

Abstract

Act No. 108/2006 Coll., on social services and bureaucratization of the activities of NGOs

This thesis deals with the Social Services Act (No. 108/2006 Coll.) in the context of the bureaucratization of the activities of nongovernmental organizations (NGOs) that are providers of social services. The first order of business is to answer the question whether the law contains elements of the bureaucracy, which the law establishes in the activities of social services providers. A second related objective is to determine whether NGOs consider the elements of bureaucracy contained in the Act on Social Services as the main obstacles for the way they operate and whether in connection with their introduction observe within their organization typical dysfunctions associated with the process of bureaucratization. Theoretical background and set of research tools are based on R.H. Hall's research in the field of dimensional analysis of elements present in the structure of bureaucratic organizations. As a research method to achieve the first objective is used quantitative content analysis. The results of the analysis confirm that the Social Services Act contains elements that bureaucratise activities of social services providers. As a research method to achieve the second objective of the thesis is a quantitative survey among representatives of NGOs in social services. Findings show that NGOs consider the elements of bureaucracy contained in the law as an obstacle to the way trying to meet its goals and mission. Yet in most cases within their organization do not observe the negative effects of bureaucracy in the typical form of dysfunction, such as "goal displacement" or failure associated with centralization and formalization of relations within the organization.