group of outreach programs is specified. This is followed by the background of outreach programs. The chapter concludes with a description of the activities of workers in outreach programs.

The second chapter of the theoretical part deals with the characteristics of the clients of the outreach program, its aim is to further expand the information from the first chapter, especially in relation to the target group. The first subchapter focuses on the definition and causes of addiction and the effects of drugs used by clients of outreach programs. The second subchapter focuses on the lifestyle of the clients, especially in terms of health and social aspects.

The third chapter of the theoretical part defines the motivation and the work motivation. It goes on to describe theories of motivation and motivating factors. It then examines motivation in the context of burnout syndrome, including the management of burnout and motivation decline.

The empirical section uses a qualitative research approach. A semi-structured interview method was chosen for the research. The sample consisted of a total of fourteen respondents who work as outreach workers in outreach programs for drug users. Three outreach programs in the territory of the capital city of Prague were involved in the research investigation.

In the research, I first examined the initial motivation for working or choosing a job. Most often, the respondents reported being interested in work during their studies and getting a job thanks to an internship in the organization.

Workers' motivation is based on the nature of the work. Outreach workers value the unpredictability of the work, being active outdoors and the meaningfulness of their work. They perceive the work as valuable not only for themselves and the clients, but also for society as a whole. Furthermore, motivation comes from client work, where the motivating factors are concrete positive situations experienced with clients, closeness and trust in relationships with clients and participation in changes in clients' lives. Motivation also includes the work environment, where the most motivating factors are a supportive work team and the opportunity for self-development both in and out of client work.

The research also describes aspects that reduce motivation. Like increasing motivation, decreasing motivation is based on the nature of the work itself. Demotivating factors include the physical demands of the work or the stigmatization of the outreach program and the clients by society. Further, the reduction in motivation also stems from client work. These are difficult situations with clients, negative feedback from clients and lack of change in their lives. In the context of the work environment outside of the actual client work, low financial remuneration, lack of self-development and stagnation of the organization can negatively affect motivation.

Part of the exploration of the motivation of outreach workers included how they think about their own motivation. The research shows that half of the outreach workers actively engage in motivation, using reflection, supervision and team meetings to manage difficult situations. For the other half it is not a topic. In terms of increasing motivation, workers would like to see more individual work with clients, more recognition from the public, and better collaboration between social services.