

European Research Institute in Social Work (ERIS)

Research / dissertation project	
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Subject / title of the project <i>Quality of social services of institutional care for people with disabilities</i>	
Scientific importance <i>In modernising social services to better respond to changing needs, societal challenges and financing constraints, national authorities are increasingly diversifying the ways in which social services are organised, provided and financed. Researches in Slovakia find out that there is an urgent need for enhancing of the area of social services. Ministry of labour, social affairs and family considers as important to improve the addressability, competitiveness and quality of social services mostly by the process of the evaluation of social services.</i>	
Practical relevance <i>The area of social services is characterized by the high degree of diversity. There is the Act on social services in Slovakia which defines social services as professional, utility and other activities with main purpose to help people in need. The obligations of social services providers are also the part of this Act. According to the quality of social services, the main obligation of providers is to elaborate and observe procedural, personnel and operating conditions of providing social services, so – called standards of quality. Nowadays there are no standards for quality of social services in Slovakia. There is an urgent need to create these standards and subsequently to evaluate the area of social services.</i>	
Main thesis <i>The main purpose of the dissertation is to create the minimal quality standards of institutional care for people with disabilities in Slovak republic. The research subject is to compare the perception of quality of services provided in institutions by clients – people with disabilities and by providers of social services. Other purpose is to find out the differences in quality of social services provided by public providers and non – public providers. The main research question is: How to evaluate the social services of institutional care for people with disabilities in Slovakia?</i>	
Research methodology <i>For research of dissertation we use qualitative and quantitative research strategies to find out whether the evaluation of services by clients is in accordance with quantitative measurements. We use standardized questionnaire for quality of social services as well as interviews with clients of institutional care services.</i>	

Key words

Social services. Quality of social services. Standards of quality. Evaluation of social services. Evaluation theory. Needs assessment.

Most relevant literature

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Key finding (if already existing)