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# SOCIAL ENTERPRISE IN THE CONTEXT OF EUROPEAN LEGISLATIVE AND NORMS

Wiczmándy, M.

*St. Elisabeth University PhD. programme, Bl. D. Trčka Institute, Michalovce*

## ABSTRACT

Social economy can now be presented as a new area of economic activities that are characterized by linking economic and social objectives. The European Commission has formally accepted the social economy in 1990, developed its definition of social enterprises and recognized as key players in European economic, social and political space. This issue is also addressed by the Section for the Single Market, Production and Consumption of the European Economic and Social Committee, which issued an opinion CESE 628/2012 fin. Create a favorable climate for social enterprises in the social economy and social innovation. Development of a common European system or code of conduct of organizations to measure values that are not purely economic values, social accounting methods. The research was focused on preparedness and management of potential founder of social enterprise according to specified legal personality to the process of corporate social responsibility (CSR).

## Keywords

Social economy. Social enterprises. Corporate social responsibility.

## INTRODUCTION

The economy of contemporary Europe, not excluding the Slovak economy, promotes solutions that combine economic and social well-being. There is a whole society need for an alternative solutions and business activities. Current dominant business model called as *red economy* is based on borrowing, debt growth, unlimited consumption of resources and postponing the problems for the future. An alternative to this model is the *green economy* which is based on equipping the economy with the green technologies which are very expensive - currently this model is financially unfeasible. Current vision is the *blue economy* as a business model, based on the imitation of nature, creating local economy, promote social equity, cascading materials, nutrients and energy, zero waste production and creating jobs locally. *White economy* is the one which focuses on social services and the creation of jobs in this sector.

## SOCIAL ECONOMY

Social economy can be presented as a new area of economic activities that are characterized by linking economic and social objectives. It represents a new dimension in the unconventional entrepreneurial dynamism, which is also the bearer of social innovation and social development, as well as a new impetus to economic growth. The term social economy or solidarity economy was included into the official political discourse by the French government in the 80's of the 20th century and has been gradually accepted by other European countries (Dohnalová 2003, 2006).

Promoting social entrepreneurship and social enterprise, especially in the current harsh economic climate, utilizes its growth potential and its added social value. In order to realize its potential, a comprehensive policy framework should be developed and put in place - which would

be attended by a wide range of stakeholders from all sectors of society – the civil society, the private, public at all levels, local, regional, national and European.

The European Commission has formally accepted the social economy in 1990, developed its definition of social enterprises and recognized as key players in European economic, social and political space. Publication UNDP and the EMES European Research Network in 2008 titled Social Enterprise - a new model for poverty reduction and employment creation.

As reported by Tkáč (2012, p.52) „The Constitution of the Slovak Republic and international documents defines the right to free choice of profession and preparation for it, the right to do business or other gainful activity. A citizen has the right to work and build a material security, if for no fault of his own he cannot exercise the right to work. According to the Employment Services Act citizen has the right to access the employment, which is the right of a citizen who wants to work, can work and is looking for a job „.

Social enterprises as the organizational aspect of social entrepreneurship in the context of social needs and problems is highlighting the interconnection points of the social economy within all aspects of public life, on which the public, private and third sector acts. Based on the analysis of the current situation in the Slovak Republic, we present a proposal for social entrepreneurship in the context of the European Union.

## **BASIS STATEMENT**

Social enterprise is enshrined in the legislation of Slovakia by the Act No.5/2004 about the employment services, as amended in § 50b paragraph 1, Social enterprise for the purpose of this Act is the legal entity or person. In paragraph 1 this provision lays down the essential substantive criteria for social enterprise. In the paragraph 1 content point a) is directly expressed one of the fundamental mission of social enterprises – to employ staff, which before taking up employment were disadvantaged by job seekers in number representing at least 30 % of all employees of social enterprise. Practically, this means that any registered physical or legal person observing the provisions of the Act No.5/2004 about the employment services can implement a social enterprise. The question is whether all these entities are adequately prepared to implement social entrepreneurship in the context of social needs.

This issue is also addressed by the Section for the Single Market, Production and Consumption of the European Economy and Social Committee composed of E.M. Iloza, G.Guerin, P.B. Vale, M.Á. Cabra de Luna, T. Domonkoš, D.Mareels, V.Mitov, D.Rebolj, A.Rodert, J. Sartorius, V.H. Sequeira, M. Sharma, A. Pezzini, who issued an opinion CESE 628/2012 fin. Create a favorable climate for social enterprises in the social economy and social innovation. Development of a common European system or code of conduct of organizations to measure values that are not purely economic values, social accounting methods.

The European Parliament adopted a resolution on the Social Business Initiative „Creating an enabling environment for social enterprises, key stakeholders in the social economy and innovation“ 2012/2004 (INI) - 11/20/2012 – the text was adopted by the Parliament.

The starting element of the new system of social accounting measurement methods are well established three systems in the business environment, namely:

- Methodological project SROI - Social Return on Investment;
- Methodology Project IRIS – Impact Reporting and Investment Standards;
- Methodological project ISO - International Organization for Standardization.

We propose to implement international standards in the field of consulting social responsibility ISO 26000:2010 as a tool of social accounting. Ongoing research is focused on readiness and

flexibility of potential founders of social enterprises. We based on these standards, which are considered as the theoretical basis of the evaluation of the quality of preparedness of the research subjects. These are the international standards:

- ISO International Organization for Standardization
- ISO 26000:2010 International standard in the area of social responsibility consultancy
- CSR (Corporate Social Responsibility).

The standard of Corporate Social Responsibility is composed of economic, social and environmental areas:

- Economic - rejection of corruption requires transparency, good customer relations and intellectual property protection.
- Social - is focused on philanthropy, communication of all stakeholders in the governance, respect for human rights and labor standards.
- Environmental - its priority is conservative production based on the ISO 14000 and protection of the natural resources.

## **RESEARCH OBJECTIVE**

The aim of the research was the preparedness of the founder and management or potential founder of a social enterprise according to specified legal subject for the process of corporate social responsibility (CSR).

Research questions:

- Are the potential founders of social enterprises aware of the existence of Corporate Social Responsibility (CSR)?
- Are the founders and management of social enterprises ready to implement Corporate Social Responsibility (CSR)?
- Do the founders use the Corporate Social Responsibility (CSR) in other areas such as social enterprise?

Domains of the research questions:

1. Is there a vision of corporate social responsibility (CSR) with a functional mechanism for the implementation of a code of ethics?
2. Does the organization follow the open policy of management and governance?
3. Is the management strategy of the organization subject to a set of three elements of social responsibility?
4. Is the management of the organization according to criteria of corporate social responsibility (CSR) in collaboration and feedback of all stakeholders?
5. Is the strategic planning essential to achieve the implementation of corporate social responsibility (CSR)?
6. Does the organization comply with the principle of open control in all aspects?
7. Are the results of corporate social responsibility (CSR) externally accredited?



## RESEARCH HYPOTHESIS

### The initial hypothesis

The organizations with formal legal personality (budgetary and contributory organizations of municipalities, nonprofit organizations providing community services) have met more qualitative indicators of corporate social responsibility (CSR) as a non-formal organization with legal personality (civic association, individual, limited liability company).

- H1 - The vision of corporate social responsibility (CSR) is the basis of functional mechanism for the implementation of the Code of Ethics.
- H2 - The organization follows the policy of open governance.
- H3 - Management strategies of organizations are subject to a set of three elements of social responsibility.
- H4 - Management of organizations according to the criteria of corporate social responsibility (CSR) is possible only in cooperation and feedback of all stakeholders.
- H5 - Strategic planning is essential to achieve the implementation of Corporate Social Responsibility (CSR).
- H6 - Organization respects the principle of open governance in all aspects.
- H7 - The results of corporate social responsibility (CSR) are externally accredited.

The method of research was non-standard questionnaire for rapid assessment of corporate social responsibility (CSR), which contained 72 closed questions. To express an opinion the respondents in the questionnaire used 5 points Likert scale.

### Operationalization of variables

- Vision and leadership  
Standard code of ethics organizations (1st-10th question of the questionnaire)
- Management and Administration  
Management of the organization in accordance with relevant legislation (11th-13th question of the questionnaire)
- Corporate Strategy  
The knowledge of the legislation of environmental and social area (14th-17th question of the questionnaire)
- Involvement of stakeholders  
(18th-31st question of the questionnaire)
- Implementation Strategy  
Knowledge of the ISO 26000:2010 - International Standard for counseling of social responsibility (32nd to 50th question of the questionnaire)
- Evaluation and monitoring  
Knowledge of the ISO 26000:2010 - International Standard for counseling of social responsibility (51st-65th question of the questionnaire)
- Results and communication  
Knowledge of the ISO 26000:2010 - International Standard for counseling social responsibility (66th-72nd question of the questionnaire).

## RESEARCH ANALYSIS

The result of the research was the confirmation of the hypotheses. Significant difference in the survey sample was recorded in the vision and leadership, management and administration. Predicted factor of difference in these two aspects is the system of control. For organizations with formal legal personality into which we assign the budgetary and contributory organizations of municipalities, nonprofit organizations providing community services - is the system of control given by the compliance with the number of statutory criteria within state and local governments. Conversely informal organization with legal personality such as civic associations, individual, limited liability company do not have this obligation.

## CONCLUSION

The adoption of a common European system or code of conduct of organizations to measure the values of quality which are not purely economic values, social accounting methods and by implementing international standards in the field of consulting of social responsibility ISO 26000:2010, which we used in research is achieved by standardizing procedures even for entities that do not have this legal obligation within the social enterprise as an organizational aspect of social entrepreneurship in the context of social needs and problems. Proper approach to the management of social enterprises contribute to respect for economic, ecological and social aspects of the society and their common aim must be sustainability and increase of trust and confidence of these organizations.

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Contact  
Wiczmandy Matej  
wiczmandymatej@gmail.co

# COMPARISON OF IMMIGRANT INTEGRATION POLICIES IN SLOVAKIA AND BELGIUM AND SOME ASPECTS OF SOCIAL AND CULTURAL ANTHROPOLOGY

Mária Čierna

*St. Elizabeth University programme, Ministry of Labour, Social Affairs  
and Family Slovak R... of the EU Brussels*

## ABSTRACT

The main purpose of the work is to characterize and compare different immigration and integration models of two EU countries with different histories and migration policy developments, significant differences in the number and structure of immigrants, as well as in the scope of integration experience - the Slovak Republic and the Kingdom of Belgium. In terms of integration measures and institutional framework analysis, the research objective aims to explore to which extent have these policies influenced and changed the lives of immigrants, and contributed to their acculturation or shift in identity perception. The paper therefore also focuses on some current issues in migration and social and cultural anthropology.

## Keywords:

Migration, Immigrants, Social and Cultural Integration, Acculturation, Diversity, Identity

## INTRODUCTION

Migration has been a constant and influential feature of human history, and one of the decisive global issues of the 21<sup>st</sup> century. "Migrants do not just contribute to economic growth, in fact their impact is probably most keenly felt in the social and cultural spheres: they enrich many cultures and civilizations and contribute to the development of states and societies" (K. Koser, 2007). Over the past decades, international migration has become one of the key social phenomena.

The main source of my interest in this subject is linked to my previous work experience with asylum seekers, refugees and labour migrants in Slovakia and abroad, as well as to the elaboration of the first Concept of Foreigner Integration in Slovakia, approved by the Slovak Government in May 2009. I was involved in its preparation as the team coordinator of the Ministry of Labour, Social Affairs and Family of the SR. A new Slovak integration policy and its mainstreaming, currently being finalized within the national project of the European Integration Fund (EIF), will be introduced in 2014.

## Research topic and objectives

**The subject** of the thesis, initially in the draft research project focusing on the process of the integration and socialization of immigrant communities in Slovakia and some anthropological aspects, was modified and extended. The current updated version seeks to provide a comparative analysis also comprising immigrant communities, and an appraisal of integration trends in Belgium.

Both EU Member States represent a kind of similitudes of „traditional“ and „new“ immigrant country. My recent three-year working stay in Brussels has led me to the conviction that, the comparison of certain similarities and differences may enable me to also follow the on-going processes of change in migration and integration policies in both countries. The fact that Slovakia and Belgium have over the last two years fundamentally reassessed their integration policies



and aim to present their intents at the beginning of 2014, constitutes the core basis of the theoretical part. Both countries attach great importance to issues of national and cultural identity, diversity and multiculturalism.

**The aim** of the research project is to provide a comprehensive overview of immigrant communities living in the territory of both states, according to the country of origin, including the so-called “new migrant communities in Slovakia,” in terms of their **acculturation, socialization and integration** until the process of event naturalization. Emphasis will be on the interpretation of the process of **change** or **adaptation**. On the basis of the needs assessment, identification of integration barriers and incentives by migrants themselves, as well as through setting up certain implications between the knowledge of social and cultural anthropology and migration, I seek to examine the usefulness of certain data for the enhancement of effective integration policies.

Another key starting point for the project’s focus is the overall growing importance of the integration agenda as part of the global approach to migration, presenting one of the priorities of European Union policies. Issues relating to the harmonization of European integration policies and commitments of the Member States are described in detail in the theoretical part.

Nevertheless, at the same time, my conjectures emanate from the publication of „European Migration Policies - Illusion of Integration” (S. MulCahy, 2011), which indicates the increasing anxiety of Europe’s people about the issues of immigration, immigrant integration and multiculturalism. Building upon the sceptical statements of A. Merkel, D. Cameron and N. Sarkozy about the failure of multiculturalism, the author refers to “broken taboos, long thought to be out of bonds in European politics „ and “rhetoric that has most surely been inflamed by outspoken extremist politicians.”

Is it, however, possible to measure in some way the outcome of integration policies and more exactly set up the lines between their institutional arrangements and current practice? Although the research part of my paper rather keeps track of the level of migrant individual responsibility, motivation and participation in the integration process, the incentive for the comparative analysis also relates to the following figure. Within the framework of the international evaluation project MIPEX III. (Migrant Integration Policy Index, 2010) which compares policies in 31 countries (27 EU MS, Norway, Canada and the USA) in seven integration areas based on 148 indicators, Slovakia was in **29<sup>th</sup> place** (followed by Latvia and Malta). Belgium with **6<sup>th</sup> place** in MIPEX III, was rated as a “country with slightly favourable results.” This high ranking of Belgium is due to the implementation of integration measures in policy areas such as family reunion, long- term residence permit, access to citizenship, adult language learning, the education of immigrant children, civic integration, etc.

**Methodology and the main research procedures**

**The target group** for qualitative research in both countries involves third country nationals (TCN) - migrants coming from countries outside the EU and not holding the citizenship of an EU country: i.e. both persons born in a country outside the EU, and persons born in the EU but not holding the citizenship of a Member State. The research sample includes the first and second generation - mainly legal migrant workers, but also aliens granted asylum, or, granted subsidiary protection, and a smaller group of foreigners, former refugees who already acquired citizenship in Slovakia or Belgium and their views are relevant for the project.

**Research questions** are designed to inquire about the views of immigrants on economic, social and civic integration, value orientation, norms of behaviour, habits, rituals, symbols, cultural identity and customs, and the preservation of articles brought from the country of origin. The questions

aim to explore to which extent migrants retain their identity and sense of belonging with the culture they have come from, and, on the other hand, how are they affected by the standards and life patterns of the host country.

**Research methods** include participatory observation, personal interviews, questionnaires (pre-vailing method) and also content analysis and life story interview (LSI), enabling to follow the views of respondents in the context of his/her life. In Belgium I first conducted informal interviews with representatives of migrant communities and organizations dealing with integration and social assistance. The qualitative research was realized mainly through the agreed personal interviews, and in particular, by the distribution of questionnaires. The research questions were formulated in five languages: Slovak, English, French, Dutch and Russian. The questionnaires were distributed in electronic or printed form. The field research was conducted in the following cities: Brussels, Leuven, Ghent and Gosselies near Charleroi, through personal interviews which took place mainly in the homes, dormitories or schoolrooms of migrants. Interviews were facilitated by the Belgian Catholic Charity (Caritas), reception integration centres Bon Molenbeek and Bon Centre Brussels, municipality of the Ghent city. Interviews regarding integration policies included conversations with representatives of international organizations in Brussels (IOM, UNHCR, Migration Policy Group), several Belgian NGOs and some academics.

I also distributed questionnaires with the same questions in Slovakia through immigrant community representatives and individual contacts, and I had some interviews with Slovak policy makers. This part of the research will be complemented by the testimony of respondents from the Integration Centre in Zvolen, and interviews with immigrant communities living in Trnava, Košice, Žilina, Martin and others.

The well-known German anthropologist P. Vertovec on the analytical directions of the anthropology of migration and multiculturalism stated: “A comparative analysis can deepen our understanding of migration by raising new questions and research problems, and help to evaluate, and in some cases modify, theoretical perspectives and formulate explanations that could not be made on the basis of one case – or one time period- alone.”

A certain correlation between the topic of the research project and the focus of current international studies can be found in the recently presented World Migration Report 2013 Migrant Well-being and Development (IOM, September 2013). “While most reports on migration and development look at the impact of remittances sent back home by migrants, this report takes a different approach, exploring how migration affects a person’s quality of life, well- being and his or her human development across a broad range of dimensions.”

Statistical data on the numbers of foreigners in both countries considerably vary (Table 1). The Slovak Republic has one of the lowest proportions of foreigners in the population (1.3 per cent) in the EU. Belgium, which after the Second World War, and especially since the 1960s, set out to attract inflows of immigrant labour migration, currently has 10,6 percent of foreigners (3,8 - per cent of the population are third country nationals).

country	total population	total number of foreigners (as of 31.12. 2011)		citizens of EEA		citizens of non-EU countries – third country nationals	
Slovakia	5 410 836	70 727	1,3 %	54 700	0,8 %	16 720	0,3 %
Belgium	11 035 948	1 162 600	10,6 %	749 000	8,4 %	413 700	3,8 %

Belgium is also specific because of different autonomous regional integration policies and approaches to integration, implemented in the Flemish and Walloon region and the bilingual region of Brussels.

**Preliminary research findings** from individual interviews and written questionnaires distributed in both countries indicate in particular:

- a higher rate of immigrant participation in integration programs in Belgium, particularly in language courses, introductory social orientation courses and programs of professional orientation than among immigrants in Slovakia. This is mainly due to the broader availability and largely almost free provision of services in Belgium, funded by the Regions, communes or municipalities, the more extensive network of their providers (in Slovakia such complex services are provided mainly by the IOM Migration Information Centre in Bratislava and Kosice), and better awareness of the range of options;
- responses also reflect the generally higher reliance of immigrants in Belgium on the aid of institutions, non-governmental, religious and other organizations, mainly local authorities, as well as the greater confidence of these immigrants in these institutions;
- on the other hand, immigrants living in Slovakia also recognize and appreciate certain positive changes in integration policies, and some also signal a shift in the perceptions and attitudes of local inhabitants. This can be explained, inter alia, by the better understanding of different contexts and diversities by Slovak people due to their increased labour migration abroad. Refugees and labour migrants in Slovakia still seem to also rely on the assistance family, acquaintances and their own abilities;
- as regards the issue of exercising the religious freedom rights, the issues of Muslim religion or wearing of burqa or cadar, some immigrants in Slovakia, especially of Muslim faith, pointed out to a certain extent a lower level of tolerance towards other cultures and religions by the domestic population, and options of exercising religious practices and rituals, mainly due to the absence of mosques, than representatives of immigrant communities in Belgium;
- Refugees/asylum seekers in both countries declared a relatively high sense of security and protection, which involves either state or non-governmental and religious organizations, while in Belgium and this category also reflects more activities and help of local governments and municipalities;
- When it comes to preserving traditional customs, rituals, myths, symbols, or kinship ties, storage objects and realities of traditional domestic culture in the host country, etc., this area suggests some challenges and anticipated benefits, but also reflects the complexity of the investigation. The aim is to find some parallels between the findings and communities living in both countries.

## CONCLUSION

The findings of the empirical research aim at identification of the barriers in the integration process, the needs of migrants and, at the clarification of the relations between migration, social work and social anthropology. On the basis of the policy analyses in both countries and the research findings, the intention is to seek the options for the enhancement and effectiveness of integration measures in Slovakia.

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### contact:

Mária Čierna  
Ministry of Labour, Social Affairs and Family of the Slovak Republic  
Department of International relations and EU Affairs,  
Špitálska 4, Bratislava,  
GSM:0915763810,  
e-mail:ciernam2006@yahoo.com

# SUPPORTED HOUSING IN THE PROCESS OF RE-SOCIALIZATION AND INTEGRATION FOR CLIENTS WITH MENTAL DISABILITIES

Jana Pilná

*St. Elizabeth University PhD. programme, Domov na Hrádku Uhlířské Janovice,  
Czech Republic*

## ABSTRACT

Ability of adaptations for people with intellectual disabilities – this means to cope with the environment in which they did not have the chance to live for several decades. Any change of the living conditions which undoubtedly include the transition from institutional care to a separate life requires the activation of adaptation strategies. The post aims to show the prepared research in the framework of the dissertation thesis, which aim is to find out what educational and re-socialization methods we should use in the process of integration for persons with mental disabilities and what gains or losses supported housing can bring.

**Keywords:** adaptation, process integration, re-socialization, mental disability, qualitative research

## INTRODUCTION

Currently, when there is a big effort for the integration of persons with mental disabilities in the community life, there is a number of socio-pedagogical issues (influencing of relations and environment) both on the side of a person with disabilities and the group to which is integrated.<sup>1</sup>

These days lot of people talk about the transformation/integration of persons with mental disabilities. But they do not take into account the manifestations of the adaptation process and their mastery by the people with these disabilities. Each social worker should activate and strengthen the adaptive behaviour of the users. In most cases there are the so-called unconscious assimilation pressures; it means that in the process of re-socialization clients must adopt standards which are created not only by social workers or assistants, but also by the society. Till now the issue of dealing with the re-socialization process for the mentally disabled was not very important. The key issue is the process of adaptation for people with mental disabilities of various age compositions. They grew up in an environment of institutional care and pass into a completely new environment. Next it is the application and examination of methods of re-socialisation and their outputs. Re-socialization/social rehabilitation in the process of humanization and integration is the education of individuals. To disabled people it helps return confidence, the right to decide and the right to personal development. All must take place in the interaction between clients and social workers.

## 1. Methodology of research

In order to determine the necessary documents for research I use the method of qualitative research and its various techniques.<sup>2</sup> Due to the fact that I work with a group of people with mental disabilities, research is carried out on a professional but very sensitive level. As mentioned

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<sup>1</sup> KRAUS B.: Základy sociální pedagogiky. Praha, Portál 2008. ISBN 978-80-7367-383-3

<sup>2</sup> HENDL J. Kvalitativní výzkum. Praha. Portál 2005. ISBN 80-7367-040-02, s.60

in the literature, qualitative research goes more in depth of the phenomena, which is - at the same time - trying to integrate into a broader context. Therefore must be the aim of qualitative research focused on human subjects.

### 1.1 Target research

The aim is to determine how much profit and loss brings the supported housing to client with mental disabilities. One of the benefits for the client is social reason. We are responsible for the provision of such services which would have allowed relative self-sufficiency and social integration<sup>3</sup>. For long-term research will be used the technique of focus groups. Part of the research is to compare new, re-socialization approaches with „traditional“ approaches.

Research is focused on individual goals:

1. How does integration and humanization affect stage of the adaptation process of clients with mental disabilities?
2. What educational and re-socialization method can be used in the process of integration and humanization of people with mental disabilities?
3. What is the level of training and knowledge in the field of adaptation of the workers in the social services, who provide assistance and support to persons with mental disabilities?
4. What gains and losses bring protected and supported housing for clients?

### 1.2 Research place and research file

The research will be realized in the Central Bohemia region in the facilities that provide residential social service, sheltered housing and supported housing. For long-term research will be used the technique of focus groups. Focus groups will be conducted in the form of a discussion between researcher and a smaller group of people. The discussion will be controlled, based on the schema and prepared questions. But it is not a fixed procedure, such as in the case of the questionnaire. This allows us react to the development of discussion according to the immediate situation and the importance of topics.

Focus groups:

1. Professionals - persons who work with clients with mental disabilities including combined disability: social service providers. They are:
  - a) workers in social services - key workers
  - b) social workers
  - c) management
2. Users - individuals in particular social services - persons with mental disabilities

### 1.3 Data collection

To achieve the research objectives will be used qualitative research. Used methods:

1. Interview - semi interview with clients of social services
2. Observation - after the interview with respondents will be verified the reasons of the observed phenomena and behaviour. The objects of observation are clients who have switched from long-term institutional care in sheltered housing or subsidized housing in all phases of the adaptation process. The method of observation will be done by social workers

<sup>3</sup> KRUPA, S. 1996. Transformácia sociálnych služieb v ústavoch sociálnem starostlivosti. In: Sociálna práca a ľudské práva. Zborník referátov z vedeckej konferencie s medzinárodnou účasťou PREŠOV, 13. - 14. 11. 1996 "ĽUDSKÉ PRÁVA V SOCIÁLNEJ PRAXI - DOSPELÝ AKO SUBJEKT A OBJEKT SOCIÁLNEJ PRÁCE". Filozofická fakulta Prešovskej univerzity v Prešove. 1997. 247s. ISBN 80-88885-07-8. s. 142

1. Casuistry - case study

2. Questionnaire - poll is intended for representatives of the founder. They are: Employees of Social Affairs, dealing with the methodology and planning of social services, MPSV experts involved in the preparation of deinstitutionalization and transformation processes.

Qualitative research will be carried out in combination with the technique of quantitative research. Research method will be questionnaire.

- Questionnaire for interview with clients who live in institutional care and prepare themselves for a new type of social services.
- Questionnaire for users who have upgraded from institutional care to sheltered or supported housing and are in the adaptation time.
- Questionnaire for social workers, personal assistants, social workers: coping with a new approach to clients in the new environment, support and assistance to users with learning disabilities, new working conditions.
- Questionnaire focused on management training for social service workers - preparation of workers for the transformation process (transition plan), methods and approaches in community work, etc.

### 1.4 The research plan

**First phase:** preparation of research and explorations, literature study and analysis of documents, personal writings, anamnesis, analysis of the underlying research, objectives and hypotheses, research sample, justification of selected methods

**Second phase:** progress of implementation, communications with the providers of social services, the implementation of focus groups from experts and users of social services, persons with mental disabilities, research of re-socialization methods, comparing the behaviour and adaptation of people with intellectual disabilities in regular community

**Third phase:** overview of information and data, processing method, tables, charts, records from focus groups, case studies, distribution of questionnaires, questionnaire via e-mail for social service workers and management

**Fourth phase:** evaluation and interpretation, qualitative evaluation using quantitative evaluation, comparisons, interpretations, opinions, comparison of new re-socialization approaches to „traditional“ outlets

**Fifth phase:** proposals and suggestions for further action, methodology for the transition from institutional care to community, integration into society, manuals, texts for workers, future assistants

### CONCLUSION

Contribution for social work: process analysis and methodology for social service workers, inclusion of users of social services to society, adaptation in the new environment. Another benefit for pedagogical theory and practice is a creation of manuals and texts for social service workers and future assistants. Research work and its results should be a benefit in the adaptation of persons with mental disabilities in the process of integration and humanization in social services. Research work should be beneficial to all who work with these clients and for students who want to learn more about this issue.



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Jana Pilná  
Domov Na Hrádku, poskytovatel sociálních služeb  
Červený Hrádek 45  
285 04 Uhlířské Janovice  
Česká republika  
Tel.: +420 603 885 726,  
e-mail: pilna@usphradek.cz

# IMPACT OF MATHEMATICS ON DRAFTING AND MANAGEMENT OF HUMANITARIAN PROJECTS

Ján Juristy – Jarmila Bordáčová

*St. Elizabeth University, Institute Dr. P. Blahu of Social work Skalica*

## ABSTRACT

Massive development of the global sciences in the last decades has not avoided social sciences either. For describing examined phenomena in these sciences mathematics has become the inevitable tool. By using computers the mathematical methods for processing acquired scientific data has got into the spotlight. This is the reason why greater attention must be paid to teaching mathematics in the social sciences in order students would achieve the appropriate level of knowledge.

**Key words:** Mathematics, social sciences, students, preparation, knowledge

## INTRODUCTION

Increasing impact of mathematics in the field of social sciences is today considered as a matter of course. It is also the case of humanitarian projects. Limited financial resources which usually affect creation and drafting of such projects force authors and managers to seek the most economical solutions. It is in fact their professional as well as human obligation. To save each cent and to use it with the utmost effectiveness for saving the most precious we have got on the earth - the human life is mandatory.

## Mathematical disciplines in humanitarian projects

Under mathematical disciplines we understand all branches and fields of mathematics that this natural science is composed of. We would like to observe that mathematics belongs to natural sciences however, its position and status among them is rather peculiar. In any case without mathematics and its disciplines no scientific discipline could exist today. The most used of all mathematical disciplines in the field of humanitarian projects are mathematical analysis, geometry, probability and statistics. We will further investigate reasons why these three

## 1. Mathematical analysis

„Creation of mathematical analysis whose core today is infinity small calculus, can be traced back to the 17<sup>th</sup> century. Since then it has been affected by the whole range of mathematics evolution as well as certain specific phenomena in the evolution of societies linked with the development of industrial production.“ (Fulier, Vrábel, 1997, p. 145). Authors of this pioneering and groundbreaking discovery independently of each other were great figures of the science Issac Newton and Gottfried Wilhelm Leibnitz (Fulier, Vrábel, 1997, p. 145). Infinity small calculus is being used till today in many science disciplines. Some of its applications are used also in mathematical optimisation of humanitarian projects. Those are for example global and local extremes, the so called law of natural growth and the like. These instruments help us to find the most economical projects solutions in the phase of their drafting a preparation. They are also applied in project management, e.g. in observing the growth of humanitarian projects clients. Mathematical analysis is one of the most important tools to be used for scientific management of the humanitarian project cycle.



## 2. Geometry

Historically, geometry belongs to the oldest fields of mathematics. In humanitarian projects drafting very often are used some appropriate methods like e.g. moving, rotation and axis symmetry. For scientific results assessment on the other hand different kinds of graphs which are based on geometry are utilised. Also results acquired by methods of other mathematical disciplines are for better understanding depicted in various graphical manner. With a fast development of computers, geometry together with other methods derived from other fields of mathematics has become an integral part of their graphics. Geometry is part of our everyday life even though we do not notice it. When for example we walk we move ourselves in lines or curves without paying attention to it. Geometry is also an integral part of axioms based on which are built foundations of individual mathematical disciplines. *"For example in Euclid mathematics one of the axioms is the statement: Through two individual points the only one line passes"* (Fulier, Vrabel, 1997, page 7). It could be said that axioms are sentences containing initial assertions which are being considered as truth without further proving. And this is one of the reasons why mathematics has a very peculiar position among humanitarian sciences as we have motioned at the beginning.

## 3. Mathematical probability and statistics

This mathematical discipline is with the great probability the most known of all mathematical disciplines used in social sciences, in particular its second part statistics. It would be impossible without it to scientifically process the scientifically obtained data and then evaluate the rate of achieved in advance defined objective. And not just in social sciences but also in technical and natural sciences.

This part of mathematics has been through its development as well, through descriptive statistics till modern inductive statistics.

Today, there is a great number of computer programmes which on user friendly basis allow for broad assessment of received data. Mathematical statistics is also very important in the field of preparation and management of humanitarian projects. In the area of preparation it is in particular an assessment of locations and their feasibility for a project (quality of soil, risk of natural disasters, precipitation among others). In the area of management it is e.g. an assessment of drugs consumption, incidence of diseases and state of the population. Very important fact is getting feedback in the form of evaluated data of a living project. Based on it only, we may get a real picture on what is happening on the ground.

Mathematical statistics belongs to the youngest disciplines.

## CONCLUSION

We have mentioned only three the most used fields of mathematics for creation and management of humanitarian projects. Other branches of mathematics are of course used as well. It is indisputable that without mathematical disciplines we would not be able to exist in the scientific world. Therefore, all young professionals graduating also from the social science faculties have to master mathematical disciplines at the required level.

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### contact:

Ján Juristý,  
Institute Dr. P. Blahu  
St. Elizabeth University of Social work  
Potočná 58, 909 01 Skalica  
GSM: 0904 889 244,  
e-mail: jan.juristy@gmail.com

Jarmila Bordáčová  
Institute Dr. P. Blahu  
St. Elizabeth University of Social work  
Potočná 58, 909 01 Skalica  
GSM: 0902 469 808,  
e-mail: bordacova@vssvalzbety.sk

# CONFLICTS RESOLUTION BY MEANS OF MEDIATION, COMPARING THE PROCESS OF CIVIL AND CRIMINAL MEDIATIONS WITH THE EMPHASIS ON RESTORA- TIVE JUSTICE WITHIN THE CONDITIONS OF THE SLOVAK REPUBLIC

Vladimír CEHLÁR

*St. Elisabeth University PhD. programme,  
The Institute of Social Work of Divine Mercy, Žilina*

## ABSTRACT

The author aims to clarify the subject of conflict resolution by means of civil and criminal mediations within the conditions of the Slovak Republic as a part of his doctoral study. He also refers to the present state of awareness of the topic and to acute problems which should be minimised by relevant knowledge acquired by valuable research.

**Key words:** Conflict. Mediator. Civil mediation. Criminal mediation. Restoration.

## INTRODUCTION

At present, there is an increasing concern in resolving conflicts in an out-of-court settlement. In such disputes, being involved directly or marginally or being one of the participants, possible alternatives are searched objecting either saturation of our individual needs, interests, beliefs, attitudes or elimination of damages or any harm from the aspect of the conflict and the law. Longstanding experience in the area of resolving conflicts by mediation led to the need for answering the questions directly or marginally connected with the topic. Present knowledge of mediation within the conditions of the Slovak Republic is predominantly presented by experts with the aspect of their legal specialisation thus by the means of civil and criminal law. General public perceives mediation as an entity, not classified by legal segments, it is rather accepted as a multifunctional tool for resolving conflicts (disputes). Foregoing assessments result from investigating studies crucially focused on the topic of conflicts resolution and mediation. Last but not least, this perception of mediation is supported by personal, empiric experience of a probation officer and mediator who participated over five hundred criminal law mediations. The introduction of the topic indicates that resolving conflicts by the means of mediation in the context of Slovak jurisdiction system can be realised in civil and criminal issues.

In addition to these two essential types of mediation, there are other forms of alternative dispute resolution applied in resolving social or interpersonal conflicts, peacework, school or peer mediation. (Labtáth, 2011). To focus on this highly specific objective as effectively as possible, it is inevitable to present (gain) sufficient knowledge of communication, conflicts and mediation itself. Communication is supposed to be an essential way of leaving and taking messages, expressing feelings, emotions and needs, etc. It is used as a method of social interaction between a client and a social work supervisor as well as in other professions. Knowing the specifics of the skills from the area of verbal and non-verbal communication should be an essential part of mediator's skills if conflicts resolution is a part of their work. The Association of Slovak Mediators describes a mediator as an important subject in a process of mediation who as a qualified pro-

fessional for a field of *communication* and conflict resolution helps the parties to resolve their disputes. To answer the question "What is a conflict?" a great number of definitions can be found; translation of latin *conflictus, us, m. – collision, clash*, the prefix *con* itself indicates possible mutual confrontation of two participants, or the word *confligere* which does not necessarily mean "to fight" but "to interfere", etc. (Křivohlavý, 2002). Conflicts are universal and they represent an ultimate appeal for facing the distinctions. As conflicts arise in any environment, globally, they might include international, diplomatic or martial conflicts. (William W. Wilmot, Joyce L. Hocker, 2004). Pružinská (2006) answers the question "What is a conflict?" in a context of mediation: *"a conflict is regarded as (Boulding, in Folberg – Taylor, 1984) a state of a contest in which participant parties are aware of a contradiction of potential future positions and each participant aims to assume position unacceptable for the latter. Boulding distinguishes between a static and dynamic model of a conflict. Within a dynamic aspect every motion of the party A influences consequential motion of the party B which has backward effect on the motion of the party A. The dynamic model of a conflict is applied in every sphere of human interaction: marital, labour union – employers, nation – nation conflicts."* (In Pružinská J., Szabová M, Labáth V., 2006, p. 7). Out of the range of conflicts arising in everyday life as an interaction of diverse notions, approaches and interests, they are predominantly presented in at least two different, exclusive alternatives, customarily having antagonistic character. The aim is to explicate the domain from more aspects and determine what coherence and specifics exist between an out-of-court way of conflicts resolution and conflicts within the criminal proceedings. This aspect enables us to analyse conditions in which the phenomenon may be observed, describe interactions connected to it and record the results or effects influencing the process of civil and criminal mediations. The experience acquired by practising in a field of criminal mediation indicates distinctions and specifics between particular mediations. Our ambition is to determine in a more exact way the links between criminal and civil mediations and proceedings which are distinct and specific in a mediation process from the aspect of a mediator. At present, there is a lack of knowledge of the problem or in other words we have not traced a study or research responding to conflicts resolution from the aspect of civil and criminal mediations.

This motivating aspect of the theory and practice should undergo a process of comparison, analysis and consequently synthesis of civil and criminal mediations in the phases of the process which are compatible and should be determined in a specific time and place. The further part of the dissertation should reflect on the distinctions and specifics unique for either civil or criminal mediation in order to apply definitions, terms, approaches, forms, lines and methods of work exactly in individual phases of the process. Current sources of professional articles and literature elaborating the topic of civil mediation are more extensive, miscellaneous and available than in the case of criminal mediation which is essentially perceived and presented through a prism of restorative justice. The aim is going to be accomplished by using a qualitative method implemented by "Grounded Theory". The collateral intention is to acquire knowledge of applying various approaches in mediation including the information which of them is applied most commonly and on what conditions this process proceeds in criminal mediation from the aspect of restoration. Gained information can be used as an answer to the problem of the competence of probate and mediation officers at levels of primary and further training, a problem not concerned in Slovak jurisdiction.

### The scope of the research

Within the scope of comparison of civil and criminal mediations, our ambition and the aim is to find out the existence of coherence and specifics between civil and criminal mediations from the aspects of civil and criminal mediators. It is expected to find differences in some actions as

well as areas of intersection, thus the approach is to reveal correlations between them. The research task is stated for broader investigation to follow the interest, not the variables. The variables will be identified gradually, in a process of various levels of information coding, with an open mind and without prejudice. The inevitability of paying attention to the task resulted from the needs to find the attributes, methods appearing in a process of civil and criminal mediations. Considering the title of the dissertation and the accomplishment of its approach, the question has been formulated: ***"What coherence and specifics are there between out-of-court way of disputes resolution in civil proceedings and conflicts resolution in criminal proceedings?"*** It is expected to get relevant answers via collecting technique of unstructured interview. *"An unstructured interview enables absolute freedom to answer. Such interview brings original, often unexpected information."* (Gavora, 1999, p. 127). The subjects of the research will be experts from a field of civil and criminal mediations, the essential body will be formed of five civil mediators and five criminal mediators (probate and mediation officers) all with professional experience of minimum 5 years. The selection based on relevant characteristics essential for the research will be realised intentionally to avoid selection of mediators working in the same locality or region in order to eliminate the probability of having the same habits, views on particular actions even within their training programme, etc.. A register of civil mediators available on the Ministry of Justice of the Slovak Republic website will be used for given purpose, alike method will be applied with probate and mediation officers. To solve the research task, ***Grounded Theory*** which ranks to the category of classic qualitative methodology will be applied. The choice was influenced by the fact that whole process of data collection and analysis is aimed at searching the terms related to the investigated problem and consequently ***reveals the relations between them***. This aspect of cognition, ***"to reveal the relationships"*** between civil and criminal mediations is considered to be a fundamental basis of the research part. The tools for the text analysis are various types of coding (open, axial, selective). Grounded Theory is a set of systematic inductive concepts for carrying out the research, but *it is a theory with the feet on the ground and the head in the clouds*. Strauss and Corbin state that *"... it is a theory inductively derived from the examined phenomenon which it represents. It means it is discovered, generated and yet verified by systematic gathering and analysing of data about the phenomenon which is examined. For that reason collecting data, its analysis and the theory interact. We do not start the theory which is not further verified. We rather start observing the areas and let them generate what is important in these areas."* (In Šedová, 2009). The statement allows us to point out that the term Grounded Theory cross - refers to a particular methodological approach but also to its product, the final theory. According to Hendl (2005), Grounded Theory has three essential elements – concepts, categories and propositions. ***Concepts*** (theoretical terms) are an essential unit of an analysis because a theory is outlined by data conceptualisation, not directly from the data. ***Categories*** which are on a higher and more abstract level come out of concepts. They are generated by identical analytic process of comparison to show the parallels and differences. The last element, ***propositions*** formulate generalised relationships between a category and a concept and between categories. Propositions in contrast with hypotheses include conceptual relationship. The choice of data material is done by theoretical patterning. Using this method enables to implement simultaneously a comparison of particular parts of known laws and norms and identical interviews with civil and criminal mediators.

### CONCLUSION

The dissertation is suggested to come to clear identification of the elements connecting civil and criminal mediations and those which are unique for only one type of mediation. We get an answer to the question what parts of civil mediation (models, links, approaches, techniques) may be applied in training process of criminal mediators. Our empirical experience is that there

are certain intersections within the mediations which can be applied in specific cases of criminal mediation. However, this is only our personal experience.

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## contact:

Vladimír CEHLÁR,  
St. Elisabeth University of Health and Social Work Bratislava,  
The Institute of Social Work of Divine Mercy, Žilina  
County Court Žilina,  
GSM: 0911 431 73,  
e mail: v.cehlar@justice.sk

# CONFLICT BETWEEN EMPLOYEE AND EMPLOYER IN TERMS OF SOCIAL WORK

Radoslav Michel

*St. Elisabeth University PhD. programme,  
Department of the Queen of Peace of Medjugorje*

## ABSTRACT

The conflict is a clash of differing ideas, opinions and interests. It is also about various conflicting tendencies, which are often the cause of serious conflicts between individuals or groups in society. Conflict is necessary for the formation and improvement of each individual. It is important impetus to solving problems. Conflict leads to delimit problems in interpersonal interactions and greater motivation to address certain problematic situation in terms of creating a balance in relations. Processing (adoption) conflict is an important part of a balanced personality of each person. An important aspect of the personality of each individual's ability to cope with life situations which are typical conflicts or contradictions with other people.

**Keywords:** Conflict. Conflict of interests. Work conflict.

## INTRODUCTION

Money makes the world go by, and especially today. While still true that a company made up of people, but the quality of the man, his value to more and more of us determines the amount of the bank account (Michel, 2012).

By Vansac (2012) causes of Depression to Look for in a man, especially in his conscience and morality.

The management practice to use these five ways of resolving labor conflicts:

1. dominant method (enforcement) - used by operators of high interest for themselves and a low level of interest in others. It is a preference for self-interest and disregard for the requirements of other people;
2. minded way (Dispute) - is based on a low order of himself and high interest of others. Terms of promoting positive relations with communicating partners;
3. evasive way (retreating) - a low interest in themselves, but also for others. One partner avoids relationship with communicating;
4. compromise the way (slowing the) - is based on a particular interest of themselves and of others. Partially giving up a part prioritizing relations with communicating partners (Porvaznik, 2011);
5. friendly way (cooperation) - is based on mutual cooperation, which leads to the achievement of all individuals involved. Communicating partners have a high interest in promoting their own interests, but also the requirements of other individuals (Urban, 2003).

Trade unions have enormous importance, especially through the formation of democratic and socially just society (Hanobik, 2011).



## RESEARCH PART

On the basis of theoretical development, we have set targets and research hypotheses that we can carry out research of the dissertation.

### Objective of research

The main objective of the research was to determine whether a compromise conflict resolution improves relationships between employees and senior officials from the perspective of social work research subjects.

### Sub-targets

Based on the main objective of this research we have identified sub-objective:

- C1: Find out, which is related to a compromise deal with conflicts between employees and senior staff in research subjects.
- C2: Find out what they are determined by the relationships between employees and senior staff from staff in research subjects.
- C3: To determine whether a conflict between employees and senior staff affects the quality of working conditions and satisfaction with the services provided to research subjects.
- C4: Figure out what strategy to resolve conflicts with employees prefer managers of the research subjects.

### Research hypothesis

The sub-objective we set the secondary hypothesis:

- H1: The compromise solution of conflicts between employees and senior staff associated with the action of the representatives of the employees in the surveyed entities.
- H2: Interactions between staff and senior staff are determined by the staff of the Hippocratic Oath in research subjects.
- H3: The conflict between employees and senior staff affects the quality of working conditions and satisfaction with the services provided to research subjects.
- H4: Managers prefer a compromise strategy conflicts with employees in research subjects.

### The research results

Using the statistical program SPSS, we analyzed the answers of the respondents to the questionnaire and the results were used to verify the hypotheses us. To verify each hypothesis, we analyzed the answers to several questions of the questionnaire and at the same time we are looking for relationships between pairs of variables.

We also compared the responses to the questionnaire among research subjects from the perspective of employees.

To evaluate statistically significant differences were found between the various entities studied by the staff used the Pearson Chi-square test.

## CONCLUSION

To achieve positive economic results in the organization, it is necessary to address particular labor conflicts. Work conflict is a condition where the views or interests between employees and employers (senior staff) are different. Conflict is a natural part of working life. Conflicts of interests in the company are an expression of social conflicts in society. Very often conflicts arise between employees and employers (senior staff), resulting in strikes, layoffs and the like.

The result of the research was the confirmation of the hypotheses. The main objective of the research was to determine whether a compromise solution to the conflict improves relationships between employees and senior officials from the perspective of social work research subjects, and what we have achieved.

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### Contact:

Radoslav Michel'  
Department of the Queen of Peace of Medjugorje,  
Štefanikova 64, 085 01 Bardejov,  
GSM: 0908879951, e-mail: michel.rado@centrum.sk



# CURRENT SITUATION OF HOMELESS PEOPLE AND ITS TRENDS FROM THE VIEWPOINT OF SOCIAL WORK

Peter Kadlečík

*St. Elisabeth University PhD programme, Institute st. Ladislava, Nové Zámky*

## ABSTRACT

The aim of the thesis was to analyse the situation of uprooted people in general and social services aimed at solving their problems and needs. In the research section was focusing to the conditions in which homeless people in Bratislava live in, their needs and problems, and to assess how these needs have been addressed and existing meet real social and other services. The theoretical part defined the key terms as people homeless, homelessness and a typology of services designed for them. In the typology was based on law of 445/2008 Z.z. about social services, a typology based on the levels of thresholds, as well as the British once. The work was used a qualitative research design a personal case study. For this reason, the observation made in the field of focusing on the lives of people are homeless and their terms and conditions and also the way in which social services, in-depth semistructured interviews with ten participants and the study of the internal documents of the Civil Association Proti prúdu. Following the **Merriam (1988)** data collection was conducted in the real, natural environment in the case where homeless people in Bratislava lived without affecting the researcher. The obtained data were analyzed by seeking answers via research questions. The importance of this thesis we perceive in the acquisition of information about the lives of homeless people and services aimed at them, can be a suitable feedback for existing projects and organisations working with homeless people in Bratislava. At the same time the results can be an enrichment and inspiration for projects outside of Bratislava and for students of social work.

## Keywords

homeless people, social services with the level of the threshold, social rehabilitation, interdepartmental cooperation, non-governmental organizations

## INTRODUCTION

The issue of homelessness has a long history on a worldwide scale. From the primary charitable activities, in particular on the part of the Church to care for the poor and vagrants later specified to the professional social work. The issue is very large because the real situations in which homeless people are given to them are very varied and flexible to respond to different approaches involving the individual needs of the target group. For this reason, there are a variety of different forms, outreach services, walk-in and residential. A number of services, their sophistication and quality depend on the geographical area of the country, its economic situation, traditions. Therefore, the conditions in the countries and places more or less different. During the study carried out by implemented expert research so far we saw in some of these aspects of significant differentiation. For Example. in the UK, and the USA is considerably more sophisticated in theory, as well as the issue of the actual implementation in comparison with Slovak and Central European conditions. Therefore, we see great potential in unjust enrichment through these professional resources.

## THE THEME AND OBJECTIVES OF THE RESEARCH

**The theme of the research** there were homeless people and their terms and conditions in which they lived in, the needs and the problems they encounter in Bratislava. At the same time we are dealing with charitable and social services that are designed just for this target group. We were interested in, how they worked, what services they provided and because the offer was sufficiently direct for the homeless people.

**The aim of the research** was to analyse the situation of homeless people in general and social services aimed at solving their problems and needs. In the research section of the specified target in order to determine the conditions and the needs of the homeless people in Bratislava and to assess whether these needs are addressed and existing meet real social and other services.

## THE MAIN RESEARCH METHODOLOGY AND PROCEDURES

**Target group research** people were homeless in Bratislava and personnel of services focused to support them. During choosing participants, we tried to avoid too one-sided selection of participants, whose testimony would have not talked about a wide range of issues. We followed the typology of the different levels of thresholds from the theoretical part of the work and their characteristics. For this reason, for an in-depth interviews we've done targeted selection the representative of homeless people, representing conditions and problems in the life wide range of issues. Similarly, we did in the study of the internal documents of the Civil Association Proti prúdu where we selected the characteristics of the homeless. We assumed that, in two of the projects with different level of the threshold service ("The Streetwork programme" with low threshold services and Nota bene programme with partly higher threshold services) we have different knowledge about the people without a home. In reality it was so generally, yet for both programs was not a sample of clients strictly the same and there were also characteristic of the different typology of clients. We obtained information from almost all representatives of charity and social services in Bratislava within all levels of service thresholds.

## RESEARCH QUESTIONS

The fundamental question that we asked was: how homeless people live in Bratislava? This generally formulated question we separated for more specific questions. What conditions of homeless people in Bratislava live in? How homeless people in Bratislava characterised their needs and problems by themselves? What is the situation and conditions of services for homeless people in Bratislava if their services meet with homeless people needs? In research, we focused on phenomena and processes affecting the lives of homeless people, their quality and the sources of problems. We have tried to find out what they needed from their perspective and homeless people what options had different services operating in the field of this issue. Whether the problems cited by the homeless people are faced with an interest in efforts to deal with the workers.

## RESEARCH METHODS

The work was used a qualitative research design a personal case study based on Hendla (2005) and Svaříčka, Šedovej et al (2007) and Mitovského (2006), with the output according to the Yin (2003) explorative studies. The same author suggest suitable for data collection to use all possible techniques to the collection. For this reason, the observation made in the field of focusing on the lives of homeless people and their terms and conditions and also the way in which social services, in-depth semi-structured interviews with ten participants and the study of the internal documents of the Civil Association Proti prúdu.

## Methodological aspects of research issues

1. question: what are conditions of homeless people in Bratislava they live in?

A description of the methodology:

- study of internal documents of the Civil Association Proti prúdu of the programme Streetwork and Nota bene. At first we were based on the records of the work of social workers, in some cases, fortified with 1000 clients and case studies on the second with 2536 clients (Interný dokument o.z. Proti prúdu, 2013)

Substantiation for the use of the methodology and research resources:

According to Časopis (2013) Civil Association Proti prúdu has been solving problem of homelessness since 2001. Its longest running program Nota bene is used as a tool for the therapy magazine sold directly to clients on the street. On this instrument are forms of ambulatory and the outreach social work using a variety of methods of social work as individual and group work, social counselling, etc. The Streetwork programme, according to Kadlečík (2013) provided outreach services from 2006 to 2012 year as outreach programme aimed at mainly to the homeless people using low threshold services.

A selection of the internal documents we have chosen due to a good knowledge of the environment by the author of the work who has been working there since the beginning 2008 as one of the social workers. Another reason was the long-term operation of the Organization in the field of homelessness and our assumption of obtaining a large source of knowledge for research. An important moment was the fact of working with a wide range of different groups of homeless people through two different programmes providing specific services to different thresholds. Thanks to the richness of resources, we assumed a broader perspective on the overall issue.

- observation and semi-structured interviews

Substantiation for the use of the methodology and research resources:

We were under the observation of Mitovského (2006) extrospective method reductive description. We chose this procedure with a view to recording on specific tracked data on homeless people as a way of living, nutrition, hygiene, etc. The observation was carried out in the field by visiting the homeless people in their natural environment, so the place of sleep, staying over day, such as recycling collections, in front of supermarkets, stations and also to the places where they are provided services for them. We set these helpful support points for observation:

- where they live and sleep, what environment is like (security, privacy, accessibility)
- how are they dressed and what is their personal hygiene (whether they are outwardly clean, aroma, etc.)
- what is their mobility and the ability to achieve their own needs
- communication skills

Semi-structures interviews we did with ten participants from the ranks of homeless people.

2. question: How do homeless people in Bratislava characterise their needs and problems like?

A description of the methodology:

- the study of internal documents

Substantiation for the use of the methodology and research resources:

As well as in the research question number 1 with a specific focus on the problems encountered by homeless people.

- Semi-structures observation and interviews

As well as in the research question number 1 with a specific focus on the problems faced by participants.

3. question: What is the situation and conditions of services for homeless people in Bratislava if their services meet with homeless people needs?

A description of the methodology:

- the study of the following materials: a letter to the Mayor regarding the concept of the municipality on the text for 2012 to 2015 (letter to the Mayor, 2012), Step off the street (Tordová, 2011), the analysis of the current status of services for homeless people (Diamonds, 2011)
- information leaflet "Street compass" about social services (Beňová, Pohanková, 2012) and additional information from semi-structured interviews carried out in person or by telephone and visits to the personal staff of charities and social services
- We have created a map of the charitable and social services for homeless people in Bratislava and their terms and conditions

## THE INITIAL RESEARCH FINDINGS

### The conditions in which people lived without home

The conditions of the homeless people they lived in were substantial. For the sake of a better understanding of their split into three level according to their potential we use of the services by the amount of the threshold. There were differences in terms of accommodation or housing, especially of personal hygiene, health condition, rest and then do a good performance at work options.

#### Problems

##### the problems associated with sleep

- poor sleep and a low sense of security
- the uncertainty and the risk of losing the provisional housing
- a lower level of hygiene, privacy in large installations due to the resizing of the number of clients
- long distance of some basic services from the city centre
- homeless have to leave the shelters during the day and do not have any low threshold day centre
- the lack of space for intimate moments with your partner
- the impossibility of leaving your personal things in some institution and the need for them to wear with them

##### problems associated with ensuring personal hygiene

- lack of service providing the possibility of showers in their vicinity
- imperfectly ensuring personal hygiene by visiting public toilets, natural pools, river Danube, etc.

##### the problems associated with dependencies

- health problems associated with the use of alcohol and drugs
- limitations of use the services of a higher threshold and the lack of low-threshold services
- financial problems
- the inability to find legal employment and long term in order to maintain
- the opportunity for the easy access work with customized terms and conditions less attractive members of the labour market
- restrictions on the use of therapies for the treatment of addiction in medical equipment for the borrowers to insurance companies and the lower the efficiency of the therapy
- lack of support for dependent people after leaving therapy treatment
- addiction greatly influenced the priorities and hierarchies of values

##### the problems associated with the health

- health was affecting by poor living conditions, lack of personal hygiene and not healthy lifestyle
- frequent occurrence of surface wounds, frostbite, toothache
- limited access to health services
- the concern to see a doctor in the absence of the card of the insured person, debts against the insurance undertaking or prejudice on the part of patients and personnel
- mentally ill have failed their disease, have lived in the world and so iluzórnom yourself a doctor searching for
- lack of outreach services for mental health homeless people

##### the problems associated with the work

- the problem with the unfair criminal records, which require many employers
- the debts, which allow the bailiff to deliver on their salary and their employment. Lose of motivation because of the low level of income.
- the preference was for quick income to cover the current needs of the day
- the loss of working habits, fears of a new environment, the impact of previous bad experience and addiction
- follow-up to illegal (no contract) work or collection recycling materials and selling it

##### the problems associated with the financial management

- the deficit in the ability and motivation to work with the finances
- their budget often does not exceed a period of one day
- the inability to handle greater amounts of money and use it for a longer period
- an easy path to a debt and difficult way out
- difficult access to register in offices and wrongly set the system of health insurance creating many debtors among homeless people
- the availability of loans with terms of repayment of interest on arrears and progressive any adverse highly in default or a contractually agreed instalment

##### the problems associated with the access to the services

- the need to distinguish between needs and conditions, depending on the group of homeless people in terms of the standard
- homeless people with lower standard of living had less motivation for rehabilitation. These homeless people needed more sensitive conditions of service in the term of their need.
- people with higher levels of motivation had higher motivation to integrate into mainstream society, and interest and the potential to use the services with a higher threshold

## conditions of services for homeless people in Bratislava and in view of the needs of homeless people

### the strengths of services in Bratislava

- rich knowledge about issue by organizations have been providing services for years
- originate of new services reflecting current needs of homeless people
- designing of the conditions according to the level of the thresholds
- cooperating between non-profit organisations working with homeless people and their quest for systematic work in addressing homelessness in terms of the provision of good practice, and legislative changes
- the first minor success in communicating with the Bratislava City Council

### the weaknesses of services in Bratislava

- not clear objective number of homeless people in Bratislava
- many of services do not have conditions focused to level of threshold
- long geographical distance from the Bratislava centre of some services
- a high number of clients and low number of staff
- a lack of material provision of the services
- the absence of separate rooms for more privacy of clients
- due to a lack of services in creating pressure to provide services to a greater number of clients and the expense of inferior quality
- the lack of support from the government and City to organizations providing services for homeless people
- uncertainty of long-term strategy for work reducing homeless people in Bratislava from the view of Bratislava City Council and government
- the lack of legislation in terms of homelessness

## CONCLUSION

The research findings show the great diversity of both conditions, as well as problems in meeting the needs of homeless people in Bratislava. The staff of charities and social services generally have sufficient knowledge of the needs and problems, but due to their limited options, financial as well as personnel are not able to fully reflect their needst. The importance of this thesis we perceive in the provision of knowledge and feedback for existing projects and organisations working with homeless people in Bratislava and the competent authorities and also be an enrichment and inspiration for projects outside of Bratislava and students of social work.

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## contact:

Peter Kadlečík  
Vysoká škola svätej Alžbety,  
Inštitút zdravotníctva a sociálnej práce sv. Ladislava,  
ul. Slovenská 11, 940 52 Nové Zámky  
občianske združenie Proti prúdu, Karpatská 10, 811 05 Bratislava  
GSM: 0907336652, e-mail: [peterkadlecik@notabene.sk](mailto:peterkadlecik@notabene.sk)

# PRECONDITIONS AND REQUIREMENTS GIVEN TO SOCIAL WORKERS IN TERRAIN AND THEIR ASSISTANTS IN THE PROCESS OF CONTINUING EDUCATION

Janka Čillíková

*St. Elisabeth University PhD. Programme, Ministry of Labour, Social Affairs and Family*

## ABSTRACT

This paper brings an outline of a research that has been carried out in finding aspect of educational preconditions and requirements in respect to a continuing process of education of social workers in terrain and their assistants. The respondents from 5 self-governing regions of Slovak Republic are the participants of the research. the core subject of this paper is a detailed methodology of research. The entire dissertation is in IMRAD format.

**Key words:** Social worker in terrain, assistant, regional coordinator, quantitative and qualitative research, questionnaire, interview.

## INTRODUCTION

Due to the current social problems of clients from a discriminated Roma community, the social workers in terrain seem to be more often exhausted; most of them feel desperate and hopeless and have doubts about the quality of their intervention given to it. They are threatened by the burn-out syndrome. When providing the social help they need to use educational program specifically set up. The working schedule of social workers in terrain must necessarily include a regular education, feedback and supervision. When we talk about the intervention of social workers, the State has forgotten about the aspects of working conditions of the social workers in terrain that have been previously mentioned. It has tried to rectify it by the realization of the National Project called "Terrain social work in municipalities". However, without adequate mapping of educational needs for social workers in terrain, the result is unclear. Our research deals with the absention problem. The first part of our paper will deal with a methodology of research. Second part deals with the goals of research. Other parts will closely discuss the following: hypothesis and indicators, basic and selective file, data collection, time and financial management. Last part will provide the expected results of research from our perspective.

## Methodology of research

The practical part of our dissertation work was aimed on determination of concrete educational needs of social workers in terrain and their assistants when working with discriminated Roma community in 5 regions of Slovak Republic. The choice of the topic was preceded by the analysis of literary sources with existing summary of researches already done in Slovakia as well as abroad. The first part of our research has more of quantitative character. The second part has been amended by qualitative one. We used the questionnaire in order to ensure the anonymity of our respondents. We can also receive most of the answers within a short period of time. Besides that, selection file has a wide range. In second part of the qualitative research the method of interview, in particular focus group and individual discussions were used. These methods have been chosen from the reason of a direct interaction between researcher and respondents as well as from the reason of the way how the questions have been asked and understood.



**AIMS OF RESEARCH**

The main aim of our research can be define as follows: To identify the preconditions and requirements of the education of social workers in terrain and their assistants and to find out the relatedness of achieved education and its possibility to assign the social competences in practice. The main aim was specified in 3 partial aims:

- To map the achieved education of social workers in terrain and their assistants
- To find out the level of applicability of theoretical knowledge of social workers in terrain and their assistants when performing the social work in terrain
- To identify the level of interest concerning the thematic spheres, concrete forms and the modes of education of social workers in terrain and their assistants.

**Hypotheses and indicators**

**H1:** The social workers in terrain who have achieved higher education have more interest in practical methods of education as social workers in terrain who have achieved primary education (Janouskova, Kvasnicka, 2008).

Indicators: status of respondent, level of achieved education, preferred methods of education.

**H2:** The social workers in terrain and their assistants who have achieved the higher education will show bigger interest in systematical education that deals with problem solving activities as in short-term education (training). (Olah, et. al., 2009).

Indicators: status of respondent, level of achieved education, preferred length of education.

**H3:** The social workers in terrain and their assistants who achieved the higher education in a sphere of social work have stated in self-assessment form that they have higher level of ability to apply their theoretical knowledge than the social workers in terrain who have achieved the education in different sphere. (Olah et. al., 2009).

**H4:** The female social workers in terrain and their assistants have stated in self-assessment form that they have higher level of ability to solve conflict situations than the male respondents. (Socialno-zdravotnicke spectrum, Ondrusova, 2013).

Indicators: status of respondents, sex, self-assessment level of ability to solve conflict situations.

**H5:** Regional coordinators with 5-year period of practice have stated in self-assessment form that they have an upper level of social competences as the regional coordinator with less than 5-year period of practice. (NP, TSP, 2012).

Indicators: status of respondent, period of practice, the number of social competences, self-assessment.

Hypotheses will be completed by the questions provided in research. Each respondent will be given a question from both, questionnaires and evaluation of quantitative research. Those questionnaires have not been distributed.

**Basic and selection file**

The social workers in terrain and their assistants who work in municipalities and cities of Slovak Republic that are involved in realization of the national project called "Social work in terrain and municipalities" form the basic file. 238 municipalities and towns of Slovak Republic from 7 self-governing regions have been involved in it. Municipalities as well as the cities of Slovak Republic provide work to 725 people. 349 people have the position of social worker in terrain and 376 have the position of an assistant of social worker in terrain.

Selection file was defined by the intentional selection of the basic file. The first selection file comprises of 682 respondents, was defined by the receiver of nonrefundable financial contribution-

The Fund for Social Development. It has chosen the municipalities from 5 self-governing regions, namely: Kosice region, Presov region, Banska Bystirca region, Zilina region and Trencin region and applied the method of self-selection of the respondents. The second selection file comprises of 15 respondents. Five of them are regional coordinators, 5 are social workers in terrain and the rest 5 respondents are the assistants of social workers in terrain.

**Data collection**

The method of quantitative research of data collection: the method of questionnaire. We prepared the questionnaire in order to find out the preconditions and requirements for further education. It contains 24 questions (semi-closed and closed questions).

The method of qualitative research of data collection: The method of focus group. We will address to 5 regional coordinators from 5 regions of Slovak Republic which form the focus group. Respondents will be given the questions from undistributed questionnaires and questions related to work with clients will be added, too. At the same time, 5 social workers in terrain and 5 assistants of social workers in terrain will be addressed. We will have an individual discussion with them.

**Time management of research**

The individual tasks and activities within the expected period of time were planned. Time management records the course of research, from analysis of primary and secondary sources to statistical processing and evaluation.

Table 1. Time plan

Activity	Duration
Study of scientific literature	2011 – 2014
Analysis of projects that have been carried out	2011 – 2013
Analysis of scientific problems of the project	2011 – 2013
Determination of hypotheses	2012 – 2013
Research method: Questionnaire	2012
Prior research	Februry 2013
Research method: Questionnaire 1 for Social worker in terrain Questionnaire 2 for the assistant of social worker in terrain	March – April 2013
Distribution of the questionnaire in order to map the continuing education/ ensured by the Fund for Social Development	May - June 2013
Collection of the questionnaire in order to map the continuing education/ ensured by the Fund for Social Development	June – July 2013
Evaluation of the questionnaire in order to map the continuing education	July - October 2013
Focus group	January – February 2014
Individual interview	March– June 2014
Evaluation of research	August 2014

## CONCLUSION

An expected profit of our research is: to suggest a concrete continuing education/training that will contribute to a higher administration of social work in terrain with discriminated Roma communities. The Fund for Social Development and employers of social workers in terrain and their assistants will be able to plan the education aimed on thematic spheres in which the employees feel insufficient level of skills and knowledge. Besides that, they will be able to set up the method, form and period of continuing {vocational} education that will be acceptable for social workers in terrain as well as for their assistants. After the completeness of continuing {vocational} education, the social workers in terrain and their assistants will acquire the skill of proper technique for self-reflection, feedback and technique how to deal with critical situations when working with a client. They also acquire the technique how to prevent a possible burn out syndrome.

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contact: Jana Čillíková  
Project Manager for the Operational program Education  
Agency of the Ministry of Education, Science, Research  
and Sports and Slovakia for Structural Funds EU  
Hanulova 5/B, 841 01 Bratislava  
0901 706 020  
[jcillikova@gmail.com](mailto:jcillikova@gmail.com)

# ACUTE PROBLEMS IN SOCIAL WORK WITH FAMILIES

Silvia Vadkertiová

*St. Elisabeth University PhD. programme, Children's Home Kolárovo, Slovak Republic*

## ABSTRACT

The aim of this paper is to reflect on the selected dilemmas of social work with families. Addressing the family is the responsibility of the relevant institutions, respectively. Organizations that provide assistance and support to families living in adverse situations. The first and unmistakable environments of the individual's family gets here include the possibility of social relations and forms are as a person.

**Keywords:** Support. Family. Social work. Social relations

## INTRODUCTION

Hargašová (1991) states that the family is not only a mechanical puzzle people of all ages, but a complex interacting system. If there is a change in any part of the system, there are changes in all the interconnected parts. In the social field, we have the opportunity to meet with the term remediation families. Under the remediation we can understand the general level of the renewal or modification of something. In conjunction with the family is bound to restore, modify, and rectify conditions in the family. „From a methodological point of view remediation families understand more than objective work, a social worker who works with family sets, rather than as a method.“ (Levická, 2002, p. 146).

## Work with families

More specifically, the measures aimed at the rehabilitation and reconstruction of biological families' indigenous relations in the family engaged Act. 305/2005 on social protection and guardianship, as amended. Through individual action seeks to prevent family crisis situations, protection of rights and legitimate interests of children, prevention of recurrence and deepening disorders of psychological, physical and social development of children. In the public mind resonates most social worker who works with families in government departments to departments of social protection and guardianship of the offices of labor, social affairs and family. This issue, however, covers and workers from various Non-profit organizations who work with the staff of Department of Social Protection and guardianship. To work with families to engage urban and municipal authorities, this remediates family environment stems directly from their original remit.

## Legislative framework

Among the crucial legislative framework in the reconstruction of families that need to be taken into account and their knowledge is important when working with the family, reads as follows:

- The Constitution of the Slovak Republic no. 460/1992 Coll, the Convention on the Rights of the Child in 1989.

The family law:

- Law no. 36/2005 on the family and on amendments to certain laws,

The Social Security:

- Law no. 601/2003 Coll the subsistence minimum, as amended,
- Law no. 599/2003 on assistance in material need, as amended.

In the civil law:

- Civil Code no. 40/1964 Coll and Civil Procedure no. 99/1963 Coll.

In the criminal law:

- Criminal Law 300/2005 and Criminal Procedure no. 301/2005.

Particularly important law that comprehensively addresses the protection of children's rights:

- Law no. 305/2005 Z. z. the social protection of children and social guardianship.

The risk group social work with families are usually considered low-income families, where a family has a problem, ensure the basic living conditions. This is often a family where both parents are unemployed, respectively; their income is covered by social benefits. Family to meet their needs, often using illegal methods of procurement them / theft, robbery, use of children for begging, etc. /. We do not claim that this method works for every family that has similar characteristics as mentioned above. Besides the phenomenon has often occur in families and other socio - pathological phenomena, such as alcoholism, crime, abuse and child abuse, sexual deviance, domestic violence and so on. When a social worker acquainted with the situation of families, examines the ability of families to be able to deal with crisis situations, thus analyzing potential and position itself families to the problem is or problems. Identifies and describes the symptoms and estimated their momentum.

### Methods and techniques

Social worker who chooses to work in this area should control all the necessary methods and techniques, such as:

- Current methodologies: interview, observation, analysis environment diagnostics.
- Specific ways, methods and techniques of professional conduct: mediation, facilitation, negotiation, clarification, interpretation, confrontation, ventilation, reflection, abreaction, persuasion.
- Methods aimed at promoting and encouraging: communication training, social skills training, relaxation techniques, video -home training, family monitoring. (Mydlíková, Gabura, Schavel, 2005).

### CONCLUSION

The findings of the empirical research aim at identification of the barriers in the integration process, the needs of migrants and, at the clarification of the relations between migration, social work and social anthropology. On the basis of the policy analyses in both countries and the research findings, the intention is to seek the options for the enhancement and effectiveness of integration measures in Slovakia.

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### Contact

Silvia Vadkertiová  
Children's Home Kolárovo, Slovak Republic  
Dvory nad Žitavou 94131, Ľ. Štúra 25  
tel. 0908150 912  
[silvia.vadkertiova@gmail.com](mailto:silvia.vadkertiova@gmail.com)

# INITIATION AS A FORM OF SOCIAL PREVENTION

Ján Kolodzej

*St. Elisabeth University PhD. programme, CPPB-Slovakia, s.r.o., Považské Podhradie*

## ABSTRACT

The main aim of social prevention is to prevent problems and negative socio-pathological phenomena in society, preventing them from deepening and recurring, as well as to create favourable social conditions and social integration. Effective prevention should include cooperation of parents, schools, health workers, mass media, clubs and sports organizations, pedagogical and psychological counselling centers, churches, police and third sector organizations.

Prevention is generally conceived as an activity aimed at preventing, minimalising and avoiding various problems, and preventing undesirable phenomena. According to Strieženec (2006) the crucial aspect of prevention is the complexity of partial preventive systems in the overall system of social work. The author also defines prevention as a „practical activity based on scientifically applied measures that lead to the reinforcement and protection of complex social balance and it is necessary to realise it throughout all the periods of one's life.“ (Schavel-Čisecký-Oláh, p.90)

**Keywords:** Social prevention. Initiation. Social work.

## BASIC LEVELS OF SOCIAL PREVENTION

We can differentiate three levels of prevention:

1. Primary prevention.
2. Secondary prevention.
3. Tertiary prevention.

**Primary prevention** represents a universal action focused on the whole public body. It consists of intervention even before a problem appears, i.e. before the outer relationships or the inner balance of mental and physical health are disturbed. Its purpose is to eliminate the potential causes starting a complex of health, social, or criminogenic factors (Scavel-Čisecký-Oláh, 2008). The main principle is the development of knowledge and healthy lifestyle. It includes especially the motivation to a positive change in behaviour and to preferring those values, attitudes and principles that are accepted by the society. Ondrejko (2009, p. 283) sees the optimal strategy „in reinforcing and supporting the positive conditions of social system, mainly of the morals, law system, educational system and socialisation, particularly adopting social roles, norms and values of the society“ The influence on the upbringing and family guidance, which is conditioned by role models and parenting styles in a family, is considered to be the basis of primary prevention. It implies also the intentional influence on young people in quality preparation for marriage and parenthood, creation of positive attitude to one's own body and its protection, sexual education, religious and ethical education (Oláh, 2005).

**Secondary prevention** concentrates on the identification of individual's or group's problems. It is designed directly for the threatened individuals or groups. After their selection based on screening they are intentionally influenced so that the risk of the threat is decreased to minimum. It should prevent the rise or deepening of disorders of social and mental development. It is important to identify the already existing disorders and problems of adults and children and to eliminate them in the initial stage. The early intervention can thus ensure a favourable prognosis of



negative phenomena. Specialised professional therapeutical and counselling subjects are also involved in solving problems.

**Tertiary prevention** should prevent the worsening of the state of already existing problems and disorders and to prevent them from recurring. The aim of tertiary prevention is re-socialisation and integration of individuals into society. It is based on help, not repression, but on re-educating and re-socialisation, therapy and working with families. It is generally realised in health, social or educational institutions. Communities and municipalities play an important role, too (Scevel-Čisecký-Oláh, 2008).

Social prevention in the competence of MPSVaR (Ministry of labour, social affairs and family) is focused mainly on the field of secondary and tertiary prevention. However, the focus of social prevention is much larger, that is why the characteristic feature of conception solutions of social prevention is their being interlaced with system measures and solutions in the field of socio-pathological phenomena on the international level. It is therefore essential to conceive the social prevention in broader context and to take into consideration its interlinking with conception measures like Strategy of crime and other antisocial activity prevention, National programme for the fight against drugs, but also conception intentions of individual resorts - ministry of justice, education, health, and interior (Oláh – Schavel, 2006).

## IMPORTANCE OF INITIATION IN SOCIAL PREVENTION

Initiation into a certain activity, introduction into a certain group and integration into society was an important aspect of initiation in the past. An individual was introduced into a new social position, a new role in the society. Like this, the individual acquired a new social status that the society respected and at the same time the initiated individual had to adapt his/her personal and social behaviour to the new status.

In contemporary culture there is a lack of myths and rites, which due to their deep meaning help us to better understand the meaning of life and to form its principles, values and norms. Initiation represented for each generation a possibility to start from the beginning again, ritual experience and the support of community offered space for renouncing the society. Initiation in the past was on a different degree than mere handing over the facts and data (Rohr, 2005).

Nowadays it is also important to give young people a helping hand in joining the society. European union steering committee (2004) for youth publishes in its document the results of surveys, which show that the transition from childhood to adulthood has been fragmented, prolonged and it represents a lot of dangers. The complex character of the transition from childhood into adulthood is caused by many changes in the lives of young people. Today's young people have more affordable / accessible possibilities to build their life career, get qualifications and education, even abroad. In connection with this research they speak of individualisation, the need of experimenting with work experience and ways of education for the determination of professional career that would best fulfill the individual's requirements. Young people also begin to search for their own identity and experiment with the adult forms of life.

According to Ondrejko (2004) young people find themselves in the structure of social reality in the role of strangers. Social reality, values, norms, social roles, attitudes, patterns of behaviour and culture haven't become the integral part of their biography yet. Young people are neither able to integrate into the group where they would prefer to belong as soon as possible, nor can they rely on the expectations from the appropriate group, as a result of their lack of previous social experience, and therefore their behaviour becomes rather an adventure or an experiment for them.

## USE OF INITIATION IN SOCIAL PREVENTION

Even today it is still equally important to offer young people help in entering the society and accompany them throughout this period in an appropriate form. In the past the integration into a social group was done through the process of initiation, in which a young person accompanied by adults was introduced into society, thus gaining a certain social status. Initiation might positively influence the process of socialisation by mediating the moment of transition of a young person into society. A young person would be acquainted with the life in society through a rite under the guidance of a more experienced man who would „let him enter“ the society. Initiation as a transition into society, which is realised under the guidance of the elders, ensures acquiring a new social role, a new identity and adopting norms and values accepted by the society. Thus it might contribute to avoiding problems in the society even before a social problem arises. Initiation could offer a man vivaciousness, help them orientate and prepare them for a new role in life, teach them responsibility, ability to solve problems, make decisions, become mature, and offer them a vision of the future. This is also the basic principle of primary prevention of socio-pathological phenomena.

We could wonder if the contemporary society is able to offer a young person in the process of socialisation the necessary positive values and norms. Family upbringing doesn't always have to guarantee that a young person will be given these norms and patterns. Young people often make attempts for initiation on their own by having to pass a certain exam in order to be accepted by a social group. This is an important point that we should profit from in designing the conception of primary and secondary prevention.

## RESEARCH OBJECTIVE

In my PhD thesis (dissertation) I would like to focus on the possibilities of making use of initiation elements in social prevention.

### 1. Theoretical part

- explanation of the term initiation (rites, rituals, myths), initiation from the anthropological and socio-cultural point of view, process of initiation, absence of initiation today,
- social prevention, its basic levels and approaches, prevention of socio-pathological phenomena,
- social work at school, competences and tasks of a social worker at school.

### 2. Research part

In the research part I want to concentrate on the comparison of the occurrence of socio-pathological phenomena in a group of children and young people who participate in Scouting with a group of children and young people who don't.

I chose a group of scouts because even though in today's society initiation is not practised, scouts use certain elements of initiation, such as leave one's security, experience inner solitude, uncertainty, fear, find oneself in conflicts, but also discover the sacredness and the dimension of eternity. However, they need to find and accept a teacher (wise man), who will give them the secret wisdom, orientation, rules, necessary certainty, and not only the information.

In terms of my research I want to show the difference between a young person who has experienced initiation and a young person who doesn't have the experience with initiation, and find out whether this experience can influence the occurrence of socio-pathological phenomena in society. Based on the findings in favour of initiation I would like to outline the possibilities of improving the quality of work of a social worker in schools and updating his/her competences.



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contact  
Jan Kolodzej  
CPPB-Slovakia, s.r.o.,  
Považské Podhradie 373, 017 04 Slovak Republic  
GSM:0908587210,  
e-mail: jankolodzej@azet.sk

# APPLYING STANDARDS OF QUALITY OF LIFE WITH DUE REGARD TO THE NEEDS AND DEMANDS OF OLDERLY PEOPLE IN SOCIAL SERVICES

Dagmar Štiavnická

*St. Elisabeth University PhD. programme, ING Investment Management*

## ABSTRACT

In the paper we describe the concept of aging and its correlation to the quality of life of older people and developing social aspects of quality of life, affecting it, we are dealing with possibilities of analysis and we aim to balance the application of standards of quality of service associated with the process of adaptation with due regard to the needs and demands of older people with satisfaction and fulfillment capabilities to maintain a better quality of life in social institutions, which is necessary in every age.

**Keywords:** Aging. Quality of life. Social services. Quality standards.

## INTRODUCTION

The issue of an aging population is not only in our country but also globally sustained upward trend. Social services are for people of retirement age and for people with impaired health is very important, because many of them have no other options are, and to help others in need. Faced with a decline in physical and mental forces older people need sources of motivation to find meaning in life and in this life stage. Social care homes are an option, where the old man spends his last years.

The transition to a new social environment - social services are dramatically changing their life path. Need for permanent placement in institutions providing social and health services affects not only the man himself but also his immediate surroundings - family. Significantly changing social role of the family, lifestyle and space sick individual, may be restricted life opportunities, as well as a breach of his privacy. A common way to survive this period of the highest quality, the adaptation of old age and acceptance of himself as an old man who has lost something while, but it can also get a lot. Good social adjustment is needed at any age, but especially in times of risk of human life, including in particular the higher age. The most important element in helping the elderly person to cope with the changes associated with aging is just family. Suitable environment, frequent contact with loved ones are vital to the emotional, social and psychological plane elderly man at a time when his health is weakening, narrowing the social contacts and increasing dependence on aid.

The aim of this study was to answer the question of what role, in terms of social service workers, played quality standards and their application in the development of social services with due regard to the needs and requirements of elderly people in institutions.

## QUALITY STANDARDS AND THEIR IMPORTANCE IN THE DEVELOPMENT OF SOCIAL SERVICES

Law. 448/2008 Coll z. Social Services in § 104 determines the quality assessment of the conditions of social services. Conditions quality of social services provided by law equally to all facilities throughout Slovakia, which are defined in Annex. 2 of the Act on Social Services. Terms

of quality social services are a tool to evaluate and to improve the quality of services provided. Are a way to improve social services. Quality social services allow recipients of social services to decide on their priorities and live a good and happy life for aid workers to help them find the path to fulfillment. Social Services Act provides for social services quality standards, which can be good only for the cooperation of all stakeholders. Quality standards have several levels, which together ensure achievement of objectives.

Individual plane defined target group, that is aimed towards the beneficiaries of social services, another part inside their organizations and ultimately to the environment in which the organization operates.

For this reason, a provider of social services required to develop and implement:

- procedural (focused on client) - determine how the service has to look,
- personnel (at staff) - identify personal and professional security provided social services,
- operational - determine the operating conditions for the provision of social services, social services quality conditions.

Quality standards allow not only the Ministry of Labour, Social Affairs and Family of the Slovak Republic, as well as clients of social services, public and independent institutions to monitor and control the quality of social services.

The aim is to provide social services to their maximum quality by defining quality standards in the Act 448/2008 Coll z. on social services. Unambiguous criterion is citizen satisfaction with the provision of quality social services, thereby contributing to improving the quality of the service itself, having due regard to the needs and requirements.

It is essential to create the conditions for the provision of quality services to the application of quality standards with due regard to the needs and demands of beneficiaries of social services in order to achieve efficient and comprehensive skills development focused on autonomy, independence and self-sufficiency, which is ultimately reflected in pursuing the highest satisfaction with the provided social services and the secondary demonstrated satisfaction with quality of life, resulting in increasing standards of living recipients of social services.

Social service is implemented mainly by social work procedures appropriate knowledge of social science and knowledge about the state and development of social services, but equally important is also a consideration and respect for fundamental human and civil rights, as set out in the Universal Declaration of Human and Civil Rights and European Convention for the protection of Human Rights and fundamental Freedoms. Finally, it should be consistent with respect for fundamental human rights and freedoms, respect the decision of the recipient soc. service. It should allow recipients to express their own opinions, to decide on the way forward in providing social services and co-decision in addressing the social situation for himself or through a representative. Terms of quality social services should more than meet the needs and demands of citizens in order to achieve efficient and comprehensive development of the services, which would be enough to contribute to improving the overall quality of life.

## **ANALYSIS OF THE NEEDS AND DEMANDS OF OLDER PEOPLE IN SOCIAL INSTITUTIONS**

In this part of the paper we study attempted to extend the theoretical knowledge of empirical research, relying on research methods characteristic of the sample, the findings compare the real needs of the beneficiaries of social services, development and implement innovative programs, create incentive policies for improving the quality and effectiveness of social services due regard to the needs and requirements of elderly people in social services.

Individual respondents' opinions have been expressed replies analysis focused on individual attitudes and led to the importance of their relationship and largely influenced not only mutual trust, meaningfulness, human conscience and mutual respect but also understanding, respect and understanding with improved survival and life more valuable than even personal development.

The results of the study pointed out that the most important factor that affects the quality of life is to maintain health, or good health, which makes them self-sufficient. Health for older people has inestimable value. On the adaptation of older people in a new environment from the perspective of the respondents positively affects mainly the mutual benefit of interpersonal relationships, which is an important element affecting the survival and quality of life.

Every environment where old people live, significantly affects their quality of life. It makes you feel good, if it is satisfied with the home environment or social services environment with facilities for the elderly, the room and all the bedrooms are located on the premises (equipment rooms, equipment, home, relationships with roommates). Very important in social services are considered and religious values. If you have a senior at the opportunity to practice their faith, has a significant impact on their overall perception of the world, become more balanced and more open to new stimuli. If one has a satisfactory interpersonal relationships and regular contact with relatives or friends in their environment feels good, it supports the body, but especially mental health. In this way the old man in a social service not feel constrained in social contacts, may be involved in various leisure time activities and gain new friends.

The provision of social services is crucial to their maximum quality and efficiency and good quality material - technical support and quality of the social environment in which they provide social services and social services where people live, is an important prerequisite to improve the quality of social services, which determine the quality of life of people who use this service. Modernizing facilities and improvement of the environment with a range of services is achieved by improving the quality of social services and thereby increasing the quality of life of those for whom social service designed as confirmed by our research.

Another factor was the financial security and sufficient income to enable meeting the needs of people with maintaining independence, good social environment, and social functioning health system and availability of services and if they are faithful and availability of spiritual care. (Krajcik, 2006).

Equally important are also subjective factors, which were contained in the so-called scales. "well-being" - being, satisfaction with life, survival and meaningfulness of life represented individual psychological dimension of quality of life. (Potash, 2004).

Expected benefits was to obtain new theoretical and practical knowledge about the current state of quality standards in social services, where we consider the status of social services. To verify formulated hypotheses were used in the data to which we have come quantitative and qualitative development of individual testimonies of respondents to our survey files. From the perspective of social service workers, played quality standards and their application in the development of social services with due regard to the needs and requirements of elderly people in social institutions invaluable importance. These empirical finding globally promote systematic analysis of responses and it is these elements findings are largely involved in the lives of older people and therefore they should be given a considerable importance, not only in terms of themselves interested, but given the importance of the perspective of society as a whole.

## CONCLUSION

In this paper we would like to point out that not only health, material, social or legal custody is the only guarantee of personal satisfaction of the client, but the dignified old age need to do a little more. Upcoming generation of seniors is different from the previous ones being more demanding standards of living, the range of services, higher education, to which it relates and more self-confidence and broader interests and also the individual independence. All this leads to a more precise specification of the needs of seniors with respect to the irrefutable fact that aging is an individual process.

The aim is to provide social services to their maximum quality by defining quality standards in the Act 448/2008 Coll. z. on social services, but unambiguous criterion is citizen satisfaction with social service with due regard to their needs and requirements, thus contributing to the improvement of the quality of the service itself.

Each human life is unique, unique and inalienable dignity and value which results from the nature of "being human". The main mission of each of us is responsible to be human at all levels - be responsible to oneself, to the outside world and of course to those who need our help.

If we want to understand the feelings and expressions of older people and improve their quality of life, it is necessary to understand their personality in all its aspects. It is the third generation of age, to be respected, weigh them and show proper gratitude and respect for all beneficial thing for our company created and submitted.

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contact  
Dagmar Štiavnická  
ING Investment Management, Slovak Republic,  
Center 26/31, Považská Bystrica,  
GSM:0918311221,  
e-mail: stiavnickada@gmail.com

## PARENTHOOD FROM THE PERSPECTIVE OF YOUNG ADULTS FROM CHILDREN'S HOMES

Andrea Škopová

*St. Elisabeth University PhD. programme, Institute of State and Law  
of the Slovak Academy of Sciences*

## ABSTRACT

The centre of interest of the submitted contribution is the effort to pay attention to interesting research findings on the issue of founding a family by young adults from children's homes and to present the research findings on their ideas and opinions of partnership, marriage and parenthood.

The purpose of the contribution is also to highlight the need of supporting the attachment of children from children's homes which has an irreplaceable importance for their future parenthood and ideas about it.

**Keywords:** Attachment. Children's home. Young adults from children's homes. Parenthood.

## INTRODUCTION

In terms of the subject of our contribution, we consider as our priority to pay attention to the attachment theory that was formulated by the British pedopsychiatrist and psychoanalyst John Bowlby in 1958. He described attachment as primary instinctive tendency of an individual to attach himself to his mother (or her substitute) to provide him protection, care and support. This attachment becomes for such individual a model for all further relationships, where emotional bonds are established. The prerequisite of healthy development of a child is safe attachment, where the child knows that in situations triggering stress and anxiety he can rely on his attachment person (mother) who will provide him emotional and active support. On the other hand, uncertain (ambivalent, avoidant, disorganised) attachment does not provide certainty and support and leads to the development of dependencies, pseudo-autonomy, difficulties to control feelings, mistrust in relationships or flight into illness.<sup>1</sup>

The inherent need of each child is to have an attachment person which will unconditionally accept, love and give him the feeling of safety and certainty. The absence of such person negatively affects the whole life of such individual and brings him problems with establishment of social relationships in the adult age. Professionals working with children from children's homes express the wish and appeal that each child living in a children's home should have at least one attachment person. The attachment experienced by children lay foundations for safety and stability of children of the next three generations.

## Selected results of the realized researches

An interesting fact resulted from the research implemented by the Society of Friends of Children from Children's Homes Smile as a Gift. The research notes that *"mothers to whom institutional care was ordered in the past have up to 52-times higher probability, that their child will be excluded, than other mothers. Among fathers to whom institutional care was ordered in the past, this probability is 12-times higher. These data show the need of education to marriage and*

<sup>1</sup> HAŠTO, J. 2005. *Vzťahová väzba - Ku koreňom lásky a úzkosti*. Trenčín: Vydavateľstvo F, 2005, p. 12, 85, 86, 90.



*parenthood and of the development of practical parental skills among children in children's homes, because they lack natural positive models of family background*".<sup>2</sup> The fact that children of parents, who themselves grew up in children's homes a couple of years ago, often appear in children's homes is a reason for reflection, how safe was the relationship experienced by the parents in children's homes and what attachment they provided to their children. It proves that it is necessary to support the attachment among children growing without parents. Also on the basis of these facts, the subject of our interest in the future will be to find out whether young adults from children's home had an attachment figure in their life and who they regarded as this attachment figure. It will also be important for us to find their attachment to own parents, because it influences their opinion of parenthood.

In connection with the preparation of young adults from children's homes for marriage and parenthood we can assume that if a young adult is able to take care of himself without help of another person, maintains sound social relations and has a job, he is theoretically prepared for the parental role. Many other factors play an important role in the preparedness for parenthood, such as forgiveness to own parents or the ability and willingness to live in a marriage, which can be made conditional upon the presence of attachment person in previous life, decision to found a family, raise children and so on.

We also regard it as necessary to highlight the development of social and parental skills which young adults lack, as results from the research implemented in 2000 in United Kingdom. Based on this research, 75% of children coming from children's homes have very low social and emotional skills.<sup>3</sup> The education to marriage and parenthood includes education to long-lasting relationship, responsible love, development of self-esteem, respect for the spouse, development of communication skills, positive self-image and positive image and relationship to others, inter-generational solidarity, respect for human life from conception to natural death. As an important prerequisite for parenthood and partnership is the communication ability, it is necessary to implement training programmes for the development of living skills that can be applied by young adults to the solution of problems or conflicts in their families.

Another research targeted on young men from children's homes shows that young men are not interested in psychological support or support aimed to parental skills. As people who grew up in children's homes have a higher probability of failure in their parenthood than people coming from well-functioning families, it is clear that help in the preparation for parenthood a partnership is justified in spite of rejection. Therefore this help or support should be provided in a relaxed atmosphere and should not give an impression of formal, targeted effort. The author of research highlights the need of positive male and female role models, the return to male and female initiation ceremonies, especially in the community. Different youth and religious organisations, programmes of reparation for parenthood and marriage, but also volunteering for children and peers, where they can learn the responsibility, see the father and mother role and so on, can be helpful in this effort.<sup>4</sup>

In relation to **the subject of our contribution**, we will focus on the ability of young adults from children's homes establish partnerships, on the length of these relations and the reasons for their termination.

We would like to bring to the attention of readers the research implemented by Papšo<sup>5</sup>, who on a sample of 103 young adults examined in the period under review found that up to 63 respondents (61.17%) of young adults do not have or were unable to maintain a partnership. Twenty-three respondents (22.33 %) had allegedly serious partnership in the period under review. Only 9 young adult respondents (8.74 %) lived in marriage in the period under review and 8 young adult respondents (7.77 %) never had or lived in a partnership. The research also inquired about the number of partnerships. From a sample of 95 respondents (living in marriage and a partnership), more than a half – 51 young adults (53.68%) chose the last offered option, i.e. that they had more than 5 relationships. Among these respondents, men achieved a slightly higher rate (61.29%) than women (50%). In view of the low age of respondents (the oldest responded was 30 years old). Papšo did not offer more optional answers to this question. Surprisingly, up to 73 respondents (76.84%) were unable to indicate the reason for termination of their partnerships. The average length of the longest relationship was 12.9 months, including partnerships of respondents living in marriage. These results show that young adults have problem to maintain established partnership and change it in short time.

Findings about parental skills of young adults from children's homes have **paramount importance for our research**. Those who have become parents are asked whether they properly take care of their children and how many of them placed their children in a children's home or from how many of them children were taken away by court. Based on his research, Papšo indicates that from total number of 103 respondents only 39 (37.86%) are parents and the remaining 64 respondents (62.14%) do not have children. From 39 respondents 17 (43.59%) properly take care of their children, but up to 22 respondents (56.41%) have placed their children in a children's home. However, another important finding is that 17 respondents (77.27%) from those who have placed their children in a children's home do not show any interest in these children. Only 5 respondents (22.73%) show interest in their children and wish to get them back.

Results of this research show that problems in the establishment and maintenance of partnerships, as well as reduced parental responsibility may be caused by the absence of emotional stimuli. Children living in children's homes lack biological identification patterns of father and mother, so they have problems with adoption of the parental role. Their need for love was not sufficiently saturated in their childhood, so they are easy to influence, naive in relationships and inclined to regard a minor interest shown in their person as love, which can affect their ability to establish solid and long-lasting partnerships.

## CONCLUSION

In the submitted contribution we indicated results of already implemented researches that we regard as important part of the subject covered by us. In the conclusion we would like to express the belief that it is necessary to support the attachment person of children living in children's homes, to deepen and continuously improve the relationships of children from children's homes with their biological family members, because the relationship with the closest ones, in particular with mother, significantly influences future parenthood of these children and the way

<sup>2</sup> MIKLOŠKO, J. 2011. Ohrozená rodina na Slovensku, analýza kontextu vyňatia detí z prirodzeného prostredia v rokoch 2006 až 2010. Bratislava: Spoločnosť priateľov detí z detských domovov Úsmev ako dar, Inštitút ochrany práv dieťaťa a rodiny, Fakulta zdravotníctva a sociálnej práce TU v Trnave v spolupráci s Ústredím práce, sociálnych vecí a rodiny, 2011, p. 55, 75.

<sup>3</sup> GALLAGHER, B., BRANNAN, CH., JONES, R., WESTWOOD, S. 2004. Good Practice in the Education of Children in Residential Care. In: British Journal of Social Work [online], vol. 34, no. 8, p. 1134. [quote 2010-04-26]. Available on website: <<http://bjsw.oxfordjournals.org/content/34/8/1133.full.pdf>>

<sup>4</sup> ŽARNAY, Š. 2009. Praktické problémy so zakladaním rodiny u chlapcov z dysfunkčných rodín. Dizertačná práca. Trnava: Fakulta zdravotníctva a sociálnej práce TU v Trnave, 2009.

<sup>5</sup> PAPŠO, P. 2011. Vplyv života v detských domovoch na sociálnu adaptáciu mladých dospelých po ukončení náhradnej starostlivosti. In: Mosty k rodine 2011. Banská Bystrica: SPDD Úsmev ako dar, 2011. p. 38-41.

how they see it. However, very important factor in this context is cooperation of carers, social workers, teachers and all those who are in direct contact with these children and participate in their socialisation.

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Contact:  
Andrea Škopová  
Institute of State and Law of the Slovak Academy of Sciences,  
Klemensova 19, Bratislava  
GSM: 0907 273 417,  
email: [andrea.skopova@gmail.com](mailto:andrea.skopova@gmail.com)

## STANDARDIZATION OF QUALITY OF SOCIAL SERVICES IN THE SETTING OF SELF-GOVERNING REGION

Zuzana Jurčová

*St. Elisabeth University PhD. programme, House of social services*

### ABSTRACT

The article deals with problems of standardization of quality of social services in the setting of self-governing region, it characterizes individual criteria of quality evaluation and focuses on individual plan as an important tool of social worker for dealing with this issue.

**Key words:** Individual development plan, quality, recipient of social service, social services, standards, social services institution.

Since 1989 social services have undergone the process of transformation. The changes are based on the emphasis on the rights and obligations of every citizen in the Slovak republic. Social care provided by the state has changed into a wide range of social services offer provided also by non-profit organizations, church, self-governing regions, communities and private persons. The most significant role is played by self-governing regional authorities – Higher territorial units. In addition to their executive function, their function is also to provide creation of social services conception and coordination.

Since 1 January 2009 social services have undergone changes according to the Act of the National Council of the Slovak republic 448/2009 on Social services and its amendment 455/1991 on self-employment. The act adjusts the system of providing of social services in the Slovak Republic and it sets up new tasks and competences for territorial and regional self-government and new system of financing for non-public providers of social services. At the same time, conditions of providing of social services are elaborated for the recipient of social services by self-governing authorities in the way the right of social services recipient for choosing social service and its availability is granted.

Development of social services is orientated on transformation process aimed at improving quality of social services and availability of institutions providing social services.

Social services are an integral part of public services (together with education and health) and play the following roles:

1. source of job offers – productive factor
2. they support citizens in social need and help them with their integration into the society and they eliminate social exclusion.

Both the factors play an important role in the self-governing region of Prešov that is considered to be a region with the highest rate of unemployment and poverty. Social services in this area are still characterized by supply-demand imbalance where all kinds of services are missing, especially those of new forms by which bigger responsibility is put on family. Quality of social services is understood by Krupa (2003, p.7) as „a concordance between services supply and the needs of consumer who is in difficult life situation.“ The indicator of the mentioned quality of social services is a concordance between consumer's expectations and the provider's supply. Qual-



ity, from the social point of view, is a concordance between provided social services and individual needs of citizen with specific requirements. This principle brings a new dimension in promoting quality of social services.

Quality of social service can be guaranteed by its verification according to pre-defined, preferably measurable parameters. The whole process of quality evaluating must involve esteem, tolerance, and acceptance; otherwise, it would become a directive method that makes the whole process a simple control. That is why quality evaluation must not be a directive method, but non-directive process. Since standards should serve as a methodological tool for quality evaluation, they should help recipient and should be an organization providing services. That is why there is a need of skilled and experienced people who would express their opinions on social services. Since the wide range of provided social services in social area that is known for its character, target group and setting of its measurable quality parameters, it would be a difficult and long-term process.

Act on social services in the attachment 2 presents quality conditions of provided social service and its criteria for evaluation.

#### Procedural quality conditions

- define how providing of social services should look like, what to focus on and how to adjust services to individual needs of every citizen. They are dedicated to protection of the rights of social services users and to creating of protective mechanisms such as complaints, procedures, rules against a conflict of interest, etc.

#### Personal quality condition

- are aimed at staffing service. Quality of service is directly related to workers- their skills, education, management, support, and working conditions

#### Operating conditions of quality

- define conditions for providing social services, they focus on the areas where social services are provided, availability, economic security and the development of their quality.

In this regard, it is important to say that the aim of the condition evaluation is to find out whether the goal is achieved or of it is necessary to make some measures. We assume that the elaborated standards could effectively contribute to positive changes in quality of social services.

And so social services are focusing on the quality of provided services derived from individual needs of citizens. The goal is to achieve the highest possible level of personal, social and economic autonomy of every citizen regardless their age, disability or social status.

The elaboration of individual development plan is embodied in the Act 9 paragraph 1 on social services according to which „social service provider is obliged to plan the providing of social services according to individual needs and abilities of recipient of social services, to keep written records of providing social service and to evaluate the providing pf social services. The participation of the social service recipient is not necessary if it is because of their health.“ By the forementioned Act „ if the recipient of social service is a person with severe disability or a person reliant on the help of other person, the individual development plan should also include the program of social rehabilitation.“

Individual development plan is a tool contributing to realisation of people s righjts for providing social service that would be the best for the recipient.

Individual planning is understood as a process. Nowadays, (new forms of social services, different organizational structures of homes of social services are being created) the structure of

individual development plan is consistent, but its realisation and evaluation is up to every social institution.

Evaluation of procedural quality conditions includes also methods and rules for elaboration, evaluation of individual development plan of the recipient of social service. Evaluation system is set up in the way that institutions of social services are not given detailed requirements for providing social service.

Requirements, procedures and methods are defined by social services institutions by themselves and must correspond with high-class social service that is provided.

The importance of elaboration of individual development plan is in the individual approach to each of the recipients, their needs, ideas and possibilities.

Participation of clients, setting personal goals and their active approach are important sources of motivation and tools for acquiring a sense of responsibility.

Individual development plan contributes to the improvement of life quality of the recipients of social services because it is based on what the recipients want and can do on the one hand, and on the other hand what is considered good for them.

The goal of our forthcoming research is to monitor the situation concerning the evaluation, to find out whether recipients of social services and workers are satisfied with provided social services, to compare possibilities of evaluation and to suggest some improvement for conditions of social services. Nowadays, a big emphasis is put on the improvement of individualisation of services and that is why our goal is also to monitor individual planning in self-governing region of Prešov but also the fact that a good individual development plan can contribute to the improvement of quality of provided social services.

In general, we can conclude that good social services should be provided in cultural and pleasant environment, they should match the character of provided social services and the recipients needs. There will be different facilities for children, adults and seniors. These requirements are included in community plans, community development and community planning strategy.

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contact

Zuzana Jurčová

House of social services, Kukorelliho 17, Giraltove  
GSM: 0905798968, e-mail: zjurcova@gmail.com

# THE IMPACT OF QUALITY MANAGEMENT SYSTEM IMPLEMENTATION ON THE QUALITY OF LIFE OF SENIORS LIVING IN SPECIALIZED FACILITIES AND FACILITIES FOR THE ELDERLY

Ingrid Ferenčíková

St. Elisabeth University PhD. programme, St. Sarah Salkaházy Institute Rožňava

## ABSTRACT

The work focuses on the impact detection system of quality management on quality of life of seniors living in specialized equipment and facilities for the elderly, seniors and survey staff reviews the benefits and negatives of a quality management system in these social service facilities.

**Keywords:** Quality management system, quality of life, senior.

## INTRODUCTION

"Long life itself has a disputable value. It is rather the quality of life that makes life worth living at all ages, provides the meaning of life, the opportunity to express their personality and social relations, even if the mental and physical abilities are impaired (Kočíová, Peregrinová).

Demographic aging is historically irreversible phenomenon, which leads to a fundamental change in age structure of the population in developed countries. It does not only relate to the increasing number of seniors, but mostly to their living conditions. Currently, the importance of the subjective assessment of health is increasing, quality of life is considered more important and more appropriate indicator of health than morbidity or mortality. Senior citizens are forced to cope with many changes, deterioration of health often without a prospect of improvement. Although it is possible to maintain the quality of life into the old age.

In each society seniors should have their place, an important role – the role of a parent or a grandparent. They should have this role within their family which should provide them with the background, security, help and sufficient physical, psychical and material support. Seniors should experience the feeling of usefulness and necessity in the family. They want to participate in household chores and care about their grandchildren within their limits and abilities. Such care is a natural activity which helps to improve their physical and psychical abilities therefore seniors wish to spend the last phase of their life within their families, of course functional families, where they feel they are wanted. If the family fails or it is not able to or does not want to take care of an ill and not self-sufficient senior, social care and institutions come to the fore. They should assist and substitute the care about the elderly.

Legislative changes in the social field set new requirements and stimulus for increasing of the social services quality. People are the crucial factors of increasing the quality. People, who by the means of their work, create new values and fulfil the requirements and expectations of social care beneficiaries.

The quality in social services should lead to the satisfaction of social care beneficiaries their relatives as well as the provider. It is the harmony of the services offer and the requirements of social services recipients who are not in a favourable life situation. (Dudinská, Budaj, Vitko, 2009)

The challenge to the future for providing care in the facilities of social services should be the care supporting the improvement of the quality of life in the old age and fully satisfying expectations and needs of the elderly, not only concerning prolongation of life but mainly improvement of its quality.

Quality of life is a complex phenomenon, which is conditioned by a number of factors and conditions:

- Objective factors: physical condition, emotional state, cognitive function, functional capacity, social, sexual function,
- Subjective factors: satisfaction with life, faith, spiritual life and personal relations,
- External factors: housing, environment, social network and support, satisfaction with government and public institutions, crime (Andrejcová, Balková, Jenčková, 2004).

## RESEARCH AND ITS OBJECTIVE

In the preparatory phase of the research we will focus on the study of literature dealing with the researched issue. We will use the study book and journal literature, legislative and Internet resources with their subsequent synopsis. For the purpose of quantitative research, in accordance with the objectives and research questions, we will use questionnaires that focus on the research of the objective.

The object of the research will be the analysis of the opinions focused on determining the impact of quality management system implementation on the quality of life of seniors living in specialized facilities and facilities for the elderly. We are interested in the fact how seniors perceive their quality of life in specialized facilities and facilities for the elderly before the introduction of the quality management system and after its introduction as well as a perception of the quality management by personnel of these facilities.

The primary objective of the survey is to determine how the quality management system affects the quality of life of seniors in specialized facilities and facilities for the elderly.

The next objective is to determine how personnel view the quality of life of seniors in specialized facilities and facilities for senior, before and after the introduction of quality management system, where they see the benefits, shortcomings of its implementation.

Research sample

The sample will consist of public and private providers of social services - specialized facilities and facilities for the elderly in the Self-governing regions that have implemented the quality management system. All of these facilities provide services under the Act no. 448/2008 Coll. as amended, with year-round form of providing social services. These social services facilities will be selected by a stratified selection where a basic set will be disassembled to public and private providers of social services.

The research sample will consist of seniors living in selected facilities and their personnel, which will also be divided into seniors living in specialized facilities and facilities for the elderly and the personnel working in specialized facilities and facilities for the elderly. Considering personnel we will focus on their views on the benefits of ISO 9000, but also on the negative aspects of the implementation of ISO 9000 standards.

As a research tool, applied considering the research aims, we will use a questionnaire method, created on the basis of study of professional journal articles and monographs. The reason for choosing the questionnaire method is an effort to secure the data from a high number of respondents in a shorter period of time and lower financing costs. The questionnaire will focus on

perceptions of quality of life indicators provided by the World Health Organization before and after the introduction of quality management system in the field:

- Physical health - influences the energy, fatigue, pain, discomfort, sleep and development,
- Psychological health - positive and negative emotions, self-esteem, thinking, learning, attention, image,
- Level of independence - movement, mobilization, employment opportunities, substance abuse,
- Social relations - relations with other people, social support,
- Environment - home, the possibility of access to finances, information, healthy environment, social welfare, freedom, security, opportunities for holidays, travelling,
- Spirituality - faith, beliefs, values (Hrozenský et al., 2008).

Research hypotheses

Hypothesis. 1: We assume that seniors living in specialized facilities and facilities for the elderly perceive the implementation of the quality management system for quality of their life positively.

Hypothesis. 2: We assume that the quality of life of seniors in specialized facilities and facilities for the elderly is significantly affected by social rehabilitation and individual development plan.

Hypothesis. 3: We assume that personnel working in specialized facilities and facilities for the elderly perceive the implementation of the quality management system for the quality of social services positively.

Time implementation and research organization

The term of the circulation of questionnaires will be determined on the basis of preparation of questionnaires for individual research samples by e-mail, or personal visit of the facilities (mainly facilities founded by the Košice region). We expect that within two months of the beginning of their circulations they will be returned.

In addition to the studying of the literature and questionnaires we will use the mathematical - statistical methods to evaluate data obtained through the returned questionnaires (e.g. tables, graphs, percentages and other illustration).

Expected outputs and benefits for practice

Being aware of the following facts:

1. The overall concept of quality of life of seniors is wider and consists of a number of domains which influence the quality of everyone's life to the different extent. Quality of life is a multi-dimensional concept; it involves many aspects of reflection of the life reality.
2. The quality management system is nowadays not a luxury, but a necessity to ensure the long-term competitiveness. On the other hand, it should be noted that the introduction of SMK does not automatically improve the organization. It is a long process that would ultimately lead to improving satisfaction of beneficiaries of social services and stakeholders, efficiency, cost reduction, risk reduction, increased productivity, clear identification of responsibilities and not least to improve the quality of services provided and thus to increase quality of life of beneficiaries of social services.

Research findings

Recommendations for social practice

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## SLOVAK STATE OF FAMILY AND ITS PATHOLOGY IN RELATION TO THE CHILD FROM THE VIEWPOINT OF SOCIAL WORK

Radoslav Tóth

*St. Elisabeth University PhD. programme, Municipal Office*

### ABSTRACT

In the paper we describe the characteristics of families in terms of some of the leading authors. In this paper we define precisely each chapter that clearly and concisely define and describe various pathological effects on the child as well as the further development of the immediate family of the child itself.

The aim of this paper is to outline the research itself also our dissertation, which outline the objectives, hypotheses, research sample, as well as the methodology for evaluating research results.

**Keywords:** Family. Social pathology. Child. Social work.

### CURRENT FAMILY AND ITS COMPARED TO TRADITIONAL UNDERSTANDING

Family is the oldest social institution at all. It is a form of permanent cohabitation, and this co-existence is defined on the basis of a marriage contract, blood ties or adoption. As during the past change in society, some changes and passes family. Over time the position is changed man, woman and child, but the family is regarded for centuries as the basis of society. Already Plato called it the basic cell of society, and considers it as the primary institution in which ongoing education of the child. The development follows the families Visnovsky et al. (2007) through sexual morality, which changed over the decades. While in the past was dominated by a strong influence of the church on sexuality in the family today are the attitudes towards sexuality and the reproduction in the family tolerant.

As the Šatánek (2004), during the 20th century began to acquire some new family of contours.

They define the family as a place for the development of individuality family members, but the family has become a community that is largely influenced by the state, resp. family from the state often becomes dependent. Compared to the past are thus increasingly becoming a feature of family interventions outside to its functioning. Possible (2002) talks about the development of the family and its end, which predicted several authors from the past. Rested not about facts that are constantly undermining the traditional family mechanisms of social control as a result of the persistent urbanization, distorted the standards of social life, religious faith ceased to be a result of the industrial revolution strongest support families. At the end of the 19th century assumed complete disappearance of the family as a social institution.

According to Sobotka (2001) now prevalent trend postponement of motherhood and parenthood as such. Women become mothers at an older age than in the past, to which they lead completely new grounds. It is due to the fact that nowadays there are many forms of birth control available to every woman. Included in that regard must also be had socio - demographic aspects, such as: Women's education and employment - compared with past women achieve higher education, making it better able to enter the labor market and build your career. Motherhood is postponed to a later date -Forms of family life - for today is characterized by a large number of

contact  
Ingrid Ferenčíková  
St. Sarah Salkaházy Institute Rožňava, Slovak Republic  
GSM:0905864214,  
e-mail: ingrid.ferencikova@gmail.com



marriages end in divorce. Therefore, a new relationship both partners do not end the marriage, but live as a kind of companion. It grows so too the number of single mothers, but the company has not condemn them as it was before. Woman as a single mother is no longer so disadvantaged position in society. As supplied Matousek (2003), for today's family is characterized by the increasing age at which individuals marry, reduces the size of families, declining birth rates, the child looks increasingly only one parent households often have only one member, is increasing childless partners without closed wedlock and also increases the number of people who live together without the children should. In addition to these factors can be seen in the family and took an increasing number of divorces and fall of second marriages concluded, therefore, marriage after divorce.

### **PATHOLOGY OF CURRENT FAMILIES AND ITS IMPACT ON CHILD**

Alcoholism and Drug Addiction parents and its impact on child

Abuse and neglect child in the family

Non-Substance Addiction parents in relation to the child

Social and Family financial distress, homelessness

Single-parent families as a form of pathology Family

Impact sexual deviation Parents of Child Support

The main objective of research

Identify, verify and compare the impact of different forms of social pathology parents to development, the later life of the child and pathology.

### **RESEARCH OBJECTIVE**

1. Identify how alcoholism affects parents and social development of the child pathology.
2. Identify how drug addiction affects parents and social development of the child pathology.
3. Identify how they affect various forms of child abuse by parents and social development of the child pathology.
- 4 Identify how they affect child neglect by parents and social development of the child pathology.

### **For these objectives we have set the following hypotheses:**

- Children of parents receiving less often alcoholics have a problem with alcohol dependence than untreated children of alcoholics,
- Children of parents untreated alcoholics have problems in relations with the outside more often than children treated alcoholics,
- Children of alcoholics often have a problem coping with their own aggression and aggression than children of parents with other pathologies,
- Children of drug addicted parents are more likely to develop a similar dependence than children of parents with other pathologies,
- Children of drug addicted parents are more likely to experience crime than children of parents with other pathologies,
- Children of parents with non-substance addictions often have a similar problem with the second dependent parents as compared to children of parents with other pathologies,

- Children of parents with non-substance addictions often have problems with their own financial situation as parents of other children pathologies,
- Children of parents who have been physically abused have more health problems than children of parents with other pathologies,
- Children of parents who were emotionally abused often suffer from depression than children of parents with other pathologies,

### **METHODOLOGY OF DATA COLLECTION**

Research will be conducted by questionnaire method of research, the creation of the questionnaire will be aimed squarely at achieving the objectives. For our survey we examine whether our research sample is representative and focus on finding sex and age of the respondents, that from what Region respondents come and how big is the town or city in which they live. In this section we examine the questionnaire also the highest educational attainment of respondents and their current social status, marital status and number of children. At the end of this section, respondents answer the item about the characteristics of their childhood and what kind of pathology respondents experienced in childhood.

### **RESEARCH SAMPLE**

The sample will consist Respondents in different adult age and of both sexes, who had a childhood experience of social pathology in the family, regardless of the type, intensity and duration of this phenomenon in the family. This means that the respondents are men and women aged 18-99 years, who in childhood showed some form of pathological behavior of one or both parents and who had a pathological disorder that families influence their behavior.

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# SOCIAL POLICY AS A PART OF EVERYDAY LIFE

Tatiana Jurková

*St. Elisabeth University PhD. programe, ETP Slovakia,  
Centre for Sustainable Development*

## ABSTRACT

The following paper offers a view on one of the most important areas of social policy – social security – with the aim to provide detailed analysis focused on the current level of public knowledge, advantages and disadvantages of the social security system perceived by the common citizen; and the extent of the civil participation in implementation of the social security measure in everyday practice. The paper includes definitions and familiarizes its reader with the issue of social security in a more complex way.

**Key words:** Social policy. Social security.

## INTRODUCTION

Word „policy“ is derived from the greek expression *politiké*, meaning „message“. The original expression concerned administration of a city state in Greece. Currently, the term is understood as a way in which the society is organised and administered (Žiaková a kol., 2011).

Jandourek (2007) defines policy as a practice connected with a governance that is aimed at finding a balance in the society and mitigation of conflicting interests.

Social policy is represented by the set of activities and measure focused on the development of human being, its way of life, improvement of environment and provision of social sovereignty and security within the particular political and economic opportunities of the country (Stanek a kol., 2006).

Social policy combines objectives and means leading to their achievement on a nation-wide level including labour market, education, housing or other spheres of social like.

Human rights and basic freedoms provided by the sources of international social law are also part of the social policy. These rights complete the social and economic rights included in the Slovak Convention and the laws comprising also social security area, which is widely defined by the paper related to the main interest of this conference.

## SOCIAL SECURITY

Social policy comprises a set of measures aimed at forming the solidarity with people who face the low-income threat or found themselves in the high cost demanding situation. Moreover, social policy can be understood as a complex of social institutions providing social counseling, protection, material and financial support; as well as services and asylum ensuring the social needs of citizens are met (Rievajová, 2003).

In relation to the structure of social security in the Slovak Republic, the three-pillar system includes:

- social insurance derived from the previous economic activity of citizens and their incomes. The insurance is based on the merit principle, which means that the amount of the insurance benefit corresponds to the amount of contributed money,

- the state support represented by the social benefits financed by the state budget, by means of which the state participate in solving of some acknowledged life situations e.g. childbirth, upbringing, food and death of a child. All citizens are entitled to receive these benefits, which are not based on the amount of financial contribution,
- social support representing system of alternative sources distributed by the means of benefits and contributions to the citizens in need or other persons, who are at the edge of social dependence and their basic needs have to met (Andruchová a kol., 2005).

Social security is part and subject of social work. In connection to other activities, social security forms a subject and content of social work. System of social security is coordinated by the Ministry of Labour, Social Affairs and Family of the Slovak Republic.

Regarding the migration and integration of migrants, social security is implemented within the international social law and national law on social security.

International social law includes international law on social security, which is a subject to the UN international legal documents, International Labour Organisation (ILO), the Council of Europe and the European Union (EU).

The oldest and most specialized tripartite organization within the UN is ILO, which approved many international legal documents, aimed at social security, which are implemented in the legal order of the Slovak Republic.

The basic principle of social security according to the ILO should be a situation in which the state will take over the general responsibility for social benefits and administration of social security represented by the participation of protected persons.

The sources of legal regulations of international law on social security include various system and sub-systems and represent the subject of upper mentioned international legal documents of the United Nations, ILO, the Council of Europe and EU. Information regarding these documents are available on the website of the Ministry of Labour, Social Affairs and Family of the Slovak Republic in the panel European Union and International Relationships.

The complete documents and database of national legislation regarding the social security and other social regulations within 173 countries of the world are provided by Information System of the ILO, called NATLEX.

The general objective of social security is to achieve a certain level of social justice based on the principle of solidarity, participation and the mitigation of the negative economic impact on the citizens.

This objective is achieved only in case of sufficient knowledge of the entire system of the social security. Another condition for the achievement of the objective is detection of the mood derived from the perception of the entire system, which can be positive or negative and last but not least, is to ensure the participation of the citizens in implementation of social security in practice.

## RESEARCH OBJECTIVE

In order to clarify the condition and reveal interdependencies; and to mobilize the entire issue including its stakeholders (political or public), the qualitative research needs to be performed with the aim to be determined:

- level of knowledge of citizens in the field of social security,
- level of dis/satisfaction of citizens with the current system of social security,
- level of participation of citizen in implementation of particular measures of social security.

## RESEARCH HYPOTHESIS

In direct response to the object of our interest we have determined the central hypothesis (CH) as well as partial hypotheses (PH) of the planned research process, which have been formed as follows:

CH: *„The entire population of the Slovak Republic defines insufficient level of knowledge, satisfaction and participation in implementation of the social security measures“.*

PH1: *„Citizens are characterized by the low level of awareness regarding the system of social security“.*

PH2: *„The majority of the citizens evaluate the measures of social security system in more negative than positive way“.*

PH3: *„Citizens have insufficient interest in participation in implementation of the social security measures“.*

PH4: *„The level of knowledge, satisfaction and participation within the system of social security differ and depend on gender“.*

In regard to the upper mentioned, it is important to note, that during the verification of the hypotheses, I will point out the demographic factors: age and gender. In particular, I will focus on the adults between the age of 20 and 65 through which I will achieve the homogeneity of the research sample considering the upper mentioned demographic indicators.

## RESEARCH METHODS

I decided to choose the method of questionnaires through which I will obtain the empiric data. Those will be processed by the means of analysis and later compared between the male and female participants.

## CONCLUSION

By obtaining the results from the research, we will suggest their alternations of practical daily implementation.

Detection of the level of findings in the field of social security may become a challenge for citizens to expand their knowledge. This would lead to the overall awareness in regards to the social security system and its improvement and more effective use by the civil society. The individuals will focus on the advantages to which the citizens are entitled after meeting specific criteria but also obligations that citizens need to comply with. This should result in empowerment of civil society, and improvement of the overall functioning of the social security system.

Finding of the level of satisfaction or dissatisfaction of the citizens with the current stage of social security may be very inspiring for the authorities who may implement necessary reforms but also for the public opinion makers (mayors, teachers, non-governmental organizations, clerics etc.). It may also motivate individuals, groups or communities, which are not directly involved. In all cases I should get to the positive conclusion by the means of introducing the issue to the citizens as well as the system of social security should be adjusted and adopted in a way that it would reflect the needs, demands and requirements of the citizens in the interest of social prosperity; and last but not least remove its deficiencies and obstacles preventing society from its growth and progress.

Considering the level of participation of citizens in implementation of measure in all three pillars of social security may mobilize the citizens in the sense of being interested in direct partici-

pation and at the same time to take part in implementation of intents of the social policy in the field of social security of the society, which would advance the entire system to the new dimension and improve it.

Thank you for your attention. I would like to express my gratitude to the St. Elizabeth College of Health and Social Work for organizing the conference and for inviting PhD. candidates. Thank you for allowing me to actively participate in this conference.

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contact  
Tatiana Jurková  
ETP Slovakia, Centre for Sustainable Development  
ETC Humenné, Mierová 100, Humenné,  
GSM:0910150355,  
e-mail: tatianaj@centrum.sk

# SOCIALIZATION OF INDIVIDUALS WITH DISABILITIES

Ludmila Lukačková

*St. Elisabeth University PhD. programme,  
College of Health and Social st. Elizabeth, Bratislava*

## ABSTRACT

The author focused on the socialization of disabled individuals whose disability splitted in type to those with physical, visual, hearing, mental retardation and mentally disturbed. Described socialization, which can be seen as a process of acquiring the necessary social behavior. Socializing with disabilities affecting species, type and degree of disability, as reflected their reduced sociability, ability to cultivate social relations. Knowledge of pathopsychology disability allows a more informed opinion to address the problems of socialization of those individuals whose health and psychosocial disability is given and is at an early stage of their ontogeny. Social worker who controls the activities, forms, procedures and methods of social work and knows pathopsychology disability, determine the procedures leading to tackling their problems. Socializing activities of social work should focus on actively addressing social problems among people with disabilities, their successful integration into society, which aims to achieve an optimal relationship between social environment and disabled persons.

## Keywords:

Social work, socialization, sociability, social rehabilitation, social worker, a disabled individual

## INTRODUCTION

Every person on earth has the right to live a full life and be happy. Are in the world and people who are disadvantaged in some way or disability. The most common disadvantages that limit people in their activities include disability. The definition of disability can be based on the definition of health. The World Health Organization defines health as "a state of satisfaction achieved by complementary interaction of individual physical, mental, emotional, and social status." (WHO, 2011, p. 304). In other words, without regard to the state of physical, mental and social deprivation, when the organism and the environment in which it operates is not a significant discrepancy. Based on this definition, we can formulate disability as a mental, physical or social disorder or disability that prevents an individual in meeting his needs and fulfillment, which undermines his state of satisfaction. An individual disability complicates its integration into society and limits their socialization. Socialization can be seen as a process integration into the community, as the process of acquiring the necessary social behavior. Ability socialization of disabled individuals affected species, type and degree of disability as reflected their reduced sociability, ability to cultivate social relations.

## Disability and disabled individuals

Disability is generally divided into somatic, sensory and mental. Psychiatric disorders are referred to in technical language as a psychological disturbance. The concept of disturbance is also used in connection with communication disorders. Somatic (physical) disability manifested movement disorders. We include here a long illness that may not always be visible and also poor health. Movement disorders may be caused by paralysis, deformities, amputation and limb lesions. Poor health also cause long-term illness, poor diet or malnutrition. For the existence of persons with

disabilities in everyday life is crucial to their self-sufficiency rate in respect of movement and self-servicing ability. Immobility and physical deformity adversely affect the mental balance and personal fulfillment physically disabled individual. Their problems in socialization based on feelings of inferiority, reduced self-confidence, and reliance on other people's help. Therefore, it is necessary to avoid a sense of humiliation. Socialization of individuals with disabilities is carried out through social rehabilitation and therapy, which focuses on coping with victimization.

Between sensory disabilities include visual and hearing impairment, caused by disabled persons in particular communication problems. Visual disability is a disorder of visual acuity, which creates sensory deprivation, which can lead to devastation and experiencing. Visually impaired limits the spatial orientation and the long-term or permanent sighted problems arise in communication with the environment and disrupts the mental integrity of the individual. Socialization visually impaired persons focuses on the development of compensatory mechanisms of touch and hearing, orientation in space and practicing communication skills. Hearing disability as a reduced or complete impermeability income auditory information leads to sensory deprivation. Affected causing communication problems in daily life, it is isolated. Barriers in communication act as stressors. Due to a misunderstanding of the social situation of hearing impaired individuals react to unforeseen situations excessively, which can lead to conflicts. This deficiency is also accompanied by reduced self-esteem and low self-confidence, which is reflected behavioral problems. Socialization of deaf focuses on eliminating barriers between deaf and heard and acquisition of communication skills. Intellectual disability generally defined as a state of arrested or delayed (retarded) intellectual development, which is characterized by reduced levels of mental abilities. In terms of the level of mental abilities mental retardation is divided into light, medium, heavy and deep. Mental retardation may be subject organically or social. When organically conditioned mental retardation is a disorder of the central nervous system. According to the stage of development we can talk about oligophrenics and dementia. Oligophrenia condition is caused by diffuse structural brain disorder in prenatal, perinatal or postnatal developmental period around the second year of life. Dementia is a process or stop. Disintegration of normal mental development disorder caused by a subsequent brain about the second year of a child's life. Socially conditioned mental retardation occurs in extremely inappropriate social setting, at the extreme of educational neglect, improper in the absence of education or training. In terms of social work, it is important to know the history of people with intellectual disabilities what is important in selecting appropriate methods and means for their integration into working and social life. Socialization of people with intellectual disabilities focuses on training in social skills, focusing on their independence and self-sufficiency in real life. Multiple disability is characterized by combining several types of penalties. Frequently it comes to mental disability in combination with other disabilities, but it can also be a combination of sensory disturbances such as blind - deafness. Sufferers have a lot of problems in adapting and integrating their social environment and usually require inpatient care. Their socialization is difficult because it requires a multidisciplinary approach experts in medicine, psychology, pedagogy and social work. Mental disturbance is a range of psychiatric disorders from the lightest forms of neuroses to severe mental illnesses that cause great difficulties for disabled persons in their socialization, integration into daily life. Schizophrenia manifests disorders logical thinking and perception, hallucinations associated with delusions, emotional disturbances, impaired integrity, apathy, inability to maintain interpersonal relationships and loss of interest in taking care of yourself. Paranoid personality disorder is manifested distrust, hypersensitivity to criticism, insisting on its own permissions, emphasizing his own people. Schizoid disorder characterized by impaired relationships with other people. For emotionally tuned disorder is characterized by impulsive actions, regardless of the consequences, which are also associated with aggressive manifestations. Anankastic personality disorder manifests focus

on power relations are not important. Histrionic personality disorder again that individuals are less influenced by their emotions, they are not able to objectively assess the environmental situation. Asthenic personality disorder is characterized infantility know personal, depressive, anxiety and somatic problems. Anxiety Disorder again low self-esteem, feelings of helplessness and inability, excessive anxiety. Narcissistic personality disorder is a disorder manifested by persistent grandiosity, egocentricity and impaired self-esteem. Antisocial personality disorder is characterized by irresponsibility, disregard social norms. (Kozoň, 2009a).

Psychosocial disturbance, undermining social and psychological integrity, resulting in an individual's disruptive behavior that manifests in childhood as truancy, aggression, intolerance, bullying, drug addiction, crime and so on. Socialization mentally disturbed persons is carried out in collaboration with experts from the fields of medicine, psychology, pedagogy and social work. It was first implemented healing process, focusing on the removal or mitigation of the primary causes of mental disorders, followed by social rehabilitation focused on practicing social skills.

### **Socialization of disabled individuals**

Social work as a profession is assisting aimed at detecting, explaining and solving social problems through a series of different measures, including services, benefits, design review, collaboration with other professionals, decision-making and management activities. It also includes activities such assistance, care, custody, treatment, companionship, support, social care, measure, security, social rehabilitation, social therapy, management, intervention, prophylaxis, prevention, prognosis, advice, clarification, adaptation adjusting integration. Through this system of procedures, activities, forms and methods of social work can be done about the purpose of socialization of disabled and impoverished people. Socializing activities of social work also aims to actively address the social challenges of people with disabilities, their successful integration into society, which aims to achieve an optimal relationship between social environment and disabled persons. Social activity as a means of socialization is focused on problem solving in human relationships and improve their prosperity. By Kozoň (2009) to the targeted activity, defined space, time, resources and actors (social workers, social institutions) and routed to the product - the subject of social work (individual, family, group, environment, etc.). Social work " is well-defined theoretical limits of what can be considered an advantage because it allows for creative solutions to grasp a particular problem in a given social situation, readily find real solutions, because it is not limited by any theory, where other disciplines exhausted in terms of their knowledge, the possibility solutions to the problem of man. Rezidencial social work discipline is applied, based on the theory of organization sociology, social work and psychology, and management concepts to treatment. Professionalism and dynamism with social workers and community residents, relationships, management styles, culture and atmosphere of the organization creates its system. (Labáth, 2004). This system affects the efficiency of care and thus socialization. Modern trends in the world have confirmed that the disabled or impaired person needs holistic care and social worker is an integral part of the system experts who perform a comprehensive rehabilitation of persons with disabilities. Implements social rehabilitation in order to maximize socialization of disabled individuals, coping with disabilities so that they can live a relatively good life. Its application is versatile, can act as coach of the social and adaptive skills, therapist, case manager, manager job description, mediator, administrator and organizational worker, analyst and forecaster social environment. Serves as a diagnostic consultant to help affected individuals to become familiar with its social environment." The social worker who controls the activities, forms, procedures and methods of social work, information correctly assessed, effectively chooses alternative solutions to the problem, determine the procedures leading to other professionals, an individual has a reasonable relationship, it significantly facilitates the management of its problems. Therefore, the attribution



intervention is one of the indispensable conditions within its expertise and professionalism and his personality as the main tool of work, is an important factor in successful interventions in favor of a dependent individual. Perform work in the social life without friendship and love of man would have been impossible without the ability to optimum social feeling. Social conscience is primarily the ability to know and understand the situation in which a client myself. " (Dávideková, 2010, p. 48). Any disability, the period of its creation and social environment play a role in shaping the personality of the affected individual. In it mainly shows inferiority complex adaptation problems, inadequate self-esteem, unrealistic aspirations, unusual personality traits, inadequate emotional expressions and many others. These disorders can develop secondary to the severe behavioral disturbances, which we call the socio - pathological behavior. Knowledge pathopsychology disability allows a more informed opinion to address the problems of socialization of those individuals whose health and psychosocial disability is given a standing position at the outset of their ontogeny. This allows you to avoid subsequent damage caused by psychosocial deprivation and psychotrauma that its effects may be more severe than the disability itself. This will begin to overlap Pathopsychology psychopathological problems, sociopathic, as well as more difficult issues of mental health. (Kozoň, 2010, p.11).

## CONCLUSION

Socialization is a lifelong process of social evolution of man, whose starting point is the need for social contact. During this time the individual internalizes knowledge, skills, standards, rules, attitudes, habits and values valid, recognized and desirable in culture, a group in which he lives and adapts. (Oravcová, 2004a). Ability socialization of disabled individuals affected species, type and degree of disability, as reflected their reduced sociability, ability to cultivate social relations. Social worker who controls the activities, forms, procedures and methods of social work and knows Pathopsychology disability, determine the procedures leading to tackling their problems. Implements social rehabilitation in order to achieve the highest degree of socialization and quality of life of disabled individuals by mobilizing its internal capacities and capabilities of social relations towards easing tension in an individual in his social system. Socializing activity has two stages. Primary socialization decide on shaping the foundations of personality and being in childhood and adolescence. Secondary takes place in the active adult and senior age. Its basic mechanism is social learning that results in adequate self-esteem and self-realization of the individual maximum, while respecting social norms and other people. Socialization should be in disabled people focus on their successful integration into society, which aims to achieve an optimal relationship between social environment and disabled persons.

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## Contact

Ľudmila Lukačková  
College of Health and Social st. Elizabeth, Bratislava  
Palacky No.1, a PO Box 104, 810 00 Bratislava, Slovak Republic  
E - mail: lukackoval@gmail.com



# RESEARCH IN APPLICATION CHANGING PERSONAL CARE

Lívia Efková

*St. Elisabeth University PhD. programme, Office of Labour, Social Affairs and Family  
Košice*

## ABSTRACT

Contribution shows the practical use of institute changing personal care, its justification and application in practice. The thesis describes qualitative and quantitative research. The legal framework of the family talks about parental responsibility, understood as care for the comprehensive development of the child and the mental, physical, moral, emotional, and intellectual health, and the treatment should be consistent and regular and both parents are equal to it. The aim of my work is to point out the participation of state administration, courts of the Slovak Republic and post-divorced families in establishing new phenomena in childcare which is protection of a child, which is necessary for their welfare and respects their best interest following the international convention.

**Key words:** family, changing personal care, child's interest, social worker, post-divorce child care

## INTRODUCTION

Most difficult for the child is not a divorce, but after the sad reality when one parent leaves. Full relationship between the child and both parents changes and distorts the occasional trip to the child's other parent. The practice of the courts in Slovakia was unfortunately so that the parent who was not custody of the child to socialize with the child only by judicial decision have their rights and obligations distorted for a few days a month.

*There was a risk of forming of Parental Alienation Syndrome. Risks of the operation of this syndrome seems Bakalář of losing everything connected with the other parent - not only material goods, but also a practical everyday assistance, educational and training activity. Another problem area in the inability to seems Bakalář of healthy psychosocial development. In the absence of not only educational, but also a model to assume sexual roles and identity. According to him, these risks can be reduced significantly if the child maintains with the other parent "loving, meaningful relationship cultivated and regularly". (Bakalář, E., 2006).*

*Therefore, the amendment to the act No. 217/2010 Coll. on Family was adopted, having taken effect since the 1. of July 2010 which gives an opportunity to use changing personal care and thus dampen post-divorce battles for children between parents. Any law about the child, must be based on the interest and needs. Everyone else is a secondary concern.*

Question of changing personal care is very sensitive and strictly individual issue. Suitability of alternating options to care for the child as well as parents, depends on several factors. Age of the child, his character traits, personality type, developmental conditions, emotional attachment to the child's parents, his adaptability, and other factors. Important is the level of educational skills and personal characteristics of parents, their lifestyle, and also the material conditions. Although the distance between the parents, the future stability of the educational environment, the ability of parents to communicate on matters relating to the child is an important condition for the appropriateness of alternating care. Changing personal care is not suitable for all parents.

Emotional and person maturity, ability to cooperate, feeling of detachment, good will and priorities directed to the child's needs are required.

I work in the Office of Labour, social affairs and family and this office have to protect all children. Protection of child is necessary for their welfare and respect their best interest according to the international convention. In my dissertation work I want to concentrate on practical use of the new institute of changing personal care, its reason and practical in practice.

### Qualitative and quantitative research

In research part I want to point out advantages and disadvantages of changing personal care, establish indicators that reliably confirm the facts that are or are not the interest of child.

Research dissertation we consider a key part of its implementation as one of the most beneficial period of doctoral study. In accordance with the settlement of problems and objectives of the dissertation, the primary method in the beginning of the investigation is the study of professional literature and foreign sources.

Based on the research in the Scientific Library in Košice was the perfect embodiment of the appropriate literature that would fit into the concept of a dissertation. Since the introduction of the Institute of alternating custody to the laws of the Slovak Republic undergone three years, the availability of literature can not be assessed as adequate. Valuable documents were material to the amendment of the Family and to - Order and explanatory report from the Government of the Slovak Republic. The most commonly used sources were foreign publications Smith, H. – Children, feelings and divorce a od Everett, C. a Everretová, V.S. – Healthy divorce.

Research is conducted through qualitative and quantitative means, using semi-structured interviews with professionals and parents in the stage of qualitative research and quantitative questionnaires in the research stage. It will serve as a preview to the personal views of individual specialists. Everyone can find arguments in their own opinion, or view, as experts may or may not agree.

The aim of the interview was to find out how people studied construed child, his emotional ties, the need of love, safety and home, the need for cooperative loving relationship between parents called. healthy couples bond, a sense of trust, security, personal identity and meaningful world. His need for stimulation, which already has a child from his earliest age.

Data processing incurred by category, which we can assume their relationship and on this basis, then formulate research hypotheses. Phase of quantitative research hypotheses were formulated in relation to a relational (relationship) research problem.

### CONCLUSION

Changing care requires from parents to let prevail child interest over their satisfaction from opportunity to punish, humiliate the other parent. It better fits to a child needs. Regardless the absence of Slovak legal practice in this field it is possible to assess advantages or disadvantages of the institute of changing personal care according to legal practice in the states where changing care has been practised for a long time as well as according to opinions of psychologists and under-tutors who deal with this issues.

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**contact:** Lívia Elková  
Office of Labour, Social Affairs and Family Košice  
Staničné námestie č. 9, Košice,  
GSM: 0905444020,  
e-mail: livia.elkova@upsvar.sk

# POSSIBILITIES OF ART THERAPY IN THE TREATMENT OF PEOPLE ADDICTED TO PSYCHOACTIVE SUBSTANCES IN RESOCIALIZATION CENTER.

Jana Rusková Vatrálová

*St. Elisabeth University PhD. programme.*

## ABSTRACT

Study of contemporary condition of topic discussed has shown, that this topic has not been widely explored. Motivation for presented research was to provide enrichment to actual research. Objectives of research aimed to seek answers to the questions emerging in research: to identify difficulties of client, to identify therapeutical changes and verification of art therapeutical methodology created with respect to needs clients suffering with addiction. Four clients acted as a source of primary data. The basis of collected experiences consist in assessment of changes in difficulties and changes in clients artwork, who attended art therapy meetings that were organized every week during period of stay in resocialization institution. Research was based on qualitative assessment of all clients artworks, verbal expressions of clients and therapists regardig changes and opinion of two independent art therapists. Clients expressed their mind to changes in questionnaire or during conversation. Data consists of explicit records obtained from art therapeutic groups by the means of observation of process and records saved from discussions with therapists. Research study revealed, that clients suffer from decreased level of self-confidence, mood changes, feelings of anxiety and anger, problematic relationship to its own body, behavior disorders and that by the means of therapy its possible to achieve self-confidence improvement, psychical integration, reduce feelings of anxiety and anger, improve relationship to its own body and get rid of communication barriers. Research study successfully met its objectives and enriched up-to-date exploration with another points of view related to particular contents and forms of artwork, diagnostic and methodology approaches. There are three other clients included in the research too, so this study is only part of the research.

**Key words:** Art Therapy, Qualitative Research, Social work, Addiction, Resocialization Institution.

## INTRODUCTION

Art therapy as a method in Slovakia has roots that going back to the period of the sixties of the last century. Its development was violently interrupted by the onset of „normalization“. Currently, many professionals in the arts, education, medicine, psychology and social work trying to use art therapy in their practice, and be able to continue in the tradition of art therapy in Slovakia.

This scientific study resulted from the need to research the possibilities of using art therapy, specifically for people who suffer of psychoactive substance abuse. The art therapy is compared with other methods of intervention and is specific using in non-verbal forms of communication in the relationship between the client and social worker. We support an approach to art therapy that utilizes artistic expression as a way of knowledge and therapy of the human psyche and social relations. Verbal communication through words is what complements and illustrates artistic expression.

## Framework for research

In the present research we are concerned about the long-term qualitative examination of problem to clients addicted to psychoactive substances in group of art therapeutic intervention. We define *the group of art therapy intervention* as the period from the beginning to the end, providing long-term targeted professional care to client from our part. It overlaps with the provision of comprehensive therapeutic care in resocialization centre. The research was realized in the non-governmental organization Návrát, resocialization of drug addicts at Kráľová in Zvolen (Slovakia). This device provides comprehensive social services.

Theoretically, the research is based on a key argument, which is based on the diagnosis and treatment at present that there is a relationship between the change in therapy and change in artistic expression. Changes in art therapy can be considered as a metaphorical expression changes in relationship, socialization and adaptation. We aimed to identify and capture changes during art therapy process that happening in difficulties or symptoms of clients, identifying inter-relations and qualitative characteristics of both types of changes.

## Research objectives and practical application of research

1. to answer research questions to empirical research regarding the use of art therapy for people addicted to psychoactive substances in therapeutic community,
2. to improve targeting practical ways of using art therapy for people who have a problem with addiction - to verify the proposed *methodology of art therapy*, what in itself leads to answering the question, what particular techniques of art therapy are appropriate to possibilities in working with these clients. In thematic artistic expression verifying the eligibility of processed topics or thematic advice.
3. to facilitate the inclusion of art therapy in treatment programs of various institutions providing services to people with addictions in Slovakia.

## Characteristic realized art therapeutic interventions

We describe our approach as motivating and stimulating of client, managed by community of clients, interactive. Our aim is to have the agreed rules preserving freedom, uniqueness and responsibility of the client (Albrich, 2000).

**The ultimate goal of intervention** is to integrate the client into the society, what is conditional on the development of the client's personality primarily through visual arts (activities). We will focus on the development of these mental functions and specific strategies of development (Zelina, 1996):

- **cognitization** - to gain of view in the process of self-knowledge on the factors that significantly influenced the development and progression of drug career: personality, social environment - family, gang, and that may threaten the future abstinence of client; recognition and obtaining view into risky situations and feelings dangerous to return to drugs - search for alternative ways of coping; recognizing how personal or personality shortage filled the drug; improve the ability of clients to organize their free time and get a refund for a drug, which the client can satisfy (leisure is one of the risk factors), development new interests.

- **emotionalism** - appropriate release of negative emotions, self-control, coping with stressful situations, abreaction of psychological stress, sublimation the feelings of anger, hatred, fear, aggression, autoaggression into socially acceptable forms, emotional enrichment.

- **motivation** - activation, proactive approach to their own treatment, increasing the responsibility to himself and his future by activating and stimulating personal development and positive components of personality.

- **socialization** (drugs inhibit socialization of client and related adoption of standards) - increase the social acceptability of behaviour, respect for social norms, the ability to create constructive and friendly relations; acquisition of social skills: adequate communication, cooperation ability, gain view into problematic behaviour patterns applied in social interactions. Therapeutic group in this case is a social microcosm in which human eventually be to act as tends to behave in daily life (Yalom, 2007). Improving social functioning is preventing relapse of drug abuse. The aim is to understand the patterns of behaviour that are little adaptive to respect for life and gain control over it; expressions of spontaneity in relationships and the ability to share feelings with others.

- **axiologization** - increase confidence - obtaining a positive view of themselves, a good self-concept, self-adequate, exploring the possibilities of further development, exploring their own inner resources and reserves; obtaining view that abstinence is not a means, but the objective to realization of other values.

- **creativization** - developing the creative potential of personality; development capabilities artistic expression, development of skills in working with art materials, active aesthetic cultivation of artistic expression; the development of the creative potential of personality, which is an assumption for making and planning viable life plans, new life, planning and implementation of the planned sub-steps to the ultimate goal - the building perseverance and self-control.

## Structure of the art therapy group:

1. Reflection of clients focusing on the changes that occurred between sessions or completing the questionnaire, the expression of actual feelings (15 min.)
2. Therapeutic section (50 min.)
  - A. *Choice of topic:*
    - the art therapist prepared a topic close to the needs of his members and the current situation (for example: *On the lost and found*)
    - he finds the mood of group members at the beginning of the session and accordingly adjusts the planned topic so that is for clients enough actual, attractive and understandable,
    - he leads a short discussion of how it is possible to given topic creatively develop and process.
  - B. *Own creative activities:*
    - the client processes given topic by suitably chosen art technology,
    - the art therapist intervenes minimum to the work of clients, preferably in the form of open questions, not prescriptive,
    - the client is not burdened with excessive expectations, is rather encouraged to the creative activity, for example is not afraid to experiment and try something new (new technology).
3. Final reflection: (25 min.)
  - therapist promotes mutual sharing of feelings and thoughts animated during production in the debate over pictures,
  - interview is conducted on, how the pictures affect on the client and what learned about himself,
  - art therapist encourages interactivity in group and granting mutual feedback among the clients themselves,
  - art therapist supports clients to gain view into their personality (behaviour, personal qualities, inclinations, dispositions, which can be further developed),
  - summarizing and formulating conclusions of the meeting, to reflect new insights, changes.



## Research questions

*The problem of research* is further specified by *research questions*:

1. What are the key problems occurred in the observed client?
2. What changes have occurred in the client's difficulties during art therapeutic interventions (research)?

Our research efforts and major research goal is aimed at finding answers to the research questions.

## Theoretical-methodological bases of research

We chose interpretative theory as the main paradigm of our research with emphasis on **phenomenology**. Interpretative approach has led us to use a case study in processing research. Over time we found out, that the mere interpretative theories have certain limitations (shown in our research too abstract). Therefore, we needed to find a more specific theory that would help us understand and interpret the meanings of artistic expression of clients. For this purpose we use **psychoanalytic theory**. Interpreting artistic expression and a deeper understanding of difficulties in finding clients proves to be appropriate to use the theoretical knowledge of British author Rita Simon (1992). The author focuses on reflecting the interaction between *content and style*, in which the patient's art work is created. She claims that it is the style, which reflects the usual mood or state of unconsciousness. She created a classification of four styles that repeatedly occur in the art therapeutic work.

## Methodology and the main research procedures

The data consist of the artistic production of clients, who attended art therapy group once a week during residence in the resocialization centre and records their answers about changes in symptoms. Clients could comment possible changes in the questionnaire or at the beginning of art therapy group. At the beginning of intervention were given to fill a questionnaire no. 1 to clients, containing three open questions aimed at determining their difficulties in social relationships, the mental and the physical area. Clients were able to freely describe their problems. We categorized texts that was created in this way and incurred categories incorporated into issues of the questionnaire no. 2. Initial source in its creation were therefore clients themselves. Next, we added questions arising from the focus of this research and reintegration facilities and according to our experience in this field. A questionnaire containing twenty-two questions was proposed to fill by clients in the early intervention, then every six weeks during the intervention and at the end. In this way we were able to identify the client's difficulties at the beginning of the intervention and record dynamic changes in individual items and over the time. Data are also made by recordings of art therapist at the art therapy sessions obtained by careful observation of events (all what can be heard and seen) and from the *semi-structured interviews* with other therapists in resocialization center with whom we have worked in the therapeutic team. These interviews were repeated as necessary. All obtained data on therapeutic changes were written into the scoreboard, created for each client separately. The art works of clients assessed two independent art therapists (J.R. and J.V.R.), because ensuring the validity of research.

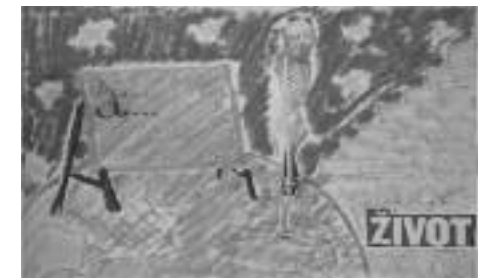
## Qualitative analysis of data

The research was based on qualitative analysis of all creative works and verbal statement of clients, therapists and review from two independent art therapists. In interpretive work, which is primarily a matter of the client and art therapist, was used the method of free association to each element of the picture. We proceeded in assessing changes the art work of clients from whole to analyze details. There was used the method of phenomenological reflection, resulting

in the development of phenomenological description of artistic production. We just verbally described the content of artistic reflection and added interpretations of clients, as recorded it after the group. We also noticed close attention to the adequacy of representation of the field due to the challenging issues that processing adequately assignment. There was described the formal side of visual expression as follows: the material and equipment, graphomotorics, morphology, colour, composition, perspective, the relationship between figure and ground, and the whole relationship of detail, use of space and spatial symbolism and level and way to view of figure.



*The power confidence*



*My space in our space*

## The results of research

Four clients were included to the research sample, so the presented results contain only part of the research.

## The selected case study:

### *George:*

Brief history:

Diagnosis: Abuse to addiction syndrome of multiple psychoactive substances, failure of socialization and behaviour at adolescence, age 17 years, he was in resocialization centre by a decision of the court for educational measures, involuntarily.

Family history: parent family, parents working in manual jobs, adequate material conditions, parents in the upbringing inconsistent. Father - 2x suicide attempt, has problems with alcohol and slot machines. He does not realize his problem, not a desire to change, the problem is according to father in George. Mother's willingness to actively participate in the change of the problem is greater.

Personal history: The youngest of the family, has three half-siblings, who do not live with them (they have their own families). No major health problems in childhood surpassed, after finishing elementary school, he joined the study at secondary vocational school and because of addiction has not been completed yet. After his stay in the resocialization centre is keen to complete his education.

### *Finding answers to the research questions:*

Changes in the art:

1. Analysis and characterization of George artistic expression:

The artworks of client are characterized by low embedded energy, manifesting the weak links downforce, stereotypes and schematism, which is reflected in morphology. Attention attract those works that do not contain these elements and therefore can be viewed as a shift in his artistic expression - 1,2,4.



Figure 1. It is an abstract representation of the internal contents. General appearance is aggressive. Wild, contradictory shapes act confusing, wildly in contrary to their exactly rendering. Solid line is a bit tough, slightly with gradated downforce, determining the intensity of the colour space. Thoughtful graduation downforce makes the impression of spaciousness pointy shapes (clearly defined and thoroughly illustrated). Complex shapes in the background are kind of cracks or veins. The artwork invites to reflection on the balance between spontaneity and structuring, shows the rich inner reality that dominates the whole offered area.

Figure 2. Poetic, rich colour reproduction, simply stylization. The picture is clear of comfort, rich colours indicative of similarly rich experience evoked by painting. Carefully designed details are evident throughout the area. Author showed a sense of structure which is visible in a balanced composition. The presence of „water“ element as in the actual motives and watercolour in colour compared to the previous picture represents refinement, sensuousness, contact with what brings pleasure. Using bird’s-eye view shows that the same „detachment“ and the meaning of the whole (J.R.).

Figure 3. It represents a moment of crisis initiate by topic which refers to the potential future plans how to direct his live and in what the author does not seem clear. Similarly topic heads to a developmental role to formation his own identity. In the picture is great tension. Colours are reduced to gray and cool tones, the presence of negligence, diagonal composition, red lines used in strong accents act aggressively.

Figure 4. George brought the idea to art therapy group how to copy the selected faces from magazines and replace them with faces his members of family. Idea had success between other clients. Lines are accurate, follow a differentiated downforce, colour is warm. The image is impressive and expresses feelings of client expressively. The author expresses himself as a man of another race, an alien within the family. He highlights the need for communication in the family about personally important topics. Highlight and processing increases the expressiveness of details. There is a visible deformity of hand, unfinished (consensus of both assessors: J.R. and J.V.R.), indicating a possible psychological traumatization of client. Slovak art therapist Šicková-Fabrics (2006) also mentioned *bodies without hands* as a warning sign occurring in the visual expression of abused and tortured children (as the expression of inability to resist violence). Emotional charge here refers to the relevance of the viewed content, particularities arouse interest of viewer and encourage dialogue. He showed concern with the topic and emotionally charged, which is tuned in figurative expression (unlike most works), we interpret the effort to create his own identity.

Further characteristics and changes in artistic production of client:

Other features artwork of client	Changing
The work does not reflect the current situation of the client	The work more reveals the moment of feelings, situation of client
The work is fragmentary, non entire	The work is more cohesive, acts as a whole
Lacking spontaneity in expression	Work acts spontaneous, relaxed
Stereotypes in the present work	More effort on his own expressive language
The selected theme is simple and specific	The presence of metaphors
The presence of aggressive elements in the work	Less aggressive elements in the work

Therapeutic changes:

Evaluation of therapeutic needs and changes of client that we have obtained categorization of notation from groups (abbreviated NG), semi-structured interviews (abbreviated SI), questionnaires (abbreviated Q). Abbreviations listed in the table means a method of obtaining relevant data.

Client difficulties	Change in client difficulty
He has a poor relationship with parents	Improved relationships with family Q
He shows no interest in other family members	More consolidates relationships with family Q
Conflict with parents non clarified	He communicates about conflict with parents Q
Relations with other clients are strained	Relations have improved with other clients Q
Conflict with other clients is not clarified	He communicates about conflict with other clients Q
Not communicate	Increase the ability to talk, discuss NG
On the therapist does not react	Better cooperation NG, Q
He has problem to respect the time limits	He knows to plan his work better NG
He does not use time effectively, dispels	He works more focused throughout the time NG
Helpless	More independent NG, SI
Passive	More active NG
He gives up easily	He is trying to solve the tasks NG
Inconsequent	He completes every started work NG, SI
Unreliable	More reliable NG,SI
He feels fatigue	He feels fatigue when happening to a group of tired NG
He is nervous and irritable	He is quieter NG,Q
He is sensitive to errors	His ability presents to self-esteem NG
He does not know to choose a suitable motif for work	Motif chooses easily NG
He uses the invite field of topics slightly	Selected motifs are adequately to given topic NG
He avoids difficult issues for him	Topics are trying to process NG
He does not use diversity of material	Creative, flexible in using different materials NG
Fear of the future	Change has not occurred Q

The main findings of the research study

Taking into account the fact, that the observed positive changes may not only influence art therapy, and that changes may be caused by other influences (impact of resocialization centre, maturation of client), we had the following changes at George during art therapeutic interventions:

1. **Improved relationships** with parents and other clients. Over the time he was more willing to cooperate at the art therapy group and shared with other personally relevant issues. Relaxed and pleasant manners can be linked to the overall emotional enrichment that occurred during art therapy and is visible in his art work.
2. The client **is willing to cooperate**, trying to respect the therapist’s instructions.

3. Also improved his ability **to map out the time** for complet unfinished work, and thus increased the efficiency of his efforts.
4. The client reduced the level of anxiety, operates **quieter impression, concentrates** on the job **adequately**.
5. The level of support and encouragement was reduced at the end of intervention which previously required. There was no need to encourage him to work as the beginning. He could **independently** choose suggestions for processing and **use adequate the field of issues**. It is especially noticeable, when we compared works created one and the same subject at the beginning, where the connection with the work assignment was unclear and the end of the intervention, which connection with assignment was clearly evident (repetition of themes over time allows comparison). We see here a link to activate psyche gradually, his works does not lack imagination, expression and emotion at the same time.
6. His ability presents with **self-esteem**.
7. He tried to work to complete what fared well and became **more consistent**. We recorded on the art therapy that he is reliable, but other therapists change in this area did not.
8. At the end of resocialization he experienced greater fear of the future. It is a conditional necessity to break away from the device and adapt to the change of life, what puts increased demands on the personality of the client.

## CONCLUSION

- art therapy may be helpful in considering whether a client after reintegration mature „stands on his own feet“, or rather recommend him temporary accommodation in one of the halfway houses,
- helps in assessing whether attitudes of client presents externally are really sincere,
- research has also demonstrated the therapeutic gains of art therapeutic interventions in social work with people addicted to drugs (art therapy can be used as the diagnostic process, as well as in therapy).



Figure 2: *The most favourite experience*



Figure 3: *Who I want to be*



Figure 1: *My feelings*



Figure 4: *My family*

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# FAITH IN GOD AS INCENTIVE OF SOCIAL CHANGE IN THE LIVES OF CLIENTS

Michal Sedláček

*St. Elisabeth University, PhD. programme, Crossroads, nonprofit organization*

## ABSTRACT

Faith in the supernatural has been a part of human history since its very beginning. In our cultural context Christianity has formed European thinking, culture or politics. However, Christianity is a phenomenon which primarily forms people themselves. For many it is something firm to lean on, for others the very basis of their existence. In recent years there has been a notable increase in the number of Pentecostal fellowships which appeal to quite a large group of population, including people who have found themselves in problems or who have already become clients of the social work. These Pentecostal fellowships offer faith in God, especially personal relationship with Jesus Christ and personal empowering by Holy Spirit as a solution to many social problems.

**Keywords:** Faith. Pentecostal movement. Social change. New beginning. Clients of social work.

Christianity belongs to the category of historical and widespread religions of our world. It is based on the person of Jesus Christ who is considered not only to be a great teacher but Lord of all things; the savior and redeemer of human race. This sounds as a proposition from dusty ancient books; but for many people it has become the basal element of their lives. The power of God is affirmed to transform their lives in its very base.

So many people have found the hope and comfort in Christian belief including life-changing situations (death, divorce, illness). Their faith gives them answers to their questions, purpose in everyday life, the practical manual how to live, how to survive the times of crises.

In our conditions we are used to be born to the Church (the most frequently to Roman Catholic Church or Lutheran Church). We were baptized as babies and brought up in “church culture” – firstly baptism, later first Holy Communion (Eucharist), confirmation, matrimony and finally, anointing of the sick. We are accompanied by these sacraments throughout our whole life. Christianity has influenced our western culture and thinking – defined what is good and what the sin is, understood the marriage as the indissoluble bond between man and woman, claimed to protect the weak and the defenseless. But the question is: is this all Christianity is about? (Martin, 1998).

The history of Christianity is full of famous examples of sudden conversions to Christian belief; for example C. S. Lewis, Francis of Assisi, Ignatius of Loyola, Martin Luther, Blaise Pascal and many other thinkers and well-known persons. These people found their lives empty and senseless without faith. But we can also uncover thousands of stories of unknown people who were violent, drug or alcohol addicts, who lived in criminal gangs or lived in marginal areas of society but were able to change their lives thanks to the faith and Christianity. One of the most famous Christian books, *The Cross and the Switchblade*, was written by rev. David Wilkerson who spent many years in the ministry to drug addicts in the streets of New York (Harlem County) (see Wilkerson, 1994). His “therapy” method was very simple – drug addicts were led to the conversion, repentance, to be “born again” – to start a brand new life with Jesus and to receive the Holy Spirit. His therapeutic program had the success rate 80 per cent while the state programs had only around 5 per cent (in the 70s). (MacNutt, 2005).



I focus on this phenomenon in my doctoral thesis: how the Christian faith in Jesus Christ and personal religious experiences can transform the lives of many clients of social work. In the practice of social work we meet a lot of clients whose life situation seems to be unsolvable. They live in the vicious circle of violence, addictions, criminal offences or other deviant phenomena (prostitution, domestic violence etc.). These clients pose a risk to the society; and many social programs with hundreds of social workers, psychologists, sociologists or policemen have no effect. However it often happens that where helping professions fail, the authentic religion can score. In our conditions there is a bright example of this claim: poor Romany settlements on the east of the republic where the Christian missions are extremely successful (see Podolinská, Hrustič, 2010).

Is Christianity (or a personal religious experience) a real answer to serious problems of these days? How does it work? Is there any special technique that social workers can adopt from Christianity and use it or is it the matter of supernatural power only? Is it something like placebo effect in the minds of clients or is it real work of God? What do these religious conversions look like? Are there any fixed steps, a sequence of steps, or is it a unique and special way in every case? How did this religious conversion change the clients? How did it influence them? Did the clients stop drinking and taking drugs all of a sudden? Or are they still fighting? Was this change generally sudden or gradual? How can this change in the lives of clients influence their own families? Do they accept that or refuse? And what about other relatives and friends? Do they consider these "changed clients" to be honest and sincere people to others or to be insincere members of dangerous cults? These are some of the questions I would like to deal with.

I would like to use the method of qualitative research and search for the answers to my questions. The technique of a narrative interview is necessary. I have lived within a Christian fellowship for many years and known several people whose lives had been very different before they became Christians. They represent the base for my research. I would like to start the research with a clear mind – no hypotheses, no theories, no prejudices and foregone conclusions. I want to describe the way of my respondents from serious social problems to their new future.

In Slovak conditions the influence of religion on social clients is quite a new topic. There are few sociologic studies about that. After 40 years of communist regime and atheistic materialism we are used to think only in the levels of body and soul, not spirit. Very often we consider religion to be the opium of the people, as Marx claimed. But spirituality belongs to the area of psychology or social work. We cannot separate it from other aspects of human existence. The religious question represents the fundamental and the most personal issues of every man. It is the reason why religion has been a driving force of many positive changes as well as fights and bloodsheds.

The common practice shows that there are several reasons why people decide to convert:

- life crisis (death of family member, separation of partners, loss of employment)
- struggle with addiction (drugs, alcohol, gambling, sex addiction)
- natural disposition towards spiritual area
- absence of life goal, meaning of life
- disrupted intimate relationships
- untreated traumas and intrinsic injuries of soul, etc.

### ***Conversion and baptism by Holy Ghost***

The key aspect of the matter at hand is convincement – conversion, re-birth. For many people the convincement is a one-time experience, a sudden awakening and acknowledging the need for God; they need his forgiveness and blessing, they need to change their lives and give them

order. For other clients is the convincement a process with a certain duration, the immediate breakthrough cannot be exactly specified. (Sullivan, 1998).

Clients with such experience refer to their lives as "before" and "after" conversion. Life "before" is often described as meaningless, void, full of struggles and tension. Life "after" (the conversion) seems idyllic. These first months after the experience of conversion can be characterized as a honeymoon period. Clients describe their newly-found enthusiasm for God, strong joy for life, finding their inner peace; their attitude towards difficult life situations is different. They experience God, his love and presence. They are very enthusiastic, eager and feel ready to overcome any obstacle. It is a period of euphoria. After this period comes a next step which in Christian slang is often described as a desert – time of first trials which should strengthen their newly-found faith. This period is a direct opposite of the honeymoon period – the enjoyable emotions have gone away, there is a perception that God seemingly disappeared; prayer becomes difficult and obligatory. This period represents the first trial for newly-converted Christians which not all of them will overcome.

The purpose of Christian life implies a certain degree of spiritual and emotional maturity – the courage and strength to move forward despite obstacles, disgust, personal weakness, sin and demerits. This process, of course, requires time and personal experience; therefore it cannot be accelerated. (Hocken, 1998).

Many Christians consider baptism by the Holy Ghost as a fundamental religious experience. This religious experience, based on which the Pentecostal movement from the beginning of the 20th century was created, is initially described in the second chapter of the Act of Apostles: people are filled by the Holy Ghost, they receive gifts from Him – typical gift is speaking in tongues (glossolalia). A lot of clients consider this experience empowering in order to live the Christian life to the fullest; overcome the trials and their own weaknesses (e.g. addiction). (Prince, 2007).

### ***Why is faith often the only resource which enables our clients to emerge from their difficult situation?***

The experience of faith provides people with clear answers not only about the meaning of life, but also with the way of life. However, first and foremost faith touches the heart.

In numerous religious groups are the expressions of faith very spontaneous. Therefore it is not unusual to see people laugh or cry. This behavior is acceptable and does not disrupt the environment. A person is challenged to come forth to God with all aspects of their life – including their anxieties, injuries or pain.

Christianity highlights the importance of conversion and penance, which often means an overall life change to the status quo. "Your life before does not matter: Jesus offers you a new life." This message resonates especially with people who failed miserably in their lives: they were addicted to alcohol or drugs, their intimate relationships fell apart or they lost their homes. The incentive of penance means to start a new life, to have a clean record in the eyes of God and themselves. The immediate community often questions these motives as it seems to be the easiest escape way: "He drank his whole life, he beat his family and out of the sudden he will act godly?"

Laicity – numerous Christian groups often get involved with unordained preachers and encourage the service of women. Everyone can offer a certain kind of service. Some are gifted with words (e.g. preacher), others tend to encourage others or worship God with music. All members of Christian community have aspects which they can offer in service to others.

Interest in people on edge. Christians often serve people who are often condemned by others. Example of this is the above-mentioned service of David Wilkerson Teen Challenge focused on drug addicts. There are a lot of Pentecostal Christians who provide service to gypsies or prisoners. They know from experience that people most open to gospel are those who failed in some aspect of their lives or they are not content with their lives and look for something more meaningful.

Overall, it is based on the importance of personal experience. Faith is not completely rational. Engagement with Christ changes human life – it empowers us to end the vicious circles of the past, begin anew, gives life its meaning and direction. Without this experience which majorly touches both mind and heart we can not elaborate on a profound Christian life. Therefore conversion does not happen based on a rational decision; it is rather a supernatural experience with Jesus Christ.

## CONCLUSION

In our conditions there is spirituality in social service professions perceived with no respect. Some professionals understand its importance, but more in terms of the placebo effect: "If the client believes it, it can be used as a form of therapy."

However, in the last few years the number of such clients increased. These clients testify that their lives were changed because of the newly-found faith and personal experience of God. Therefore this matter deserves further research.

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## Contact

Michal Sedláček  
Crossroads, nonprofit organization, Záhradná 3, Skalica  
Email: michal.sedlacek@gmail.com

# BURNOUT SYNDROME PREVENTION IN SOCIAL WORK

Peter Csóri, Ľudovít Hajduk

*St. Elisabeth University PhD. programme,  
Institute of Gypsy European studies of St. Sarah Marseille*

## ABSTRACT

This report brings draft of developing research within the scope of dissertation thesis. The objective of this research is to map burnout syndrome prevalence by employees performing social work. Further, to determine provision and implementation individual actions and procedures of burnout syndrome prevention from point of view of social employees, employers in public and private organizations and facilities in municipal region of Banská Bystrica. Within the scope of burnout syndrome prevention we focus on experts' opinions as well as on actions and strategies struggling against burnout syndrome.

**Keywords:** Prevention, Burnout syndrome, Social work, Quantitative research, Questionnaire

## INTRODUCTION

Burnout syndrome is becoming the phenomenon of today representing serious obstacle while performing social work effectively; it has great negative impact not only for social worker alone, but especially on clients who is he working with. Mátel and Roman (2010, p. 60) cite, that „social employee is considered to be not only the most effective part of social work, but it could be also considered the greatest risk, if he harms clients and profession by his incompetency, inexperience, bureaucracy or neglectfulness.“

Burnout syndrome is often defined as syndrome, which is being characterized by general exhaustion, negative reactions towards clients, towards work being performed, but also towards itself. Many a time it is described as exhaustion physical, mental, emotional and its consequences have a wider social measure. In connection with negative impacts of burnout syndrome Maslach and Jackson declare, that burnout syndrome most frequently occurs in professions, which are focused on specific work with people, and it can have an effect on quality and quantity decrease of provided work or service. It could be manifested by impersonal approach towards clients, and it also has an impact on effective work performance of helping person and its personal satisfaction from its job. (In: Krivohlavý, 1998).

Nowadays there is a huge pressure on job performance, on its quality as well as quantity. These requirements are related to performance of social work practice in the field of public and private sector too. In practice arises the need for certain competencies necessary for adapting and managing of mentioned requirements. Social employees should dispose of relevant competencies and should also be aware of effective strategies for handling stress situations resulting from their working performance. On the other hand, it is necessary from employers' side to ensure optimal working conditions and effective policies, which would prevent generation and aggravation of burnout syndrome. From this reason it is very important to focus on monitoring and prevention of burnout syndrome of social employees, to whom today is not being paid an appropriate attention.

Seriousness and urgency of this problem, lack of appropriate attention devoted to burnout syndrome, and its prevention in social work, as well as absence of research in Slovakia, has inspired us to realize such research in this field.

## 1 Research methodology

Within the frame of this research we focus on identification of burnout syndrome measure of social employees. We focus on alternatives and implementation of particular prevention policies in order to avoid it. For accomplishing our objective we have decided for quantitative research. To reach our goals we use questionnaire method.

### 1.1 Research objective

The main goal is to map burnout syndrome of social workers in particular sectors. Implementation of single actions and methods for prevention of burnout syndrome from both sides – social employees and employers, as well as determination of experts' opinion on methods and actions being regarded effective in burnout syndrome prevention of social workers are general goals of this research. Main research objective is divided into following targets:

- 1: To map measure of burnout of employees in particular sectors and fields of social work and comparison of these fields.
- 2: To determine access, support and implementation of particular actions and methods of burnout syndrome prevention from side of social employees.
- 3: To find out access, support, and implementation of particular policies and methods of burnout prevention from side of employers (management).
- 4: To gain experts' - supervisors' opinions on question – how to proceed burnout syndrome and which actions they regard to be the most effective.
- 5: To execute the prevention programme for burnout syndrome prevention of social employees.

Based on received information the prevention programme focused on burnout syndrome of social workers would be suggested.

### 1.2 Research area and research group

Research will be carried out at the regional level within the area of municipal region of Banská Bystrica in public and private organizations and facilities executing social work. In the research we focus on public and private providers of social services and arrangements of social and legal protection of children and social guardianship (further known as „SPODaSK“) and on Labour, social and family affairs authorities in municipal region of Banská Bystrica.

Research group will consist of following participants:

- **employers (management) and social workers**, employed in facilities
  - **public providers of social services and policies SPODaSK** in municipal region of Banská Bystrica;
  - **private providers of social services and policies SPODaSK** in municipal region of Banská Bystrica;
  - **Labour, social and family affairs authorities in municipal region of Banská Bystrica** being in direct contact with social clients (social affairs departments, public employments services departments).
- **experts - supervisors**

Selection of research sample will be directed by principle availability – intentional available selection. We address all available respective respondents – social workers, employers of competent organizations, and supervisors on the ground of registry of all accredited supervisors.

### 1.3 Data collection

For accomplishment of our aim and achievement of our research objectives we will carry out quantitative research. For purposes of this study we will use question form method of data collection. Results will be analyzed and evaluated, and we will define outcomes and suggestions of prevention policies. For need of this research we prepare and apply following questionnaires:

- **Standardized questionnaire of Maslach Burnout Inventory** – this questionnaire is one of the most used methods of scientific determination of burnout syndrome, and therefore we apply it for gaining the measure of burnout syndrome of social workers. This type of questionnaire examines three factors: **emotional exhaustion, depersonalization and working performance degradation**. (Křivohlavý, 2012).
- **Personal questionnaire focused on prevention for social workers** – focused on approaches and prevention policies against burnout syndrome from social workers' side. Respective questions are focused on:
  - personal improvement, self-reflexion, self management;
  - coping strategies – strategies of stress handling and burnout syndrome, personality characteristics, social skills, assertive behavior, hardiness (ability to resist stress situations);
  - life style – way of living, mental balance, recreation, leisure time, relax, sport, hobbies,
  - life advisability, satisfaction of mental needs, and so on.;
  - interpersonal relationships – quantity and quality of relationships, effective communication, business communication, communication with colleagues and superiors, common activities, cooperation, competitiveness;
  - working conditions, working environment and work organisation, promotion, training, corporate culture, social programme and so on.;
  - administration of supervision and importance of supervision.
- **Questionnaire for employers** – focused on support of burnout syndrome prevention from management side of the organization. Questions are oriented at: monitoring of burnout syndrome at workplace, alternatives of prevention, supervision provision; work organisation, corporate culture, social programme, promotion, motivation, training, improvement of social skills, employee supervision, arrangements for personal improvement of employees, interpersonal relationships, working conditions and environment.
- **Questionnaire for experts – supervisors**
  - focused on effective procedures and actions within the frame of burnout syndrome prevention.

### 1.4 Research plan

1. **phase: research preparation and preliminary to research** – study of literature and analysis of executed researches, determination of objectives and hypothesis, preparation, processing and examination of questionnaires; and generation of e-mail address for communication;
2. **phase: communication with respective employers and supervisors** – initial accosting and clarification of cooperation with employers and experts, accreditation of competent workers of organizations and facilities for further communication;
3. **phase: distribution of applicable questionnaires** – after clarification of cooperation applicable questionnaires distribution via electronic mail will be initiated by employers, social employee, and supervisor;



4. **phase: collection and processing of data** – obtained data will be processed into figure-chart and graphs, MS Excel, SPSS software programmes will be used
5. **phase: representation of research outcomes and suggestion of prevention programme** - at the conclusion obtained data will be quantitatively evaluated. Particular findings will be compared, presented, and relevant stands will be taken. Based on the outcomes we will suggest appropriate prevention actions and devise prevention programme focused on burnout syndrome prevention of social workers.

### Conclusion – expected outcome and contribution for practice

The dissertation thesis itself and its results, altogether with processed suggestions of prevention actions & programmes will bring contribution to social workers as well as to their employers, who should realise dangerous impacts of burnout syndrome and reveal early its showings falling withing this syndrome initiating implementation of various prevention actions for its elimination. This thesis also means a contribution to students and others specialists for study purposes, for extending their knowledge or can serve as an impulse for future researches in the field of burnout syndrome prevention in social work. Outcomes of this research might also become the stimulus for regular prevention actions in further training and empowering competencies of social workers in order to get higher quality of social policy of each organisation. Last but not least, this research might serve as the incentive for necessary legislative changes.

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#### contact

Peter Csóri

St. Elisabeth s University of Health and Social Work  
Institute of Gypsy European studies of St. Sarah Marseille,  
Tatranská 10, Banská Bystrica, Slovak republic  
e-mail: [csoripe@gmail.com](mailto:csoripe@gmail.com)

Ľudovít Hajduk

St. Elisabeth s University of Health and Social Work  
Institute of Gypsy European studies of St. Sarah Marseille,  
Tatranská 10, Banská Bystrica, Slovak republic  
e-mail: [hajduk@vssvalzbety.sk](mailto:hajduk@vssvalzbety.sk)

## THE PROCESS OF DE-INSTITUTIONALIZATION OF SOCIAL SERVICES IN THE SLOVAK REPUBLIC

Timea Laššáková

*St. Elisabeth University PhD. program, Social Service for the disabled*

### ABSTRACT

Social policy of region basically includes keeping up the persons who are handicapped against the other persons because of serious reasons /handicap on the ground of high age, medical disability/ his household and do not allow him fully integrate to society. One of the possibilities how to help specific individual is to provide social services institution.

#### Key words:

Deinstitutionalization. Social services. Social work. Institution. Institutionalcare. Social service recipient. Service provider. Social services institution. Quality of services.

### INTRODUCTION

In the Slovak Republic started at the beginning of the last century developing trend of institutional care that has prevailed in almost all post-communist countries. This trend was maintained and even strengthened in the second half of the 20th century. Currently, almost all social services remains stage of institutionalization, which has triggered, isolation from the outside community, the suppression of human rights. The aim of the current social policy is to change the system of institutional care, deinstitutionalising and transform it into a system dominated by services, which are provided in a natural environment of an individual, or to provide services that are culturally and organizationally as close as possible to a family environment. The aim should be high-quality social services available for everyone.

### Deinstitutionalization

The first information about the risks with institutionalization penetrated into Europe around 1920. Model for deinstitutionalisation of social services are mainly northern European countries. The first laws was created from 80th to the 90-ies of the last century. Deinstitutionalization philosophically based on changes in thinking and approach of society to people who are for some reason in principle dependent on aid of society, being the process of change of social services higher quality and better social services.

### Deinstitutionalization in practice

Deinstitutionalization is currently implemented by the National Social Development Fund project entitled „Support for the process of de-institutionalization and transformation of social services“. The aim of the project is to support and to initiate the process of de-institutionalization of social services for the people with disabilities. The project would be implemented in six pilot self-governing regions, the following social services:

Trenčín Region - DSS Adamovské Kochanovce,  
Prešov Region - CSS Zátšie Osadné  
Nitra Region - ZSS LIPKA Lipová,  
Košice Region - DSS Lidwina Stražske,  
Trnava Region - DSS Okoč Opatovský Sokolec,  
Banská Bystrica Region - DSS Slatinka Lučenec.



### Analysis of selected devices for de-institutionalization

- Almost of the selected devices for de-institutionalization are located in historical buildings, castles, / devices except DSS Lidwina Strazske, which is located in a renovated building of dormitories and CSS Zátšie Osadné Still life settlement, which is housed in an outdated building with high ceilings/,
- The capacity of all selected devices in amount from 60 to 80 recipients of social services,
- All facilities provide social services for children and adults with mental or multiple disabilities,
- Facilities are located on the periphery of cities.

The realisation of this project would be the beneficiaries of social services to gain valuable experience that will serve as examples of good practice for other system de-institutionalization in the Slovak Republic.

### Examples of good practice

#### Slovak Republic - Social Service Slatinka Lučenec

In the Slovak Republic since the end of the 90s there were a number of attempts to transform and de-institutionalization of selected social services. So far the only workable and successful complete deinstitutionalization in Slovakia Social Services Home Appliances Slatinka at Lučenci.

#### History and transformation process at social services

In 1951 he established the Department of Social Work Lučenci, which at that time provided institutional care 97 recipients with intellectual disabilities. The device was housed in a medieval mansion on the outskirts of the city of Liberec provide care and nuns. Recipients of social services were considered to be „patient“, which must be continually help. Change occurred in 1989, when there was a period of humanization, reduced the capacity of the 69 recipients, began to provide care staff with the requisite skills, he started working at a special educator. In 2003 appeared the first signs deinštitucionálnej care when the house was reconstructed training to prepare recipients for independent living. In this period, namely services in two buildings and at the same time in the training and in the mansion house that was located in the resorts facilities and services therein are provided beneficiaries with less severe disabilities. Only in 2006 was processed transformation project that created a certain vision of deinstitutionalization mass institutions for a number of smaller family-type devices. Under the vision of the beneficiaries have gradually since 2008, withdrawing from neútulného castle in Lower Slatinka, whose operation was costly, three houses. Currently, the social services provided in 6 detached houses with a capacity of 9 to 15 recipients. Mansion in Slatinka finally closed its doors in 2012, which was de-institutionalization process in this facility terminated. (Wwww.dssslatinka.cz)

#### Czech Republic - Colorful houses Hajnice

The first steps in the process of de-institutionalization in the Czech Republic were performed in 80-ies, slightly more than in Slovakia. Model for deinstitutionalisation of social services in the Czech Republic is deinstitutionalization original constitution of social care for mentally disabled youth Hajnice.

#### History and transformation process at social services

Nursing home for mentally disabled youth Hajnice was established in 1961 with total capacity of 65 recipients. In 1980 was launched the reconstruction of the main building, while the increased capacity of the plant from the original 65 to 90 recipients. The process of transformation of the facility began in 1995. Since this year began to emerge group housing. In 1995 and 1997 were the first open group accommodation for 12 people, in 2004 opened two more group accommodation for 32 people. In 2007 was opened cafe called Orange garden, where recipients

work group living mostly with intellectual disabilities. In 2009, the facility was awarded the 2008 Bridges for defending the rights of people with intellectual disabilities. Equipment set up additional business activities in ancillary services such as „color Workshops opportunities“ that are aimed at selling pottery, candles, carpet. Between 2010 and 2011, were set up another group accommodation for 17 people and there is also a housing project for 2 autistic clients with aggressive behavior. Equipment acquired in 2011, winning the Prize 'social services Kralove Region„. (Wwww.barevnedomky.cz)

### Deinstitutionalization and financial aspects

During the study materials related to the process of de-institutionalization in Slovakia we did not get to any relevant budget, which would be indicative of the financial performance of the transformation process.

As mentioned earlier in the Czech Republic, the process of de-institutionalization took place at Colorful houses in Hajnič. The process gradually took place in 4 stages, with different stages of de-institutionalization costs were as follows:

Stage I - 20 million. crowns

Stage II - 32 million. crowns

Stage III - 1 mil. crowns

Stage IV - 31 million. crowns. (www.barevnedomky.cz)

The total costs of de-institutionalization Colored Domke moving in the amount of 84 mil. crowns. In the words of director Colored Domke Hajnice expenditure on staff salaries increased several times because of the increasing number of staff required. It is therefore no doubt that the financial provision of social services, which have undergone a process of de-institutionalization is costly and it is a more expensive model in the provision of social services.

### Deinstitutionalization as a confrontational process

Opinions of experts and the general public for de-institutionalization are different. One group opposes the process of de-institutionalization and considers it for unnecessary luxuries and konford recipients of social services. Sees it as interference in their lives played recipients, who have been essentially identification, settlement and satisfied. In our view, this is a very overrated issue of the appropriateness of the beneficiaries to the process of de-institutionalization. Think of someone competent persons over how many recipients will be suitable for de-institutionalization? In March of this year I attended an international conference entitled „The impact of demographic change on social dialogue in social services“. At that conference was attended by representatives of ministries as well as providers of social services in Slovakia and the Czech Republic. MPSV representative in the Czech Republic informed us of the results of the pilot project where 35 devices were registered with a total of 1,800 beneficiaries of social services. The assumption was that about 1,100 beneficiaries were included in the process of de-institutionalization. The fact, however, was ultimately so that some recipients went into the family environment and in community housing eventually went only 360 recipients. These are the reasons why it is necessary to institute a process of de-institutionalization in Slovakia reviewed.

Although Slovakia is a group of people who believes that the process of de-institutionalization to bring the quality of social services. Nobody, however, does not intend wondered at what price it will be. In our opinion, introduce nowadays is a major transformation process, such as deinstitutionalization, when state and local governments are struggling with government deficits and have difficulty ensuring basic social services in its current form, is very irresponsible.

## CONCLUSION

The duty of every manager in the social sphere is to try to the extent possible to improve the quality of services and improve the living conditions of the beneficiaries of social services. However, begs the question: „It is the process of de-institutionalization and the only criterion indicator of the quality of social services?“ „Would not it be better, more efficient and economically less demanding introduce partial de-institutionalization processes in existing facilities?“ Such piecemeal process as capacity reduction equipment, the introduction of individual and sensitive approach to service recipient, or security staff qualifications, equipment, thereby ensuring quality social services in existing institutions. In this contribution we would like to draw the attention of the persons on the importance and the need for continuous improvement of social services, but not at any price.

### Contact:

Tímea Laššáková  
Head of the Social Services facilities for people with disabilities  
ul. M. R. Stefanik 3385/51, Zvolen  
GSM: 0907 866 405,  
e-mail: tlassakova@centrum.sk

# INFORMATION TECHNOLOGY – SUPPORT OF THE INTEGRATION OF PEOPLE WITH DISABILITIES IN SOCIETY

Anna Ondrejková

*St. Elisabeth University PhD. programme, University of Economics in Bratislava (UEB),  
Faculty of Economic Informatics of UEB, Department of Applied Informatics*

## ABSTRACT

The aim of the dissertation is the creation of a complex and consistent view upon the integration of people with disabilities into information society and the emphasis of the importance of information and communication technology (ICT) in daily life for the improving the possibilities of integration of people with disabilities through ICT. The work is oriented on the social inclusion and digital inclusion people with disabilities in the information society, with an emphasis on the improvement of the level of life of people with disabilities using specific methodologies and assistive technologies. In the last two decades is the issue of people with disabilities extremely current and supported the strategic objectives of the European Union and developed countries of the world. Like a key view of examined theme we consider the view of the digital integration and digital exclusion or e-inclusion. The key question appears to be the level of digital literacy of the people at risk of digital exclusion. Different levels of access to ICT, digital literacy and other parameters can be a significant factor in the near future to deepen social inequalities. Therefore the planned social research in the work is oriented of the exploration the current situation in the field of digital literacy and the use of modern means of ICT in a minor proportion of the population of people with disabilities. Data for quantitative research we are planning to receive using questionnaires and request respondents through a various non-governmental organisations of people with disabilities in Slovakia.

**Keywords:** Information and communication technology (ICT), informatisation, information society, people with disabilities (PD), digital integration, digital exclusion, digital literacy

## INTRODUCTION

Information and communication technology (ICT) significantly affect the performance of the job and using of the labour market. Over time, of us becoming an information society and informatisation interferences with all spheres of life, namely modern ICT surround us not only at work but also in the workplace, in education in schools, entertainment and leisure activities, as well as in the home. Also in the Slovak Republic are ICT an important phenomenon of the current economy. The changes triggered by the increasing importance of information and ICT do not only technological character and do not affect only the economy, but directly intervening in the life of society and its citizens. The new ICT can be described as a new opportunity for improving the quality of life for many people with disabilities (PD). New technology and especially the internet, as a global means of communication, enable also to serious disabled people to be in touch with the surroundings, electronically communicate with anyone, use the online electronic services within the framework of inclusive e-government, prospective use of telework options, apply their own abilities, expand your education, to take advantage of the progressive form of e-learning. In the last two decades is the issue of people with disabilities (PD) extremely current and supported

the strategic objectives of the European Union and developed countries of the world and their documents, and also in the form of international documents of the United Nations (UN).

### THE AIM OF THE DISSERTATION AND THE TOPICALITY OF THE EXAMINED THEME

The aim of the dissertation is the development of a comprehensive and consistent view on the need for the integration of people with disabilities (PD) into ordinary life, on the importance of ICT in daily life and to improve the possibilities of integration of the PD through ICT. The work is aimed at the social inclusion and digital inclusion the PD request in the information society, with an emphasis on the improvement of the level of life of the PD using specific methodologies and assistive technologies.

The theme of the integration of people with disabilities is currently very actual topic and falls under the portfolio of social work. Social work in today's world is gaining prominence among the helping humanitarian sciences. Social work is a scientific discipline for the people, with the people and through the people that globalisation does not change its validity. Social work is defined as follows [1]:

"Social work is a professional activity that provides work to care for a person with special working methods on a professional basis. It deals with the optimal functioning of social institutions aimed at comprehensive care for the man, for the effective functioning of the social security and assistance to individuals, families, groups or communities. Affects the implementation of appropriate social change for the benefit of the quality of life of the people. Social work is a comprehensive tool for taking care of the development of man" (Strieženec, 2006).

Social work promotes social health and well-being of individuals, groups and communities, facilitates social cohesion and protecting the vulnerable members of the community by collaborating with the users of services, communities and other experts. Social workers respond to the needs of people who are unable to cope with the changes and the problems themselves. Promote social cohesion by means of preventive social work and helping to solve social problems. Through the social work carried out by social assistance for the danger groups of social protection: serious disabled people, seniors, survivors, family, children and the unemployed [1].

The person who comes to or is in the care of a social worker is referred to as a social client. Clients are individuals, the members of the different groups who require social care, social assistance, and it is necessary to solve a social problem with them.

In social work plays an important role in addition to help with his personal assumptions, knowledge and skills, as well as the client. The client becomes not only the object, but also those subject of social work and, in particular, for reasons of its own mobilization and motivation to participate in the solutions to his problems, as well as his own career.

We are distinguishing a number of types of social clients and there are using the various aspects. From the point of view of primary symptoms and syndromes can be distinguished in the following *groupment of various types of social clients: social pathology, social group, age problems, health problems, socio-economic aspects and disability* [2].

In the dissertation we addict oneself all above to the integration of people with disabilities, whether they are disabled or mentally disabled people, and people with chronic diseases and serious health problems through modern ICT.

### THE INTERNATIONAL DIMENSION OF THE EXAMINED THEME

Approaches to social work in the European conditions issue from respect of the European Convention for the protection of human rights. Social work so answers the consequences of the process of globalisation, responds to political and social transformation and the social tensions arising from the rapid economic and social change (poverty, unemployment, territorial mobility), which are an obstacle to social cohesion and threaten the stability of the family relationships. The aim in today's globalised world is to expand the chances and opportunities for each and every individual. That many people cannot be ignored, this is a chance for what affects many factors limited. Social work is so an investment in the future prosperity of Europe [1].

Social work and social policy are subject to the system of human rights, social and economic rights (economic) rights, their human dignity is essential. Social protection is the most comprehensive system, in which different social policies are being implemented and in which it operates as a complex system of social security institutions, tools and relationships that meet the social, economic, psychological and ethical functions. The concept of social protection is defining *System of the European Union, the ESSPROS. The European System of integrated Social PROtection Statistics (ESSPROS)*, as all interventions from public or private bodies intended to relieve households and individuals of the burden caused by a defined set of risks or needs, without prejudice to the agreed upon reciprocal or individual arrangements. Social security is the subject of an instrument of social policy, in which human rights are implemented. Social policies are active and passive. Among the active social policy may include legislation, strategies, creating the potential for reform, planning and programming, the provision of social services, social benefits and active labour market policy instruments, a high degree of social partnership, seeking social consensus, respect for a high level of human rights, social rights and economic rights. Passive political intentions in an extreme range of various forms of restrictions, departure from collective bargaining, ignorance of social partnership, as well as simply to circumvent and left unchecked, social problems. Document prepared by the European Commission (com/2010/2020), entitled a *Strategy for smart, sustainable and inclusive growth - Europe 2020 strategy*. In the light of the current social policy is the Europe 2020 strategy ensures that social and political documents at present [3]. The European Commission presented a strategy in March 2010. The part of this strategy is *the Digital agenda for Europe*. The overall objective of the digital agenda is to bring sustainable economic and social benefits of a digital single market based on a quick and ultraquick Internet and interoperable applications. Digital agenda for Europe is one of the seven flagship initiatives "Europe 2020" strategy and is aimed at the definition of the key role that the use of ICT will need to play for Europe to succeed in its efforts by the year 2020. One of the items on the agenda is also *Raising digital literacy, improving digital skills and inclusion of persons*. Europe is suffering from an increasing lack of professional skills in the area of ICT and digital literacy deficits. As a result, many citizens are excluded from the digital society and the economy, and the significant effect that ICT can contribute to productivity growth, cannot develop. This situation requires a coordinated response, which should keep the Member States and other interested parties [4].

The important international organizations in the field of social development and social work are *the International Federation of Social Workers (IFSW), International Association of Schools of Social Work, International Social Security Association (ISSA) and the International Labour Organization (ILO)*, which operates within the framework of the United Nations, for example, from 1919. ILO conventions and recommendations issued by the legal documents as basic, that reflect the world's social and legal normative base for social rights and determine the minimum social and legal standards. The strategy and plans of international organizations of which it is a member of the Slovak Republic, affecting the formation of the national programmes [3].



To search for the sources of social policies and social security in the European context was built a number of modern information systems and ICT are applied on a large scale in this area. For example, the *MISSOC (Mutual information System on Social Protection)*, the [www.missoc.org](http://www.missoc.org), is the mutual information system on social security, the social security systems in the member states of the EU. The system of social protection statistics (ESSPROS) is organized in accordance with the Regulation of the European Parliament and of the Council (EC) No 458/2007 of 25. April 2007 on the European system of integrated social protection statistics. On the site <http://portal.statistics.sk> are published by major area, social statistics and social protection systems in the Slovak Republic and EU. EU social legislation is contained in the system *EUR-LEX* and searching of EU legislation is available on the page [www.europa.eu.int/eur-lex/lex/skindex.htm](http://www.europa.eu.int/eur-lex/lex/skindex.htm). European conventions the Council of Europe in the Slovak language page contains [www.radaeuropy.sk](http://www.radaeuropy.sk). European conventions, information about work, business, and education, and legal aspects contains system *the European employment services - EURES* on the page [www.eures.sk](http://www.eures.sk), and the [www.europa.eu.int/eures](http://www.europa.eu.int/eures) <http://eures.europa.eu>.

The full texts of the social and labour legislation of countries from around the world includes the *Information system of the ILO NATLEX*, the data base under the name national legislation on labour, social security and human rights. Registered operators obtain information in NATLEX system in three languages (English, French, Spanish). Overview of the database of international labour standards of the ILO contains the *ILOLEX* database in multiple languages on the page [www.ilo.org/ilolex/](http://www.ilo.org/ilolex/). Decision of the European Court of human rights in the area of social security, presents the *HUDOC* system website [3].

One of the most important international documents of the United Nations on the examined theme is *the Convention on the rights of persons with disabilities and the Optional Protocol*, adopted by the United Nations on 13. December 2006. Currently, the EU is trying to better ensure the rights of people with disabilities worldwide ratification of this significant document. After the adoption of the Convention and the entry into force of the Convention followed the ratification process of the document in the respective countries. In the Slovak Republic, ratification of the Convention took place in 2010, and the Convention entered into legitimacy on 25. June 2010. The aim of this document is to promote, protect and ensure the full rights for people with disabilities. Strong support for the inclusion of people with disabilities in the society and also in the labour market.

An important role in the strategy of overcoming discrimination in the employment of the disabled and their integration into society has *the European Disability Forum (EDF)*. EDF is the European organisation representing approximately 80 million disabled people in Europe. Its mission is to provide people with disabilities full access to fundamental and human rights through their active involvement in the development and implementation of policy in this area in the EU. The aim of the EDF is to promote equal opportunities for people with disabilities and to protect their human rights dialogue and the European institutions. Slovakia also has representation in the EDF and the *National Council of citizens with disabilities in Slovakia*.

## DIGITAL INTEGRATION AND THE THREAT OF DIGITAL EXCLUSION OF PEOPLE WITH DISABILITIES

Like a key view of examined theme of the dissertation we consider the view of the digital integration and digital exclusion or e-inclusion. This view has and will have significant perspective impacts, as well of aspect of building the information society. In this point of view on the examined theme of integration of PD we are almost at the beginning in SR. We have fallen further behind other countries in the EU. Here it is necessary to act in a much more strategic positions and

in terms of the EU's objectives, as defined in the *National strategy for the digital integration in SR* from May 2008. The role of Coordinator in the field of digital integration occupies the Ministry of Finance of the Slovak Republic, which is the central body of state administration in the field of informatization of society. Options for digital social inclusion the greatest number of socially disadvantaged citizens and of citizens at risk of digital exclusion are cumulated in the six core areas: *digital accessibility and usability of ICT, inclusive e-Government, increasing of digital literacy and increasing the use of ICT, reduction of the geographical digital divide, promoting cultural diversity, ICT for the elderly*.

The key question appears to be the level of digital literacy of the people at risk of digital exclusion. So far, the level of digital literacy, and its development we can evaluate on the basis of the results of the survey of digital literacy in the Slovak Republic in the projects called "*Digital literacy in Slovakia*", which were made in the years 2005-2013. These studies will focus on the entire population, and has not been specified only for people with disabilities.

## DIGITAL LITERACY IN SLOVAKIA IN THE YEARS 2005-2013

Digital literacy involves the ability to understand the information in general and to use them in a variety of formats from a variety of sources presented through modern ICT. In 2005, launched the Institute for public affairs analytical and monitoring project "*Digital literacy in Slovakia*". The research project maps one of the key preconditions for successful transformation on the information society and knowledge-based economy - the readiness of the broad sections of the population to the use of modern ICT. In addition to the standard mapping of the level of digital literacy of the population, in particular the disadvantaged social groups focused project 2009 population – those who are illiterate or have low level of digital literacy and represent phenomenon the "digital gap" in the society. The output of the project in 2009 was in addition to research reports also Interactive map of digital literacy, which has allowed the:

1. define risk social groups of the population, which are in a position to be digital excluded, in the position of digital exclusion;
2. identify the degree of adaptability and motivation of social groups at risk and design methods, tools, and policies for a positive shift.

Digital literacy is quite a complex phenomenon, which, however, can effectively express themselves through for an overarching instrument indicator – Digital literacy index (DLI). This index includes the 27 indicators (questions) that measure the level of work with ICT and its applications and services. Respondents in each of the questions reflect their skills and abilities on a scale of 1 – "I know it very well" to 5 "I do not know it at all". The index value are placed on the point scale: 0-digital illiteracy to 1-the maximum level of digital literacy. Research the 2011 index of DLI include 28 indicators (questions).

For the sake of clarity, the indicators are divided into four main segments – control of hardware, control of software, the work with information and the ability of communication means of ICT.

The Institute for public affairs implemented in project *Digital literacy in Slovakia*, following researches until now:

- 2005-sample size: 1 345 respondents, field data collection: July – august 2005
- 2007-sample size: 1 149 respondents, field data collection: July – august 2007
- 2009-sample size: 1 134 respondents, field data collection: august 2009
- 2011-sample size: 1 138 respondents, field data collection: June 2011
- 2013-sample size: 1 079 respondents, field data collection: March 2013 [6].



The researches were representative of the whole population of the Slovak republic over 14 years in terms of gender, age, education, nationality, location and size of the edges of SR. The field data collection provided the Agency FOCUS on the basis of personal (face-to-face) interviews recorded in the questionnaire. The data collected were processed and analyzed by statistical methods.

The current share of digital literate population, according to data from the research of the Institute for public affairs from March 2013 representative 79% and 21% of the digital illiterate [6]. The significant all-society problem on digital literacy is digital gap or the digital divide.

Therefore, the division of society into those who have access to ICT and the corresponding level of digital literacy, and those who have not such access, or literacy. Different levels of access to ICT, digital literacy and other parameters can be a significant factor in the near future to deepen social inequalities. In particular, digital illiteracy should be seen as a new propulsion engine of poverty in this context, because it reduces the chance of a good education, a good job, career and specialisation, assessed on property or higher social status [5].

### **SOCIAL RESEARCH ON DIGITAL LITERACY OF PEOPLE WITH DISABILITIES**

Research is the process of creating new knowledge. It is a systematic and carefully planned operation, which is guided by the desire to answer questions and contribute to the development of the branch. Natural and social sciences in obtaining knowledge put a lot of weight to empirical data. Empirical research is research that is associated with the collection of facts about the real facts, with verification of theoretical assumptions by examining real-life and research in the field. There are two types of research: qualitative and quantitative. Qualitative research is sometimes understood as a complement to the quantitative research. Some understand it than any research that does not reach the results using statistical methods, but the difference is not only in the absence of numbers [7].

The model of the quantitative approach to research in the social sciences are the methods of the natural sciences. Quantitative research utilizes random selections, and strongly structured data collection using the tests, experiments of questionnaires or observations. In the next step, we analyze the data obtained by statistical methods to describe, where appropriate, with a view to verifying the veracity of our ideas about the relationship of the relevant variables. At the beginning of empirical research we identify the topic and purpose of the research and we determine the research questions, eventually hypothesis. Implementation of empirical research can be divided into the following steps [7]:

- [1] defining research topics, the wording of the objectives, the formulation of research questions,
- [2] data collection,
- [3] data processing,
- [4] analysis, and conclusions.

We are planning to carry out social research in a minor proportion of the population of people with disabilities in the field of digital literacy and the use of modern means of ICT in dissertation. We are planning a quantitative research using questionnaires and to request respondents through a number of non-governmental organisations of people with disabilities. Consequently, we plan processing the data using statistical methods and also using of graphic visualization of selected survey results. Outline of research results, we are planning in the form of graphs. We plan to use for data-processing the appropriate software product such as IBM SPSS Statistics or other.

The inspiration for creating the questions in the questionnaire for us was mapping the digital literacy the entire population in representative research carried out by the Institute for public affairs in analytical-monitoring project in Slovakia, which has repeatedly carried out in years 2005-2013. Questions relate to four main areas: control of hardware, control of software, work with information and services and the ability to communicate, and also specific issues relating to the use of special assistive technologies for certain groups of people with disabilities.

### **CONCLUSION**

People with disabilities (PD) cannot be left out of the process of informatization of society. On the contrary, it is necessary to pay close attention to this group of the population, as it takes place in every advanced democratic country. Strategic development objectives for this population group are enshrined in a number of significant international documents of the United Nation and the European Union and also national documents in Slovak Republic. It is possible to meet an opinion that the solution of the problem of examined theme is only marginally for inappreciable minority. Demographic development in Europe, in the developed countries of the world and also in the us in Slovakia, it is unique and is declaring the ageing of the population, an increase in the number of older people and the number of people with disabilities. Significantly increasing the number of persons with disabilities as a result of serious injuries in traffic accidents and also an increase in developmental disorders in children. This gives rise to the widespread economic problems and necessary solutions such as security for the payment of old-age pensions, more funds for medical care. These disadvantaged and older people would also not be digitally excluded from society, but they should have a benefit to the quality of life in relation to the dynamic changes in society. Digital literacy of the population currently shows up as a necessity for the development and direction of the country, and it is just as crucial as it once was literacy, therefore, the knowledge of reading and writing.

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## Contact

Anna Ondrejková,  
Department of Applied Informatics,  
Faculty of Economic Informatics of UEB, University of Economics in Bratislava (UEB),  
Dolnozemska cesta 1/b, 852 35 Bratislava, Slovak Republic,  
telephone: 02/ 67295866,  
e-mail: [ondrejka@euba.sk](mailto:ondrejka@euba.sk)

# SOCIAL WORK AND FORMS OF ASSISTANCE TO DIALYSIS PATIENTS

Bohuš Čepiga

*St. Elisabeth University College of Health and Social Work Bratislava*

## ABSTRACT

The paper deals with the implementation of social work in health care, specifically for the needs of dialysis patients. Fundamental objectives of social work in health care is to solve social problems in the disease, ill-health and disability. It was also devoted to specific activities of social workers in health facilities and current problems encountered while wrestled social workers in health care facilities when carrying out their activities. Conclusions point to the possibility of using social services and cash benefits for compensation of social consequences of severe disability and a brief overview.

**Key words:** social work, social worker, in dialysis patients, social services, cash benefits for compensation of social consequences of severe disability.

Social work in health care as in other fields is a specific professional activity, which aims to improve the social status of the individual, the social situation of the whole family, group or social environment. The main attributes of access to social actors in health care is an ethical approach, how to select appropriate assistance, support and accompaniment. Social work in health care facilities implemented in addition to professional social workers and doctors, nurses and psychologists. This applies not only social assistance and support, counseling, as well as ethical approaches and attitudes. It is provided regardless of age, gender, sexual preference, social affiliation, disability, race, culture, religion or other socio - demographic differences between individuals, groups or communities.

The basic objective of social work in health care is to solve a social problem with disease, ill-health, disability and old age. It also deals with the social consequences of illness and disability on the social situation of the individual or family, the disturbed relations and the situation in the social environment, incurred as a result of a person's life physically and socially undesirable changes.

Social worker at the hospital performed the following activities:

- Implementing educational consultancy that focuses on socialization and re-socialization,
- Cooperate in psychotherapy patients
- Provides expertise in socio - legal field ,
- Monitor / monitors / harmful effects of social environment,
- Helps the patient to overcome the health, moral, economic barriers,
- Cooperate in the integration of patients into the social environment,
- Signals the doctor the possible negative consequences on the health of the patient, which stem from inadequate social conditions,
- Working with a team of health professionals,
- Collaborates with the patient's family,
- Collaborates with schools, employers, patients with judicial departments, with social workers in offices,

- Leading social documentation,
- Participates in surveys and in health care facilities,
- Where appropriate, to participate in medical ward rounds,
- When authorized to represent the patient offices, courts,
- Actively participate in continuing education.

Current problems of social workers in health care facilities:

- Social work under treatment in health policy may perform only one worker who has health education / Secondary Medical School , School of Medicine / not graduate social work of the university,
- Performance of social workers are not covered by health insurance companies,
- Social workers with a university diploma are not included in the health care system,
- Social workers do not make any statistical evaluation,
- Do not have time for advice, assistance and support to patients with social problems,
- Not in the job description support families with a disabled child, adults with disabilities,
- Minimal intervention for people with disabilities /as advice on compensation, or social services under Act. 447/2008 Z. z. of cash benefits to compensate for severe disability and Act . 448/2008 Coll z. Social Services /.

For patients on dialysis social worker is a great help. Their problems are encouraged to various forms of assistance. Individual, partner or family counseling is an important part of care for dialysis patients within it finds its application psychotherapy and self-help groups. In these patients, appropriate to solve the disposal of the working process and thereby decrease or loss of economic income and social contacts.

Dialysis patients are able to use cash allowances to compensate for the social consequences of severe disability. Severely disabled people are able to apply for any of the allowance granted to compensate for the social consequences of severe disability.

Between cash allowances to compensate for the social consequences of severe disability include:

1. cash allowance for personal assistance,
2. cash allowance for the purchase of equipment,
3. cash allowance for training use of the device,
4. cash benefit for treatment devices,
5. cash allowance for repair of equipment,
6. cash allowance for purchase of lifting equipment,
7. cash allowance for purchase of a motor vehicle,
8. cash benefit for a motor vehicle,
9. cash allowance for transportation,
10. cash allowance for housing modifications,
11. cash benefit for a house,
12. cash benefit for garages,
13. cash contribution to offset increased expenses,
14. cash benefit for care.

Cash contributions to personal assistance, transportation, compensation increased expenses and the care is provided repeatedly , other monetary contributions are disposable .

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## Contact of author:

Bohuš Čepiga  
St. Elisabeth University College of Health and Social Work Bratislava  
e-mail: bohuscepiga@gmail.com

# COMPARISON OF SOCIAL SERVICES IN THE SOCIAL SECURITY SYSTEM IN THE SLOVAK REPUBLIC AND THE CZECH REPUBLIC

Karolina Hlavinkova

*St. Elisabeth University PhD. programme, OZ ALIA to help disabled citizens*

## ABSTRACT

The dissertation thesis should enlighten a brief historical view on providing social services in the system of social welfare in the Slovak Republic and the Czech Republic, the overview of the current status of this issue – legal framework, structure of social services providers (public and non-public /private providers, dividing of social services in accordance with their nature, responsibility for the management, financing and organization of social services eventually the analysis of supply and demand for social services. It is focused on social services which are carried out especially by means of social work. We draw our attention to the forms of direct assistance to citizens with disabilities.

## Keywords:

Social services. Social services providers. Management. Financing. Organization of social services.

## INTRODUCTION

Social services are the inherent part of society. Each society tries to cope with the fundamental efforts in this area, to help as many of its members as it is possible, to assist fairly and try not to aggrieve any person dependent on assistance. This task is extremely difficult and unrewarding because it is not possible to satisfy all dependent. Social services belong among important activities of the state, self-government and social services providers. We are often aware of their existence and the need only when we are ourselves dependent on it or in need of solving the problem of our family members.

All states are trying in some way to influence the development in the social sphere because precisely social services mostly reveal shortcomings of cooperation between the state and the self-government. The implementation of the European social doctrine is conceived in its widest universality and comprehensiveness of social services. From the historical point of view in our conditions they are viable hardest because they restrict historically generated very generous social rights of people.

## CHARACTERISTICS AND OVERVIEW OF SOCIAL SERVICES

The dissertation thesis shall describe short historical overview to providing of social services in the social security system in the Slovak and Czech Republic, perspective of current status in this problem (i.e. institutional, legal and economic framework), it is concerned the structure of social services providers (public and non-public providers), dividing of social services in accordance with types, responsibility for managing, financing and organizing of social services, eventually the analysis of offer and demand for social services. It will be focused on comparison of the current status in social services and their legislative definition that are performed especially by means of social work as it is stipulated in the act on social services. (The Act of the National Council of the Slovak Republic No. 448/2008 Coll.). It will pay attention to direct forms of assis-



tance to citizens with severe disability. In detail it will describe the social services system in the Slovak Republic and the Czech Republic, in order also a Hungarian reader may understand our difficulties at looking for balance between the needs and sources. The biggest one is the absence of competitiveness among providers which is the only one that can markedly dynamise levelling of demand and offer as well as it may influence the level of quality of provided services. The functioning of public providers in the form of non-profit organizations does not stimulate social business and it slows down the potential development of terrain and community services.

## COMPARISON OF SOCIAL SERVICES IN THE SOCIAL SERVICES SYSTEM IN THE SLOVAK REPUBLIC AND CZECH REPUBLIC

The practical part of the dissertation thesis shall evaluate the current status of social services in the social services system, its direct forms of assistance to citizens with health disability and analyse reform, transformation of social services facilities, eventually offer and demand for social services in both states. It will define the main differences and specificities of individual systems, phenomena and problems at providing social services. At comparison of the systems we will trace presence and absence of certain social service, its institutional placement and target of action.

Up to now in the published studies on transformation of social services there were mentioned the reasons why is transformation of social services important. Arguments in favour of transformation were: the development of social services, theory and methods of social work, rights of people with the special needs, political will, inadequate size of social services facility in light of the number of social services recipients, quality of social services, social economic standards (standard of living of population), social needs of recipients of social services, individual programs of personal development, foreign experiences.

Since the year 2000, pilot projects of transformation of social services facilities have been gradually implemented during which there was also demonstrated the importance of lifelong learning of social workers in facilities of social services. For workers in direct contact with a client in facilities of social services there is an absence of systematic professional education focused to changes in quality of services, humanization, normalization, transformation of social services. Mostly it concerns self-sacrificing, creative workers who are working in difficult conditions, whereby they participate in keeping the given status of services with a low preference for individual programs of the personal development prepared for recipients of social services and with that associated social and working integration. (Krupa, 2008).

In the practical part we shall use then particular theoretical knowledge and analyze both systems, whereby their aspects will be compared in accordance with economic, demographic and social cultural parameters. Finally we shall assess the achieved results and configure the results of our research.

The aim of work will be to analyze the progress in social services in the Slovak and Czech Republic focusing to effectiveness of their providing and financing and consequent comparison of the surveyed approaches. On grounds of this examination it will be possible to call attention to weaknesses of both the Slovak and Czech system and simultaneously to indicate a trend in which could move the providing of social services. The assessment of current systems will be preceded by analysis of basic attributes and achieved data. The aim of the dissertation thesis is to point out to the need for change in providing social services, the necessity of transfer of competence in the field of providing social services from public providers to non-public ones. In other words our task is to submit objective, professional, scientific proofs and reasoning inevitability of transformation processes for all who are affected by this movement: state machinery, politicians,

professionals and public about the inevitability of transformation of social services for various target and age groups of citizens.

Within the framework of writing this thesis there will be used the following methods: Analysis of secondary data of the Czech, eventually foreign literature which deals with the examined problem, deduction, description, comparison, synthesis.

## CONCLUSION

Social services are public services and it means that they should be available to every citizen in equal rate in dependence on his needs. Then in Slovakia, where there has been a shift in providing of social services, up to now we can evaluate this matter of fact negatively, because communes have not been prepared for the performance of this duty sufficiently with reference to material, professionalism and staff. And due to this fact the needs of many dependent citizens are not satisfied or they are satisfied only partially. The availability of social services is influenced by decisions of self-governing regions and communes.

In conclusion the statement of the Prague Mayor Dr. Zenkl (1927) who promoted principles of providing care for people in need: Help is needed quickly and on due time. Often just minor intervention, as well as friendly word of advice avoids major consequences, moral and material. Everywhere at performance of social care function to keep clear human relation of man to man, brother to brother, to keep always discretion and reserve, not to be guilty of anything that may humiliate or offend the other. To have open eyes, ears, the sense of hearing and heart, do not permit misery and suffering, injustice and lawlessness, but everywhere with all effort help immediately. To be a human being ! (Matoušek, 2011, p. 26).

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Contact:  
Karolina Hlavinkova  
OZ ALIA to help disabled citizens  
Ťačevská 38, 085 01 Bardejov  
+421 905 274 178  
hlavinkova@stonline.sk

# PURPOSES OF SERVING OF PRISON SENTENCE

Martina Oravcová

*St. Elisabeth University PhD. Programme, Social worker with marginalized groups,  
Social Development Fund (SDF)*

## ABSTRACT

The paper provided gives a practical overview of the philosophical concept of criminal system in the second half of 20<sup>th</sup> century. This paper pays attention especially to the historically first Act on Serving of Prison Sentence within the whole socialist commonwealth of states. Codification of historically first act on serving of prison sentence is considered to be the most significant milestone in the criminal system- Act No. 59/1965, that was published in Collection of Acts from 1965.

**Keywords:** Serving of Prison Sentence. Czechoslovak Socialist Republic. Purposes of Serving of Prison Sentence. The rules and obligations of prisoners.

## INTRODUCTION

Currently the prison sentence, in terms of its genesis, does not have such a historical background. Today's treatment of convicted persons has been developing gradually according to the development of society itself, its ideology and particularly according to people forming this society. Society's perception of the second half of 20<sup>th</sup> century was distorted by Stalinism doctrine. In connection with this issue the Stalin's criminal system should be mentioned. The most important was Gulag (Glavnoye upravleniye lagerey - main correctional camp administration). The philosophy of Stalinism was based on radical authoritarian ideas and terror in the form of persecution of citizens of that time society.

Codification of historically first act on serving of prison sentence is considered to be the most significant milestone in the criminal system. Hejdis (*Etika sociálneho zaobchádzania ...*, 2011) National Assembly of Czechoslovak Socialist Republic adopted a resolution on Act No. 59/1965 on serving of prison sentence for the first time in the history of the postwar Czechoslovakia. The Act was published in Collection of Acts from 1965, Section 30, on pages 331-340. The Act defined that "purpose of serving of prison sentence is to prevent convicted persons from further committing crimes and systematically educate them to live duly life of working person. Human dignity must not be humiliated by serving of prison sentence" (§1 of Act No. 59/1965). In order to achieve the purpose of serving of prison sentence the correctional-educational activity was carried out. Philosophy of serving of prison sentence was mainly based on pedagogical (educational) optimism which was in the end transformed into purpose of serving of prison sentence itself of that time.

The abovementioned Act on serving of prison sentence from 1965 was drafted particularly in the idea of *Standard Minimum Rules for the Treatment of Prisoners*. The strategic document of rules for treatment of convicted persons represented a primary output of the United Nations Congress which took place on 30th August 1955 in Geneva. The central theme of the Congress was prevention of the crime and treatment of offenders. This document contained set of recommended standards for present prison systems all over the world. Prisoners had for example the right to submit requests and complaints as well as to have discussion with director of institution or its deputy. Also conditions for observing discipline and imposing disciplinary sentences

were defined. Accommodation conditions for prisoners, conditions of consistent registering of each prisoner, serious illness, mental illness or death, relation to the prison personnel, cultural-educational activity and similarly were specified accordingly (*Standard Minimum Rules for the Treatment of Prisoners, 1995*).

Rules for treatment of convicted persons also became a supporting law, according to which the aforementioned Act on serving of prison sentence from 1965 was drafted. By application of standard rules for treatment of convicted persons in practice and also through the Act No. 59 from 1965, the correctional-educational activity started to fully develop. §2 of the Act on serving of prison sentence from 1965, specifies the correctional-educational activity as a summary of operation of the established order and discipline (SYSTEM), working education of convicted persons (WORK) and cultural-educational work (CULTURE). The educational draft of the Act was based on the philosophy of passive acceptance of activities by the convicted persons which meant that the convicted persons were lead, and up to certain extent forced, to an activity during serving of their sentence. According to the Act the sentence was served differently in three correctional-educational groups with monitoring of implementation of more effective measures for their remedy. Pursuant to §8 the internal differentiation helped to deepen the educational impact of serving the sentence on a convicted person, taking into account the level and nature of his impairment as well as reaching the level of their remedy. The aim of the internal differentiation of convicted persons was to separate less criminally and socially impaired prisoners who proved the effort to remedy from the rest of the prisoners. Also considering these conditions was conditioned by the differentiated approach of correctional-educational activity in relation to the prisoners. The Act also conceived the treatment of specific groups of prisoners i.e. treatment of prisoners with reduced working ability or prisoners with certain disabilities or juveniles convicted. The minimum standard rules for treatment of convicted persons represented the starting concept, especially in the part of the Act which specifies the rights and obligations of convicted persons in correctional-educational institutions. Except for the aforementioned rules for treatment of prisoners, also the Universal Declaration of Human Rights, adopted on 10th December 1948 by the General Meeting of the United Nations, in particular by its Article No. 5 on prohibition of torture, cruel inhuman or degrading treatment or punishment, the European Convention on Extradition from 1957, the European Convention of Mutual assistance in Criminal Matters from 1959 as well as the European Convention on the Supervision of Persons Conditionally Sentenced or Conditionally Released from 1964 significantly influenced drafting the Act from 1965 on serving of prison sentence.

Within the Act on serving of prison sentence from 1965, such material and cultural conditions of life for prisoners in correctional-educational institutions were created so that their physical and mental development was ensured (§11). The ensuring of eight-hour sleep, time needed for personal hygiene and order as well as the appropriate personal spare time were directly related in accordance with these material and cultural conditions. The prisoners were also provided with health services and, the last but not least, the security of health and social insurance as well as compensation of occupational accidents and diseases.

Section 3 of the Act also specified the rest of the rules and obligations of prisoners, such as §12 Mail and visits; § 13 Books and other publications; § 14 Purchase of personal items and receipt of parcels; and § 16 Self-administration of prisoners. The Act also ensured the protection of rights of prisoners under its § 15 as well as the Basic obligations of prisoners under § 17. The day-to-day running of life and activity of prisoners was formally ensured by the institutional order specified under § 18. The formal operation of the institutional order was under the Act applied to the area of working activity of prisoners, rest, eating and cultural-educational work. The oper-

ation of the order also defined the level of powers of self-administration of convicted persons in organization of interest activities and solving of questions of their common life.

The fourth section of the Act on serving of prison sentence from 1965 contained awarding disciplinary rewards and punishments which helped fulfill the very purpose of serving the sentence in correctional-educational institutions. Perfect behavior, fair attitude to work or an exemplary act of the person convicted were awarded by disciplinary rewards in the form of praise, special permission to write a letter, special permission for a visit, special permission to receive a parcel, increase of pocket money, money or in kind remuneration or suspension of sentence in correctional-educational institution. As opposed to that, for breach of the stated institutional order or violation of discipline during the serving of the sentence, the disciplinary punishments were awarded. Disciplinary offenses or rather penalties were awarded in the form of reprimand, restriction of participation in interest activities or complete ban for up to 3 months, reduction of pocket money for up to 3 months, ban on acceptance of a parcel, placing in a closed department during the out of office hours for up to 30 days, full-day placing in the closed department for up to 20 days, placing in self detection for up to 20 days and the last resort of disciplinary penalty was placing the prisoner in a special department. The Act was interesting by the fact that prior to the imposition of the punishment alone the prisoner was allowed to comment on the subject matter. The prisoner also had the right to submit a complaint against the disciplinary punishment imposed within 3 days.

Pursuant to the Act on serving of prison sentence from 1965 a working education of convicted persons was one of the priority determinants affecting the purpose of serving of prison sentence itself. Section 5 of the aforementioned Act concerned the working education of convicted persons placed in correctional-educational institutions. According to the Act, the aim of working education is to develop and strengthen rational attitude of convicted persons to work. At the process of integration into working activity the physical condition and working ability of convicted person is taken into consideration. Each convicted person was entitled to remuneration for activity within the working education. Mainly payments for maintenance for children of convicted persons and for payment of costs connected with serving of prison sentence in correctional-educational institutions were deducted from this remuneration. Part of this remuneration was divided on pocket money and savings, from which convicted person could provide contributions to her/his family. The advantage of the period was the fact that the correctional-educational institution could offer work to each convicted person what ensured a financial security during the serving of prison sentence.

The third determinant which had an impact on purpose of serving of prison sentence was cultural-educational work in that time. According to the Act on serving of prison sentence from 1965 the purpose of cultural-educational work was to create rational relationship of convicted person to the society based on principles of socialist morals and culture. The cultural-educational work mainly focused on education of convicted persons about respecting and following laws and rules of socialist coexistence, the fair attitude to work, protection and strengthen of socialist property and also focused on increase of general education of convicted persons and their cultural knowledge.

The Act on serving of prison sentence from 1965 further regulated the conditions of suspension of sentence and waiving the rest of the sentence, specifically under §35 – 41. Subject to the act the chief of the correctional-educational institution was allowed to suspend the sentence of a prisoner for perfect behavior, fair attitude to work or exemplary act for a period of up to 15 days, also with retrospective effect. The chief was allowed to suspend the sentence also in the event of a family emergency. In the event of serious health condition of the prisoner or in the

event of a convicted pregnant woman, resp. a woman shortly after giving a birth, the court could suspend serving of the sentence for necessary period of time. The Act took also into account the exceptional life situations and not always, especially in case of serious health conditions, the suspension of the sentence is a gain.

Act on serving of prison sentence from 1965 took into account also the conditional release of convicted persons placed in correctional-educational institutions. Especially §42 specified the conditional release and referred that before completion of stated period of sentence the convicted person might be conditionally released according to the conditions set in the Code of criminal procedure. Condition for the conditional release was an exemplary behavior of convicted person, fair attitude to work, demonstration of improvement and according to this, it is expected that a convicted person will lead to duly life of working person in the future.

Prosecutor (§44), courts (§45), national committees (§46), civilian control (§47) or social organizations (§48) participated on the process of serving of prison sentence in correctional-educational institutions. Task of prosecutor was to supervise observing of rules in correctional-educational institutions. Representative of the court, i.e. judge was entitled to visit convicted persons in institutions, talk with them without presence of the third person and look into personal files or into work records of remuneration. Judges were also obliged to act educationally on convicted person. District National Committees contributed to remedy of convicted person by supporting correctional-educational institutions to create suitable conditions for successful application of correctional-educational activities. Members of National Assembly represented civilian control and regarding their participation on serving of prison sentence, their task was to check correctional-educational institutions in a close cooperation with the Slovak National Council. Remarkableness of act of that time was participation of social organizations on serving of prison sentence that represented the last employment of convicted before the start of sentence as well as social organizations located at the place of his/her residence due to maintenance of written or in-person form of contact with convicted person at the time of serving of prison sentence in correctional-educational institution, thus helped to create favorable conditions for future life of convicted person.

An important part of Act No 59/1965 with respect to purpose of serving of prison sentence was Section 13 under which the Act specified the care for convicted person in the phase of completion of remedy. As stated in §49, collaboration of social organizations with National Committees ensured creation of suitable conditions for completion of remedy of convicted persons after their release. Their aim was in particular to help at the choice of suitable working environment as well as to ease return to a life in freedom. Even National Committees were obliged to ensure employment, possibly temporary accommodation to the person released from correctional-educational institution.

The last but not least, the Act on serving of the prison sentence dealt with serving of the prison sentence by juvenile convicted placed in correctional-educational institutions. For the purposes of the Act the juvenile was a convicted person who, at the time of commission of a crime, reached 15 years of age but did not reach 18 years of age. Simultaneously, as with the adult convicted also in case of juvenile convicted, the Act No. 59/1965 specified that the purpose of serving the sentence is predominantly to educate the juvenile convicted into duly working person, with respect to her/his personal characteristics, her/his family education and environment of his origin. Furthermore, the Act regulated the conditions of placing the juvenile convicted in correctional-educational institutions, conditions of working education in the form of preparation to future career in a college established at the institution for juveniles and also cultural-educational work or care for juvenile convicted in the phase of completion of his remedy.

## CONCLUSION

Philosophy of serving of prison sentence was mainly based on pedagogical optimism which was in the end transformed into purpose of serving of prison sentence itself of that time. By law, we can conclude that the punishment serves its purpose by 3 determinants, and this action stipulated order and discipline (MODE), working sentenced Education (WORK) and Cultural educational work (CULTURE).

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## Contact

Martina Oravcova  
Social worker with marginalized groups, Social Development Fund (SDF)  
GSM: 0910 96 96 69, e-mail: oravcova.martina1@gmail.com



# THE EFFECTIVENESS OF PREVENTION PROGRAMS TO SOCIO - PATHOLOGICAL PHENOMENA IN SCHOOLS

Katarína Hartmannová

*St. Elisabeth University PhD. programme, High School Partizánske*

## ABSTRACT

The incidence of socio-pathological phenomena in schools today is not really unique, differ only in form and ways of responding to them. With the advent of modern society and even growing interest in addressing them. This issue deals with social pathology - „as a Discipline Branch sociological discipline that examines the negative phenomena occurring in society. The term is also used to refer to the sick, abnormal, generally undesirable social phenomena. It also includes sanctioned form of deviant behavior, and study their causes and existence „(Ondrejko, 2001, p. 262). One of the ways to prevent the occurrence of these socio - pathological phenomena is called creation. prevention programs and their implementation in locations that are intended to shaping the personality of children and youth, or in schools.

**Keywords:** Social phenomena, peer program, school

## INTRODUCTION

The most successful form of prevention programs include peer programs and peer groups (interest groups), in which the volunteers are preparing for their involvement in peer programs under the guidance of lecturers .. Their mission is not only direct participation in prevention programs, but mainly indirect influence in an informal setting various teenage subcultures, as well as family, school, or in an environment where they spend their leisure time.

Prevention programs, as opposed to mainly one-off activities or. short-term preventive and educational activities, described as a longer lasting programs that are developed and implemented as a comprehensive súbory activities pursuant to written standards of methodological manuals with use of relevant manuals and determine the number and sequence of sessions, while the program does not usually monitored and evaluated.

The issue of prevention programs in progress in specialized sources we can meet in particular with Czech colleagues. Inspired by the more American and German models that successfully and sometimes unsuccessfully applied in practice mainly professionals from the health sector and in the field of drug prevention. Problems phenomena of social pathology as already mentioned, is the subject of numerous scientific disciplines, particularly sociology, social work, psychology, criminology. They deal with them in terms of their subject disciplines and interrelationships among other scientific disciplines. Discussions are still ongoing to determine the competence of individual disciplines, especially those advised to the border (social pedagogy, social psychology, sociology of education) or integrated (social work, psychology).

Interference and influence issues related to the socio-pathological phenomena is called intervention. In a broad sense it means all collective response to the problems, but in a professional sense (in the strict sense) to the purposeful, deliberate and especially institutional intervention in social problems. One means of intervention are therefore peer programs. The principle of peer programs is the active involvement of pre peers in shaping the attitudes of young people,

with the possibility of effectively influence their risk behavior. A role to play here not their age, but mainly the same social situation of peer volunteers. If the target population shares the holders of the prevention program, relatively easy to apply acquired skills in practice. In life, in fact gets into similar situations (Nespor, 2001).

The city Partizánske have 5 primary and 2 secondary schools, there are so much of prevention programs organized by the Centre of Educational and Psychological counseling and prevention, police in the local government and peer volunteers, who come together in the Youth Parliament. Their role is non-violent way to discuss with their peers the more serious and less serious social and psychological phenomena that occur at the school (in our case it was drugs prevention and kybešikana). Some prevention coordinators consider the action of peer volunteers for their contribution especially in an environment where ongoing informal interaction, ie in situations where they have no room for intervention. We also appreciate the increasing interest in discussing motivation and knowledge of pupils and the prevention of sociopathic behavior. Some coordinators prevention (especially in primary schools) work peer volunteers do not know and do not trust it, especially some primary schools have been reluctant to engage in peer programs with our peer volunteers.

As long as peer volunteers methodically correct line (known to reflect its use, leaving space for self-determination, as they respond to the existing discrepancy, etc.), Are strong helper in the process of preventing socio - pathological phenomena, because it is able to obtain an objective (unbiased) information as teenagers. with behavioral problems. As an example, we select one statement: „Classmates are always laughing at me, I'm different. Swore at me, I treated them filthy words, inappropriate gestures showed that I warm to my ears and stand out like. After two guys (peer volunteers) came to our lady teacher in class and discussed with us about the problem of bullying stopped it. There are indeed friends with me, but at least they gave me a room to disparage me. „

Before we enter a peer to peer program, volunteers need to know the opinions and beliefs peer volunteers and subsequently adapt their methodological preparation in terms of the specifics as to their future action effective and accountable to the intended mission of peer volunteer. Peer volunteer is forced to change his attitude, but he is not allowed to express it, if it was contrary to the principles of effective primary prevention, respectively. with the law.

Finding effective strategies for dealing with the prevention of socio - pathological phenomena sometimes recalls the Gordian knot in the form of questions and are the systems and procedures in preventive interventions based on a detailed analysis of the current status and further forecast. The prevention -oriented children and youth have their dominant mission just professionals working with this age group ranging from doctors, teachers, ending priests, social workers. It is often forgotten is not only the parents themselves, but the fact that a dominant position in this matter just play alone children and youth. They know the name, which cause them trouble, they often know how it should look optimal state of affairs, but they are not yet ready to completely separate deal with the problem state. Children and youth are but in this case the most main target group and is therefore equally necessary and based on their needs and expectations. Who else, if not they themselves could make the field of preventing the dose commitment and energy to deal with, or mitigate adverse impacts of socio - pathological phenomena. At the same time and acquire the necessary social skills through which they can better understand the future of these negatives deal of life and further gained competence to pass the same age or younger generations.

This task can meet the right professionals working in the field of prevention of youth. They should know the candidates motivate and train for dealing with such situations. However, it requires want to understand their needs, therefore a certain amount of empathy and personal motivation for training peer groups of young people who show more interest in the area of prevention, how can their peers. In addition to these claims requires teachers to the activity and expertise and knowledge as well as practical experience in this field with an effective supervised by groups of teenagers

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## Contact

Katarína Hartmannová, High School Partizánske,  
SNP Place 14, 958 23 Partizánske  
GSM:0908632646,  
e-mail: k.hartmannova@gmail.com

# COMMUNICATION ASPECTS OF SOCIAL WORK

Marcel Bohunský

*St. Elisabeth University PhD. programme, MJB Communication, LLC*

## ABSTRACT

The contribution deals with current issues of social communication between social workers and its clients. In the next section the important attributes of communication in social work are characterized: communication, communication components, principles of communication and mistakes in communication.

**Keywords:** communication, communication components, principles of communication mistakes in communication

## INTRODUCTION

“Communication is power. The person who learns effectively use it, may change its view that the world looks at him. „(Anthony Robbins, in DeVito, 2008, p. 15).

Without words we can communicate millions of years. Thousands of years we increasingly use sophisticated words, thousands of years we are able to record on paper. But just a few decades we use mobiles and watching TV. The last few years we are controlled a new phenomenon, namely it is electronic communications. (Plamínek, 2008)

Personally, I believe that communication is a very important part of our existence and accompanies us our entire life. Every day we get into situations where we are forced to communicate and deal with other people. Therefore, we should know and observe the principles of good communication. In consideration we cannot consider that the relationship of social worker and client is quite ordinary but this relationship is totally dependent on mutual communications. Spoken Word is an essential tool which the worker receives the client and only if their communication is two-sided, then worker may actually help the client.

## Communication

The word “communication” comes from the Latin *communicare*. The meaning of this word is to consult, negotiate and talk to. We understand communication as conversation and word communicate means to associate. Communication is a characteristic manifestation of interpersonal relationships. Through it we gather information about other people and give them further.

Information between people is spread not only by language but also non-linguistic resources. Communicative covers all ways and means by which people mutually interphone. It is a versatile set of expressive resources and circumstances of the communication process. (Bednaříková, 2006)

Communication of ideas, information, opinions, or feelings between living entity, humans and animals usually progress through a common system of symbols. The animals communicate through the signals (sound, scent or dance) it means by the first signal system. Communication of people is mainly verbal communication, language and speech, by the second signal system. It is a primary means of communicating. People use other systems as well, in addition to spoken language and script is it like musical notes, flag and finger alphabet, Morse code and mathematical, chemical symbols, traffic signs... In international communication there is an obstacle the variety of languages (there are about 5000 languages) that people deal with foreign languages, translation, artificial international language or machine translation.

Mediated information is disseminated one way that is just one away from the subscriber or bidirectional data are transferred from one party and the other party engages. The communication system contains several parts, namely vehicular code. It is a resource file, which speakers' interphone, medium - medium by which information is transmitted and content information. Speech communication is a complex process; it can not allocate the situation within which they carried. This process is dynamic and alive full of unexpected twists and variations. Communication is considered to be a lively chronicle of humanity. (Škvareninová, 1994)

### Components of communication

There are several components in every communication which extent its nature:

- intermediary, the sender of information to be gotten to a recipient using the communication channel, it means the mode of transmission information that goes from the sender to the recipient
- Content and form of filing information
- Direction of communication and communication target,
- Effect of communication (Krošláková, Palkovičová, 2006)

The constituents of communication are:

- *Communication channel* - method of transferring information
- *Communicator - notifier* - he transmits report or information, his credibility, style and expression speech rate is important
- *Recipient* - advice or information is addressed to him,
- *Communiqué* - message contents or information.

### Principles of Communication

According to Krošláková, Palkovičová (2006), in the optimal communication there are certain principles that should be in communication followed by speakers. They include the possibility let other person to talk, or listen to him carefully. During the listening we should show interest about the content that we hear from the mouth of the other, and try to understand it, try to put yourself in speaker's situation. When we can speak, we should talk about thinks that is interesting for others and use terms that are understandable for a partner. However, it is not suitable to use foreign words or foreign words transposed. Partner should not be treated with caution and criticism. It is good to remember that we should not do to others thinks which are uncomfortable for us. Certainly it is a big plus to recognize your own mistakes. Exaggeration is unnecessary and a waste of laudatory speeches. For successful communication there is no quarrel, therefore it is essential to try to avoid it.

Meaningful communication is achieved by proper use of communication techniques, in first of all, we must not forget our psyche because the way we feel inside we present outside, that is, if we are „cool” in relation to themselves and to surroundings, we can achieve more in communication.

How to communicate properly?

Proper communication can be achieved in any communication channel. It could be personal contact, using the phone, email or other vehicular way. Bear in mind before communication and during it, that we and another side are equal, no one is better or worse. Let's listen to what the other side says principally closely and active. If we listen carefully, we do not have to understand the communicator. If we are uncertain whether we understand the information properly, so rather ask.

To express themselves easily and clearly works better than trying to impress a bunch of foreign words. Saying complicated things in a simple way can sometimes be difficult as it would seem, but in ultimately, it is clear that we understand ourselves. We should never talk for the other person but only for themselves. It could be that too we touch the speaker, and it is way we do not want. If we take the other hand, it is possible that we get many questions and comments to what we say. And so we found the feedback that we were understood that there is no misunderstanding in explaining and so on. (Stepanek, 2005)

We must not forget that we and the other side are people alive who have their values, interests, experiences, customs as well as strengths or weaknesses. It is probable that all thinks affect our communication, so sometimes we inadvertently provoke a conflict situation. In such a situation we can get when using a larger critique that person. We should treat with criticism carefully and we must realize that it is also uncomfortable to hear criticism to our person. There is always a need to focus on the problem and its essence, not on people's attitudes. It is important to properly understand the interests of the other side, and this further develops mutual communication. We should always bear in mind that we do not want to spoil our relations in the future by bad communication. (Polakova, 2008)

We don't have to be ashamed that we can make clear our emotions. It is easier to express the dissatisfaction: „I do not feel well, because the last time we had a fight ...”than just communicate without soul. Because if the other side does not know what is go in my soul, there is no the opportunity to understand my behaviour and the tension can accumulate between us. In any case we should not let emotions tear down. Also outburst should not be solved by shouting.

As Krošláková, Palkovičová (2006) says, we should not talk about what we do not want or can not do, because in the future we would create an image of liars who have a number of empty talk and nobody will take us seriously. People do not like complaining, so we should avoid it. Selfish speech in interview is also not a favourable factor, so we don't talk only about themselves and especially do not jump into talking. As we are fond of teasing and taunting, it must have its limits, because we cannot wait to partner who is mocked that he will listen to us. Also it is not appropriate to flaunt old problems and anger. It is not important to talk a lot and quickly. We should think that more important is to engage the attention, not only listen to hourly interpretations. Of course, you have to keep at bay your mood, do not change the mood from second to second, we looked erratic and moody. The interview is not a fight; we need not to look for the culprit.

What is forbidden in the right communication?

It is important not to take recourse to conversations such as police interrogation. This type of interview is not pleasant, not only for the other side of communication, but for us too. The deliberate creation of stressful situations, using a second communication or a place where we communicate, is very unfair for each person. Don't remember that it can be returned immediately. Aggression, or personal attacks and threats, gossiping, ignoring slurs or other parties should be permitted. (Škvareninová, 1994)

As you know, there are many mistakes in communication which people often make. I have just pointed at the worst, which we should not do.



## CONCLUSION

Finally, I would like to remind you to think that we are all people who are equal and if we like it or not, in communication we make mistakes. So I think that we should be tolerant of each other.

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### Contact:

Marcel Bohunský  
MJB Communication LLC, trainer of soft skills and social etiquette  
Gen. Svobodu 8, SK-958 01 Partizánske, Slovakia, EU  
GSM: 0944956000, e-mail: marcel.bohunsky@gmail.com

# ETHICAL ASPECTS OF SOCIAL WORK IN SOCIO-MEDICAL FACILITIES

Jana Kollárčíková

*St . Elisabeth University PhD. programme, M.V. Center social and care, n.o.*

## ABSTRACT

Ethical aspects of social work in the socio-medical facilities are also in foreign conditions still in our current issue, we decided to explore.

We chose the research method of the questionnaire due to the relatively high number of participants and the preservation of anonymity.

The research part is oriented to obtain answers to the questions, and respect the differences in communications participants with an older, sick, disabled and dying clients, ensuring the spiritual services, supervisor for social and health workers and multidisciplinary cooperation in the investigational devices.

**Keywords:** Ethics. Communications. Medical researcher. Multidisciplinary care. Socio-medical facilities. Social workers. Supervision. Spiritual service.

## INTRODUCTION

Communication is one of the most important attributes of the social life of the individuals in the company. Social communication is an essential factor in social work when dealing with individual social workers with a variety of clients and social work interventions. Social communication in health care is dependent on the level of the quality of communication between doctor and patient. For the patient it is important how to report to him by a doctor, as it treated other than what he says. Social communication in nursing is conditional on the ability of empathy, an individual approach to the client and a positive attitude to the client.

## RESEARCH TOPIC AND OBJECTIVE

The main objective of the research was to examine the way in which the carried out social and ethical elements when working with clients in health workers examined the socio-medical facilities on the territory of the Slovak republic and the Czech republic.

### Research questions:

1. Respect the social and health care workers in communication with differences in sociomedical facilities ?
2. Participate the social and health care workers to provide spiritual care for clients in the socio-medical facilities ?
3. Involved in all social and health care workers to ensure a dignified life for clients in socio-medical building?
4. There are differences in the implementation of work activities with clients in sociomedical facilities on the territory of the Slovak republic and the Czech republic?

## RESEARCH HYPOTHESIS

On the basis of the objective we have set ourselves four hypothesis:

- H1 - We assume that more than 50% of social workers and medical social work clients communicating with the differences in respect.
- H2 - We assume that more than 1/3 of respondents ensures and respects the spiritual and spiritual page of each client's social work.
- H3 - We assuming that all the social and health care workers are involved in ensuring a dignified life for clients of social work.
- H4 - We assume that there are differences in the socio-medical facilities on the territory of the Slovak republic and the Czech republic in the implementation of the work with the clients of social work.

## METODOLOGY AND MAIN RESEARCH PROCEDURES

Research dissertation we implemented in the form of a questionnaire. It was attended by 110 participants from selected socio-medical facilities on the territory of the Slovak Republic (SR) and the Czech Republic (CR), representing 100% of the total 110 respondents. We advance a sample of selected research, social workers and health workers, who are employed by the entities.

We carry out research in the socio-medical facilities on the territory of the Slovak republic and the Czech republic. In particular, the following subjects: on the territory of the Eastern Slovakia in Humenné, in M.V.Centre, in the social and care, n.; in Košice in highly specialize expert Institute of geriatric of St. Luke; in Bardejovská Nová Ves in the Hospice Mother Tereza. And in the territory of the Czech republic, selected ethical elements of social work in the following subjects: the Home of St. Karla Boromejský, Prague, 17; Home of the seniors, which is part of the Alzheimer-centrum-Pohoda in New Strašecí; Home for seniors in Kolečovice, and in the Hospice in Bohnicích Štrasburk.

The term conducting research at the time was from 01.12.2012 to 31.02.2013.

Data from the completed questionnaires are processed using statistical methods of analysis in IBM SPSS Statistics in 20.0.0.

When assessing the methods we used descriptive statistics. We used:

1. descriptive analysis, which we determine the absolute frequency of responses within the framework of scale items.
2. frequency analysis, which we determine the frequency of each response, including response and set their škálových percentage (%).
3. statistical testing of penetrations is not possible in the work of chi-quadrade test, which we planned to use at work, or in the more than 20% of a PivotTable field, we have identified the frequency of less than 5 and, in the event that in any field is the expected frequency less than 1.
4. results of the analysis questionnaire research interpreting in tables and charts.

## RESEARCH METHODS

For the purposes of research, we used:

- the method of preparation for the research activity-the study of documents in preparation for the research activity
- Before research activities prior to implementation, the method-summary of observation and conversation in the entities,
- methods the acquisition of new data by using the Method of subjective statements-summary respondents -questionnaire-processing method of data,
- Processing method of the retrieved data: mathematics-statistical method (aggregation, the percentage calculations, tabs), method of analysis and generalization.

25 items, which included a Questionnaire consisted of 12 questions, closed questions and the questions were formulated to 9 semi-enclosed 3 assessment scales, which had a choice of five possible answers.

## RESEARCH ANALYSIS

This part of the work contains a tabular, numeric and graphical evaluation and analysis of the replies, the percentage participantov to each of the questions in the questionnaire relating to the implementation of the ethical aspects of social work in socio-medical facilities. Detailed charts and tables are listed in dissertation autor this post.

To confirm the hypotheses are also contributed to the evaluation of intrusion issues.

At dissertation thesis we had planned to come to the main objective of the work is to examine the manner in which they carried out the social-and health workers when working with clients in the attributes of the ethical and socio-medical facilities on the territory of the Slovak republic and the Czech republic.

On the basis of the results of our research, we have come to the verification and processed these pre-established hypotheses empirical part of the dissertation.

**Hypothesis 1 was confirmed.** The results of the research showed that more than 50% of the personnel and cooperating persons at variance with verbal, nonverbal, and respects the paralin-quistic old, sick and otherwise communicating with the clients at hendikep.

**Hypothesis 2 was confirmed,** on the basis of the total number of surveyed respondents more than 1/3 respects the spiritual and cleargy page of each client's social work.

Out of a total number of participantov comment that social workers, nurses and other persons involved in cooperating to ensure a dignified life for clients at a variety of ways, which means that the **hypothesis 3 was confirmed.**

**Hypothesis 4 was confirmed.** Speech elements in the conduct and procedure for the social, medical and other associates in relation to clients, have smaller differences, but are often a positive reaction. Supervision of social and health care workers is more common among social workers in establishments in the territory of the Slovak republic and occasionally implement also in the territory of the Czech republic. Differences were detected in the implementation of work activities with the clients of social work in the socio-medical facilities on the territory of the Slovak Republic and the Czech republic.

## CONCLUSION

We hope, that our recommendations will be useful for practice in social working as results of my research in social and medical facilities.

The results of the research, we have found that it is necessary that personnel and cooperating persons at increased respect differences in verbal, non-verbal communication as well paralinguistic with clients in the socio-medical facilities.

We have found that they are provided with conditions for clients in all facilities, specific ways. The research we found a different way, but in doing so, based on ethical principles, the provision of care for adults and seniors, who rely on the assistance of another person.

We recommend that you provide the more likely possibility of spiritual care and pastoral activity with clients in any socio-medical devices.

We recommend that more social workers were employed in socio-medical facilities.

We recommend more frequent supervision of the social and health care workers in health care facilities in the territory of the Slovak Republic and the Czech Republic.

We have found that it is necessary to continue to explore and develop the elements of ethics in social and health care workers in the social services and in health care facilities in the territory of equipment of the Slovak Republic and the Czech Republic.

Finally, the idea that the author describes the Dancák, than (2011, p. 86) was a letter in which the laity in *Christifideles laici*, deceased of Pope John Paul II reminds all people, not only Christians, that personal dignity is the most valuable wealth, which is owned by a person. On the basis of his dignity is the man himself, and always value for himself. Therefore, it must not be treated as applicable to the subject or thing. The above mentioned the author further states that „every patient is the subject, and not object to the interests of the State or the hospital.”

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### Contact

Jana Kollárčiková  
M.V. Center social and care, n.o.  
Duchnovičova 22, Humenné, Slovak Republic  
GSM: 0904 676717, e-mail: j.kollarcikova@gmail.com

# THE PRESENT STATE AND THE PERSPECTIVES OF SOCIAL SERVICES DEVELOPMENT IN SLOVAKIA

Štefan Jambor

*St. Elisabeth University, PhD. programme, Department st. Cyril and Method, Partizánske*

## ABSTRACT:

Our dissertation deals with the present state and the perspective of social services development in Slovakia. Among our general objectives we should mention the theoretical analysis of the social services phenomenon as well as their classification, clients and relevant social legislation. In the empirical part we will research social services in Slovakia in two eras – from 1949 to 1989 and since 1989 up to now (the year 2013). In the research we will attempt to primarily realise quantitative approach towards the social phenomena study, which we will consequently try to supplement with some selected methods of qualitative approach.

**Key words:** Social services. Slovakia.

## INTRODUCTION

The question of the present state and the perspectives of social services development in Slovakia is a contemporary subject matter and its topicality does not have to be proved, mainly when talking about the need of social services for seniors, which is interconnected with the population ageing in Slovakia, which, unfortunately, ranks among the other economically developed European countries also in this phenomenon.

The information from practice shows us that in some cases, mainly in lower social classes, children see the nursing of their parents as the way how to solve their own problems with unemployment and it is for them an acceptable alternative of work for minimum wage, which is, as it is sadly known, so common in Slovakia.

On the other hand, this alternative is not acceptable for those children of seniors who have well-paid jobs, particularly when the daughters of elderly parents have a university degree and an appropriate job.

In such cases it is necessary to use nursing service, and in case of immobility or severe health state it might even be essential to place such seniors into various types of nursing homes.

## About the general objective and the content of the dissertation

Considering the facts given above we have formulated the general objectives of our dissertation as follows:

- to theoretically point out and analyse the mentioned phenomenon, including the term social services and their classification,
- to identify and classify clients of social services,
- to analyse the corresponding social legislation,
- to analyse the development and the present state of social services in Slovakia, including the economical and societal context.

We have consequently planned the structure of the dissertation, based on the previously formulated general objective:

- analysis of the current theoretical base of social services in Slovakia,
- statistic analysis of social services in Slovakia,
- identification of social services clients' problems range in Slovakia,
- analysis of the social services quality development in Slovakia, from 1989 up to now,
- about the perspectives of the social services development in Slovakia,
- sociotechnical suggestions.

#### **A layout of the assumed objectives and methods of empirical researches**

##### **Objectives:**

- analysis of statistic data about the social services in Slovakia, divided into two parts – before and after the year 1989,
- analysis of the existing researches from the area of social services in Slovakia,
- sociographic analyses of the services in the selected social services homes,
- research of opinions on provided social services; the groups of respondents: social workers, the clients of the social services homes, their close relatives, etc.

##### **Methods of the empirical data collection:**

- the main methods will be a questionnaire and documents study (quantitative analysis), which means we will apply mainly quantitative approach to the research of social phenomena,
- for completion or eventual confirmation of the acquired quantitative results we are planning to use a clinical casuistic or a qualitative interview.<sup>1</sup>

##### **Methods of the empirical data processing:**

- we are planning to process the quantitative data using the statistical software for social science researches data processing – SPSS 18,
- we will process the qualitative data according to the corresponding scientific literature.

#### **CONCLUSION**

We suppose that this dissertation will bring theoretical and empirical information which will be useful in both the social work theory and the practice, particularly for the managers of social services homes, eventually for social workers in different social areas of Civil Service.

#### **Literatúra:**

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**Contact:** Štefan Jambor  
St. Elisabeth University, PhD. programme, Bratislava  
Department st. Cyril and Method, Partizánske  
e-mail: stefan.jambor@ddp.tsk.sk

## **THE IMPORTANCE OF THE METHODS OF THE INDIVIDUAL SOCIO-DISADVANTAGED PLANS TO WORK WITH DISABLED INDIVIDUALS.**

**Soňa Floreková**

*St. Elisabeth University PhD. programme,  
Social Service Center "Sun House" Slovak Republic*

#### **ABSTRACT**

Dissertation examines - The importance of the methods of the individual socio-disadvantaged plans to work with disabled individuals - the application of a systematic approach in the process of social integration of people with disabilities in terms of methodology procedure. To achieve the objectives there is used qualitative research strategy. The first phase of the methodology application leads to data collection, its conclusions are used to adjust the methodology for practical needs. Subsequently the modified methodology is applied repeatedly. The second data collection outcomes refer to impact of the social integration process of people with disabilities. The outcomes are fundamental to the individual socio - integration process plans and to the possible incorporation of social integration methodology approach to current practice.

**Keywords:** Individual plan. Disabled individuals. Social integration.

#### **RESEARCH TOPIC AND OBJECTIVES**

The issue of social integration of disabled individuals shall present new dimensions in quality and value. The multidisciplinary nature of this issue means that it becomes the focus of professional and scientific personnel and subject to professional work and study of multiple disciplines. The process of social integration is based on the capabilities and options for families or institutions, by the disabled individuals attending. Social work with the target groups is designed to mitigate and compensate for irregularities and to help clients move forward. The applied procedure in this process is partial, confusing, fragmented and piecemeal. Taking the practice shows that abilities of these members of society are often underestimated although they could contribute to the overall development of society. We believe that by systematic and comprehensive approach in the process of social integration, these realities and abilities could be to captured and put to further developed for the benefit of disabled individuals as well as the society. Here we see the possibility of developing and deepening the level of social work with the target groups, and especially in creation and practical implementation of individual and social - integration plans into practice.

#### **Objective of the thesis:**

The aim is to develop algorithms for the methods of individual and social system - integration plans to work with physically disadvantaged individuals. The system can be divided into four parts. The first part is a collection of information and method of their processing in the form of diagnostic cards, which in transparent way provide feedback on the client and also points out the strengths and weaknesses of the social integration of the individual. The second part consists of social integration and systematic description of options in different areas. This section provides the possibility of rapid social worker orientation on market opportunities. The third section presents the design and guidance of clients. Here we talk about the possibilities of designing and

<sup>1</sup> MATULAY, S. 2011. *Kompéndium metodológie sociologických výskumov*. 2. vyd. Prešov: Kušnír, 2011



guidance of clients on the selection of the options. The fourth part consists of evaluation, re-incorporation into the system and the theoretical and practical use of information gathered.

The aim is systematic, transparent and complete social integration of disabled individuals and the use of the system in social work with the target groups. Of course this system is not final. The system should be adapted to the requirements of shape, and practice. It should be variable and flexible with practical applications in micro and macro levels of society.

## METHODOLOGY AND THE MAIN RESEARCH PROCEDURES

- 1st development of diagnostic card
- 2nd determination of methodology of work with the diagnostic card
- 3rd creating a register of social - integration activities, opportunities and institutions
- 4th methods of diagnosing, identifying strengths and weaknesses
- 5th system of projecting
- 6th guidance mechanism
- 7th methodology for evaluating and re-incorporation of information obtained
- 8th incorporating of the method of integration of individual health plans with disadvantaged individuals into the social work and social services

### ***This thesis extends the knowledge:***

This thesis extends the knowledge in the social integration of disabled individuals and in social work with this clientele. It presents an algorithm for the system of individual and social - integration plans and their practical application in working with the target groups. Streamlines and provides a coherent and comprehensive overview of the issues with clear and specific interventions into practice.

## CONCLUSION

We can say that the work brings new insights in theoretical and practical level. The theory provides new insights into the science on social work in the form of a detailed elaboration of methods of individual and social - integration plans for disabled individuals with the characteristics of each subgroup and methodology of work and in practical terms, a new system of records, diagnosis and implementation of social inclusion of individuals from the target groups.

### ***The thesis provides these practical results:***

Social worker is provided with new obtains of access problem solving and orientation of the disabled individuals. Client of the target group is provided a with complex and effective method of orientation and self-realization, which will result in the highest possible degree of social integration of an individual while at the sometime the society gains a full member.

The thesis provides methods of systematic, transparent and complete social integration of the disabled individuals, their maximum self-fulfillment and social inclusion.

#### **Contact:**

Soňa Floreková,  
Social Service Center "Sun House", Važecká 3, Prešov, Slovak Republic  
GSM: 0911 156 696, e-mail: florekovasona@centrum.sk

# BURNOUT IN SOCIAL WORKERS IN ZILINA

Eva Cisaríková

*St. Elisabeth University PhD. programme, Facility for seniors in Lietavska Lucka  
Slovak Republic*

## ABSTRACT

The main objective of the thesis is to determine the incidence and intensity of the symptoms are mild burnout of social workers. This is a detection rate of burnout group of 120 social workers working in social services and compare them with the rate of burnout of social workers who work at the Office of Labour, Social Affairs and Family in Žilina.

Survey dissertation attempts to uncover the relationships between the intensity of burnout and factors such as gender, education and age. It follows that a research problem can be divided into three parts. In the first part we try to check the degree of burnout of social workers by gender, in the second part of the intensity of burnout as measured by educational attainment, and the third part we follow the age of the respondents as a factor that can affect the rate of occurrence of burnout of social workers.

### **Keywords:**

Burnout Syndrome, Burnout Syndrome appearance, Burnout Syndrome Prevention, Stress.

## INTRODUCTION.

To exercise the profession of social worker is without a doubt a great pressure on the mental health professional, that stems from excessive client requests, often disproportionate requirements still changing legislation, conflicts in the workplace, and irritated by the atmosphere. Psychological stress is such a situation, which arises between the demands on the body of the worker and his or her ability to meet those claims.

In the rest of the season is growing interest in experts on the status of the psycho-social environment to assist the personnel carrying out the profession. The interest stems from the fact that the person working with the people and for the people are often exposed to high risk of burnout, conflict of roles, dissatisfaction with the work and working conditions. Burn-up as one of the types of responses to stressful factors in the performance of the late social worker, is of particular importance in the process of care workers in this high-profile professions. Background the emergence of burnout in the helping professions to look in to profession social worker raised high. Burnout is a State of exhaustion, which we perceive as a loss of interest on the influx of clients, with which every worker in assisting profession works.

In Czech, and the rest of the time, even in the Slovak Republic, a number of authors deal with the issue, and the incidence of Burnout (Kebza, 2004, 1999, Cobbler, 2006, Libigerová Šramko, 2005). The most common, however, is the development of theoretical and empirical surveys in the profession of nurses, doctors and teachers. The profession of social workers in relation to the Burnout and its empirical studies, yet does not detail any author in Slovakia. It also led to examination of the empirical author.

**The objective of the work:** the issue of exposure to stress in the helping professions is a highly topical given the amount of stress in their work situations, which are a combination of personality characteristics and impact of the working environment. Due to the fact that the greater part of his working time to devote to social workers interacting with the clients and with its problematic situation, their mental and physical condition directly affects the level and quality of work performed.

**Subject:** the subject of our research will be to determine the level of exposure to social workers, who work on the premises of burnout, social services and employment, Social Affairs and family in Zilina.

The objective of the survey is to determine the intensity of the dissertation: the main aim of the incidence and symptoms of Burnout rate of social workers. This is a detection rate of Burnout groups of social workers, working in social services 120 and compare them with a degree of social workers who work with the employment services of burnout, Social Affairs and family in Zilina.

Dissertation research will attempt to uncover the relationship between the intensity of burnout and the factors such as gender, education, and age. It follows from this that the exploratory problem can be divided into three parts. In the first part, we will try to determine the degree of burnout in social workers depending on gender, in the second part will be the intensity of burnout, according to the assessed degree of education, and in the third part we will keep track of the age of the respondents as a factor that can influence the degree of burnout in social workers.

#### **The role of the survey:**

- To determine the degree of burnout in social workers who work in social services,
- To determine the degree of burnout in social workers, who work at the Office of Social Affairs and the family, work-See Burnout rate with respect to gender, social workers-See Burnout rate with regard to the education of social workers,
- To determine the degree of Burnout because of the age of the social workers.

#### **Characteristics of the review of the file:**

Filed under social workers shall be drawn up by deliberate choice. 120 social workers of both sexes will be questioned from the establishment of social services and employment, Social Affairs and family in Zilina. The survey will be completed in December 2013.

#### **Method of the survey:**

To obtain the necessary data for the purposes of this survey, we will use the questionnaire method, a method of comparative tables and verbal analysis. The first questionnaire contains questions 65. WCQ Its authors are s. Folkman, and r. s. Lazarus. The authors of the second questionnaire are c. d. Spielberger Strelau, j., m. and k. Tysarczyk Wrzesniewski. This a questionnaire self-assessment, which contains allegations which we currently own 40 different feelings. The third questionnaire „BURNOUT” MBI's authors are Maslachová and Jackson pursue three relatively independent ch. factors – emotional exhaustion, and reduced job performance. This questionnaire contains 25 claims, which people usually express their relationship to the work and to each other. In all the questionnaires, respondents can mark one answer that best reflects their opinion.

#### **Hypotheses survey:**

**In view of the aim and tasks of the research, we have set the following hypotheses:**

- H1 - Social workers Office of Labour, Social Affairs and families are at greater risk of burnout as a social worker social service facilities,
- H2 - The greater the number of clients allocated to social workers, the more they are exusted,
- H3 - Women feel more sophisticated than men,
- H4 - Social workers are dissatisfied with the financial evaluation,
- H5 - The greater the number of years in practice, social workers, the greater sense of confidence.

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kontakt  
Eva Cisaríková  
Facility for seniors in Lietavska Lucka Slovak Republic  
GSM:0910204278, e-mail: eva.cisarikova@gmail.com

## BASIC ASPECTS OF SOCIAL COUNSELLING IN SLOVAKIA SINCE 1989

Eva Matulayová

*St. Elisabeth University, PhD. programme, Department st. Cyril and Method, Partizánske*

### ABSTRACT:

Our dissertation deals with basic aspects of social counselling in Slovakia since 1989, as its title says as well. In the theoretical part we mean to discuss the issue of social counselling in Slovakia in three eras - until the 1949, from 1949 to 1989 and in the present. In the empirical part we plan to analyse available scientific literature from the area of social counselling in Slovak, Czech, and partially in German and English language. At the same time we will attempt to realise quantitative research supplemented by qualitative research in some points.

**Key words:** Social Counselling. Slovakia. Quantitative research. Qualitative research.

### 1 SOME BASIC NOTES ON THEORETICAL AMBITIONS OF OUR DISSERTATION

The theoretical ambitions of our dissertation are briefly but clearly embodied in the objectives of the dissertation formulated in the project of our dissertation. For the purpose of this contribution, we synthesised them into two general objectives:

- To theoretically elaborate basic aspects of practical social counselling in Slovakia since 1949, particularly in the period from 1974 – 1989, which we have experienced in person.
- To offer a theoretical analysis of counselling theories, doctrines and streams contained in the selected literature on counselling, published in Slovakia and the Czech Republic after 1989, including the selected works by English and German authors published in the last decade.

### 2 NOTES ON EMPIRICAL AMBITIONS OF OUR THESIS

The empirical ambitions of our dissertation can be briefly introduced in the following points:

- To empirically capture basic aspects of social counselling in social practice in Slovakia from 1949 to 1989.
- To bring a sociographic analysis of the selected printed works from the area of social counselling, published by English and German authors in the last decade, eventually translated into Slovak or Czech language.
- To offer a sociographic analysis of the selected printed works from the area of social counselling written by Czech and Slovak authors.
- To offer a sociographic analysis of the selected articles from journals and volumes from the area of social counselling by Czech and Slovak authors.
- To bring a complex analysis of the above mentioned sociographic analyses.
- To elaborate an empirical, in this case sociographic, analysis of the curricula offered by selected social work university departments in Slovakia, particularly focused on scientific subjects from the area of social counselling.
- To empirically capture basic aspects of social counselling in the social practice in Slovakia in the period from 1990 up to the present time – the year 2013.

### 3 NOTES ON THE METHODS OF THE EMPIRICAL SURVEY

In the recent years there have been ambitions to overcome limits of two completely different approaches towards the research of social phenomena, e.g. quantitative and qualitative, by requesting their complementarity. (Ondrejko, 2007, s. 107) This request is meant as a preference of such approach to the research of social phenomena which includes observation of both qualitative and quantitative factors.

Considering the mentioned facts, as well as the title and the objectives of our dissertation, we mean to emphasise the quantitative approach towards the analysis of the social phenomena; from common quantitative methods we are going to use a sociographic analysis and a questionnaire, and we except these methods to bring us basic information which we will process in the statistical software SPSS. (Matulay, 2011)

Consequently, we will interpret the data acquired from the statistical analysis and, simultaneously, we will try to apply qualitative analysis of those phenomena which we think allow us to do so. From common methods of qualitative analysis we are willing to use a casuistry and a qualitative interview.

### 4 CONCLUSION

As it is obvious from the previous text, the elaboration of this dissertation is meant to fulfil two aims:

- The first one is to gather and process as many empirical facts from both the past and the present of the practical social counselling in Slovakia as possible.
- The second one is to evaluate the present state of the theory of social counselling in the Slovak academic grounds.
- Finally, the third and the most important is the effort to actively participate in the development of the theory of social counselling and consequent application of this theory in the practical work of social counsellors in Slovakia.

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#### Contact:

Eva Matulayová  
St. Elisabeth University, PhD. programme, Bratislava  
Department st. Cyril and Method, Partizánske  
e-mail: phdrevamatulayova@gmail.com

## DRAMA THERAPY AS A FORM OF SOCIAL PREVENTION OF CHILDREN AND YOUTH (Methods of drama therapy as a tool of universal social prevention of children and youth)

Liana Ivanová

*St. Elisabeth University PhD. programme*

### ABSTRACT

Problems of our time are negative situations in which a person gets in his/her daily life. In the universal level of social prevention it is important to act on the entire population, especially on the children and the youth, reaching out to them and primarily focus on the prevention of negative phenomena and social problems. Drama therapy is a system utilizing elements of drama involved in the overall development of personality and it gives space to a person to find themselves in a „wannabe“ situation, or to relive feelings, to understand the attitude of others, to accept a human in his/her essence and to try to understand it. This is a space for social worker – a preventer in schools, educational institutions, non-governmental organizations, where it is possible to apply to the general public through drama therapeutic methods.

**Key words:** Drama therapy. Social prevention. Skills. Research.

### INTRODUCTION

Socio - pathological phenomena occurring among children and young people are the result of unresolved social problems of the target groups in different areas and different life situations. These phenomena are the result of unresolved situations, but the cause of the origin need to be found and captured in the bud when the problem seems to be slight or insignificant. Social prevention at universal level deals with the general public, which draws attention to preventing problems. Methods and forms of social prevention at the universal level but have no feedback, only the estimated percentage of statistics level. Specific forms of work on the universal level, in terms of direct contact are few, if any. Dramatherapy is healing through the elements of drama. Drama techniques are not used only when creating a work of art - theatre, which is necessary to introduce to the consumer. Dramatherapy as a form of treating a range of problems is used in a variety of social service facilities, dealing with clients by disability or problem, as a means of coping with negative life situations. Based on the findings, this therapy has great benefits for the client and its use continues to progress, thanks to very positive results.

### SOCIAL PREVENTION

The knowledge and experience are convincing us more and more about the negative phenomena that cause children harm to their social health and they often lead towards socio - pathological behaviour. Therefore, it is better to avoid these situations and have a preventive effect on children and young people in each area of socialization.

Prevention as the overall operation of the society with maximum effort on the others in order to prevent the occurrence of social problems and adverse life situations, is presented by Schilling (In: Schavel et al., 2008, p. 8) . Here is the definition by Strieženec (In: Schavel et al., 2008, p. 9), which says that „prevention is a practical activity, based on scientifically applied measures



which aim at strengthening the protection of the comprehensive social balance and it is necessary to carry it out at all stages of human life. From this we can conclude that preventive action is actually a way of help and protection against the adverse effects in the form of specific activity with a focus on the entire population.

## **DRAMA THERAPY**

Drama therapy is healing through the elements of drama. Drama techniques are not used only when creating a work of art-theatre, which is necessary to introduce to consumers. Drama therapy as a form of treating a variety of problems is used in a variety of social service organizations, which take care of clients according to disability or problem they have, as a mean of coping with negative life situations. Based on the findings this therapy is of great benefit to the clients and its use is progressing, thanks very positive results.

Majzlanová (In: Valenta, 2001, p. 15) points to the Slovak drama therapy and states it "as an artistic and therapeutic - educational (in the Czech meaning special pedagogical – note M.V.) method applied in individual and group work, which uses the dramatic structure of special order in certain improvised situations like "here and now", it evokes use of emotions to the acquisition of intrinsic motivation, leading to interaction". We can say that drama therapy treats various disorders, but on the other hand it acts as a form of „learning„ in the development of personality, in coping with situations encountered in life and also what is important it offers the possibility to „survive“ the situation, but without the threat of real negative effects. This means that if a child tries or induces a situation that has already been met, but he/she did not solve it, he/she can find solutions and choose the best of them without making it impulsively and instinctively with a bad impact on his/her personality. Also in drama therapy he/she can „try out“ a variety of behaviours and roles. From this we can conclude that he/she can survive many situations in life „out of focus“, in case of their occurrence.

Horňáková (2003) classifies to the methods and techniques of drama therapy drama games, improvisation, role plays, pantomime, and etudes with an educational focus, dance drama, drama, puppet game, a game with a mask, and social and psycho drama. In doing so, there is an opportunity to use language and facial exercises; to create stories, costumes and scenes; to work with text; to storytelling; for relaxing, adventure, scenic exercises and for methods that are transformed into dramatic metaphor, motivational techniques, while it is a way to satisfaction of needs, interests, sense of confidence, self-reflection methods that help to realize their behaviour in different situations, training methods where you can acquire new skills, behavioural approaches which can reinforce desirable behaviour.

## **THE CURRENT STATUS OF THE USE OF DRAMA THERAPY**

Drama therapy is used with positive results in social services and non-governmental organizations with very positive results. It is presented as a treatment of various disorders of bio - psycho - social development. We highlight the Lighthouse N.O. – deaf-blind clients, The Artest o.z. - Down syndrome, cerebral palsy, The Psychosocial Centre Košice - clients with psychiatric disorders because of long-term unemployment, etc... An International Festival of Drama therapy is held in Kosice in September, where such organizations are not only presented as a separate group, but also as integrated groups. The First Integrated Theatre, Hopi hope, was founded on 1.1.2012, in which joint performances of mentally handicapped actors with their intact peers take place. The aim of this theatre group is to spread the idea of integration of young disabled artists in society, to entertain audiences, to bring arts, to inspire and educate the public on sensitive and tolerant attitude to disabled citizens. On the one hand, it is an active therapy for disabled clients - children and young people and also for their peers, who in the integrated theatre are not as actors; in the

process of making talent and abilities are not important, but important things are cooperation and play and activating their own possibilities in direct context. On the other hand we can talk about passive therapy, which works with the resulting public perception of sociability, emotionality, and the ability of actors to be in the spotlight. So it is possible to fulfil social prevention on universal level.

## **FORMULATION OF THE PROBLEM**

Socio - pathological phenomena occurring in children and youth are the result of unresolved social problems of the target groups in different areas and different life situations. Statistics show increasing youth crime and delinquency, truancy and alcoholism at younger children, addictions of children and young who spend their leisure time on the street. Despite adequate family environment they chose leaving the natural family and life on the street, respectively belonging to groups whose interests and rules are beyond the priorities of our society. Thus, socio - pathological phenomena are the result but the cause of the problem and the problem itself must be looked for and captured in the bud, even when it seems as insignificant or irrelevant (Lachytová, 2007). Most of these problems are attributed to age, ADHD, inappropriate family or school environment, evil influence of peer groups, neglect by parents and so on. Problems of children and youth, which result in negative phenomena threatening the company are handled by the authorities and institutions of socio - legal protection and social guardianship, if necessary courts and law enforcement agencies. If we want to act preventively in the socio - pathological phenomena is important particular approach, specific activity.

## **AIM OF RESEARCH**

Based on the theoretical background it is needed to determine how drama therapy can influence children and youth at universal level of social prevention and how it can be incorporated into the process. We pursue the objective of inclusion drama therapy (specific activity) as a form of social prevention at the level of universal education, school facilities and other services for children and youth. Here it is necessary to draw attention to the non-governmental organization whose purpose is to create opportunities for self-fulfilment of disabled clients in conjunction with the integration and optimal functioning in society. To edit educational legislation within the meaning of including a creative drama therapeutic lesson into subjects of the curriculum, on this basis there is room for a social worker, educator, and their presence in schools, training teachers and teachers as drama therapists through accredited courses and trainings.

## **RESEARCH SAMPLE**

Research sample consists of respondents, children and youth, who are evenly divided on two variables - children and youth with dramatic experience - members of theater staff; children and youth without dramatic experience - pupils from primary and secondary schools in Košice and Prešov. At the respondents we are watching their communication skills, coping and addressing social problems. We are also watching the ability to analyze real situations and to find solutions in terms of theoretical information and the ability to „play“ on the situation in terms of drama therapy. Teaching staff – at schools, school facilities and extra school facilities are respondents who respond to the status of children and youth with a dramatic experience, and children and youth without dramatic experience. On this basis the terms of their collaboration, cooperation and behaviour, actions and attitudes are being watched. We are working with two groups. We are evaluating the relationships in the group by the method of sociometry. One group is working with drama therapeutic methods and the second group meets drama on theoretical basis of the lesson. We are interested in the extent to which attitudes are changing and moving towards a

desirable attitude. We explore togetherness, solidarity, communication skills, ability to deal with stressful situations and their responses to social problems and social conscience.

## RESEARCH METHODS

The method of non-standard questionnaire is used in the survey of attitudes of children and youth with a dramatic experience compared to children and youth without dramatic experience in communication skills, coping with problems through scenarios and the ability and willingness through play - drama to look for solutions to potential threats or natural development, with respect to the socio - pathological phenomena.

In the product analysis of activities we are interested in the dramatic outcomes of a group that works with drama therapeutic methods. The name the first output is „The Love „. Physical theatre is the used technique. Thus, through the movement of the actors we express the plot of the story, feelings, emotions and actions. It is a story of two young people, a boy - a girl, their relationship in mean of first falling in love, abandonment and subsequent motivation to live. The story works by 10 young people - students. The output takes 8 minutes. Based on the work and its presentation, the number of actors increased to 18 in the presented group. The second output, „The Eden“, is also a technique of physical theatre; the story is a section of stages of development of mankind. In each period there is included a moment that moved humanity just in a negative direction. But at the end it offers hope for an optimistic future. Duration of the output is 18 minutes. Currently other groups – classes, schools – are clamouring for drama therapeutic activities. Number of actors is 68, they are divided into 5 groups.

## CONCLUSION

Using drama therapy as a form of social prevention, we can point out situations and roles that are difficult to manage. It is important that the child and young person could „try“ and „survive“ situations through the creative process that brings many solutions and procedures. On this basis he/she can work with multiple variants without entering real social - pathological character. When he/she is working on a drama therapeutic activity, he/she evaluates and makes his/her most correct direction, of course with the help of an expert, a social worker. He remains in the role of „director“ and manages the process of creativity.

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Liana Ivanová  
Slnko v sieti n.o., Jenisejská 35, 040 12 Košice  
0905152769, lianocka@centrum.sk

# ANALYSIS OF FACTORS OF CHOICE OF CAREER OCCUPATION FROM THE PERSPECTIVE OF ELEMENTARY SCHOOL PUPILS

Alena Hrašková

*St. Elisabeth University PhD. programme, Ministry of Labour, Social Affairs and Family*

## ABSTRACT

The Čadca model of interactive professional counselling – CAMIP deals with system career orientation of pupils in the interaction with actual trends and possibilities at labour market. The stated interactive job selection programme is innovative from the view of used methods, new themes, quality of provided services and mainly connectivity with labour market, schools, pupils and CPPPaP. It is realized in five modules: the first module is aimed to cooperation with educational counsellors towards to pupils. Methodical – supervision workshops are held, interactive lectures and counselling services. The second module enables pupils intra – natural environ program – The Days of Job Selection. It has got four sections – Self – examination (psychological test and inquiries diagnostics – TIP, OTPO, Attitude Inquiry), Trends at labour market, Computer programmes of career counselling and Individual counselling interview for pupils and their parents whereby everybody accessory obtains a methodical material: „What Am I Going to Be?“ the third model is realised in the international action held in Čadca in cooperation with ÚPSVaR as The Trade Fair of Information, Education and Employment which generates with mentioned The Days of Job Selection a system of leading - up to job selection where assistant managers of schools are invited, firms and cooperating organizations, children and parents, too. The fourth phase in the consultation – counselling days is aimed at specific – personal, health weakening and for the help to children from social disabled environ, gypsy children and others. The fifth phase is concerned at control survey according to what children select their job and on this basis programme is modified for the next year. This project is realised long – termed whereby it developed through several phases – from experimental to implementation phase, and at present we realize the system model of CAMIP. The result is creating of effective process of professional counselling.

## Key words

Career orientation of pupils. Professional counselling. The Čadca model of interactive professional counselling – CAMIP. The days of Job Selection.

## INTRODUCTION

Career decision, which belongs to the most important decisions, is a critical point in a person's life and determines far-reaching consequences in the life of a person. The seriousness of career decision-making is influenced by the fact that the decision maker is affected by numerous factors which is a challenge for career counsellors. The following external factors play an important role in the occupational decision making, such as social environment in which the pupil associates, social, economic and cultural status of the family, parents' occupation, their education, parents' attitudes to work and the importance of education for life, parents' aspirations concerning the occupational future of their children, the occupational decisions made by peers, or other factors, such as the attractiveness of a school / occupation, references / reputation of a specific school, distance of the school from the place of residence, the possibility to avoid selection interview,

the opportunity to live on campus, etc., or occupational factors, such as the possibility of finding employment, etc. The key internal factors that influence the occupational choice are as follows: personal properties, intellectual ability, specific abilities, needs, interests, talent and endowment, skills and knowledge, self-esteem, ability to make decisions and to solve problems, meta cognition, which according to Brown (by: Jigău, 2007), includes knowledge of own personal limits, development of plan and program strategies, understanding of when a problem is solved, etc., self-efficacy (Hackett, 1995) et al.

In addition to this already difficult situation, many young pupils, even those who are in the final years of primary school and, need to make a choice of the secondary school, have limited or practically lack of direct information not only about further study and about the "world" of work in general, but also about knowledge of themselves, which is the problem, since the career identity depends on self-knowledge (Jigău, 2007), and the necessity of a sufficient information for the right decision is really evident. The intention of this paper is to conduct a survey of the situation concerning the career choice or the secondary school choice, that should be made by the primary school pupils of the final year of study in the region of Kysuce, especially in the field of occupational or secondary school choice factors that are affecting or directly determining their preferences.

## RESEARCH TOPIC

### The Čadca model of interactive professional counselling – CAMIP

The research carried out is the fifth and final one of The Čadca Model of Interactive Professional Counselling (CAMIP), which systematically solves the career orientation of students in relation to current trends and labour market opportunities.

This will be implemented in five tie-in modules: 1. Working with counsellors using methodical and supervisory workshops, interactive lectures and consulting services to inform and consult about necessary part of career orientation for pupils in the final years of study, 2. Intervention Program under the title "Career Choice Week in the Natural Environment of the School" composed of four sections - Self-knowledge (a diagnostic using psychological tests and questionnaires), Labour market trends, Computer skills for career counselling and Personal interview for pupils and their parents, 3. Fair for information, education and employment within an international event, in collaboration with or under the auspices of the Central Office of Labour, Social Affairs and Family, held in Čadca, 4. Individual consultancy - advisory activities focused on the specific, personal, health impairments that may hinder the optimal choice of secondary school or profession, as for example, to help children from socially disadvantaged backgrounds.

The fifth phase comprises of the research work on the basis of which the scope of the each individual module will be revised in accordance with actual needs.

The proportion of several factors when choosing the secondary school, degree of support by social surroundings, degree of decisiveness for a specific choice of secondary school, and the level of knowledge about the different areas needed for the right decision will be observed year by year. On the basis of the research, we can monitor current information status of pupils about the possibilities of study, their preparedness for career choice, the scope of professional information and also of work of guidance counsellors at several schools. We have also involved the parents of respondents into the research and observed what factors can have an influence on their preferences with regard to the secondary school or occupational choice of their child, as well as the degree of compliance with results of children.

The aim of the research was to assess by which factors the career choice of pupils in Kysuce region is determined through the longitudinal survey of The Čadca model of interactive professional counselling – CAMIP.

## METHODOLOGY AND THE MAIN RESEARCH PROCEDURES

The target group for qualitative and quantitative survey was ninth class students from Kysuce region, which have to make a career choice at the end of this school year and parents of those pupils.

### Research questions:

- Q1 - What are the difficulties with career decision making process of pupils in Kysuce region?
- Q2 - What is the preference frequency of factors that influence career choice of pupils in Kysuce region?
- Q3 - What are the intersex differences in factors that influence career choice of pupils in Kysuce region?
- Q4 - What is the role of parental support in career choice of pupils in Kysuce region?
- Q5 - What is the difference between the importance of external to internal factors?
- Q6 - What is the requirement of career counselling to pupils in Kysuce region?

Research methods include questionnaires (prevailing method) and individual interviews. Before the Intervention Program under the title "Career Choice Week in the Natural Environment of the School" the questionnaires are administered in printed form to pupils (N=604, of those 283 were girls and 315 boys between the ages of 13 (0,4%), 14 (75,8%), 15 (23,2%), 16 (0,6%) years) and their parents (N=749) for a reason not to influence the answers of the pupils. Personal interviews were realized during the Intervention Program in the natural environment of the school. Quantitative research was realized by the SPSS program. Qualitative research consists of qualitative analysis of the open questions in the questionnaire.

### Research findings

Our results confirmed that the parents were an important factor in students' decision making on their secondary school/profession. Of all the aforementioned factors of social environment the pupils mentioned that their parents were the most helpful and the best helpful. 3% of children have indicated that they were not advised by their parents. In comparison with other potential advisers, this figure is very low. The subsequent best advisers were guidance counsellors. Then the friends who advised more than the guidance counsellors, but worse. The last position was taken by the possibility that the pupils decided for themselves, so here we see a strong need to share own decision, i.e. the need for social support.

The results also revealed that 90% of children still had not been decided on a choice of their secondary school/profession in this period. This result corresponds with the need for quality and effective career guidance in schools. 4,4 percent of children indicated they had not thought yet enough about occupational / secondary school choice of which we can infer the importance of the decision and the place of the decision in the choice of profession in the life of children, namely, the fact that the decision is perceived by the pupils as important, and we can also see the systematic work of guidance counsellors with the passing years.

The pupils mentioned the highest awareness concerning themselves, i.e. the pupil's abilities, personal properties and interests. They had less knowledge about the possibilities in the particular professions, i.e. what are the possibilities to find employment in a particular profession, the con-



formity of personal properties with the requirements of a particular profession, information about how the given personality characteristics and capabilities can be used in a particular profession.

The pupils have even lesser information about the specific practices that can help them in making decisions, such as checking their personal properties and abilities, for example, through the use of psychological tests, or knowledge of steps for the best targeted decision. Students had the least information about the school, i.e. about the content of entrance examinations, course content, subject fields, or how to get accepted into a particular secondary school. At average, the pupils marked with 2 the degree of knowledge of the school. – 3. It meant „adequately informed“ and „some information was not known“. In general, these pupils did not consider themselves to be insufficiently informed, but the objective information in practice often indicated otherwise.

The most significant factors are interests and attractiveness of a particular profession, which is an exclusive internal, subjective factor, then finding employment after school, earnings, intuition, personal property and performance, the endeavour for self-actualization and, the best possibility of commuting to work (direct connection is concerned, not the distance from the place of residence). At the same time there is also a response that indicates that students are trying to get information via the Internet.

Selection done out of spite, random selection, biases, prohibitions of parents, occupational choice of friends and other factors influencing the student's decisions independent from his/her free will belongs to the less represented factors. They also deny any inspiration from outside, whether by their parents or by idols. They consider the financial situation of their families to a lesser extent, but their medical fitness is more considered.

The difficulties in choosing a school or profession has been created on the basis of the hypothesis of dysfunctional thoughts that make decisions more complicated (Jigău, 2007). On the basis of the overall degree of acceptance, we can deduce an expression from mean value to disagree with these questions. Most students expressed disagreement with the fact that none of the field of study or work was interesting for them, and that they were afraid of responsibility and would be glad if someone decided the career choice for them. Closer to the mean value was the multitude of dysfunctional thoughts that represents space for psychologist, and / or for an individual work and counselling.

Comparing the results of boys and girls, the most significant difference seems to be in the ambitions to get an academic education, which was more represented among the girls (this certainly relates to study results, girls in general tend to perform better than boys). Boys in comparison with girls, expressed more desire not to study too long and have more practical training.

Girls were more focused on endeavour for self-actualization (an internal factor) and expressed their desire to get more information (compared with boys who marked more the dysfunctional answer "I know very little about the world of work") and desired to work abroad more than boys. Compared with girls, boys were more oriented to external factors, such as inspiration by parents, by idols, meeting the obligations to their parents, or to society, out of spite and, they were more affected by their friends. The boys also indicated higher degree of trivialisation of decision on the choice of secondary school as well as the agreement with the item "I had not some difficulties when deciding on the choice of profession". This information can be a guidance for conducting lectures.

A number of particularities were observed when the results of parents were compared. The most interesting was that the parents said they knew the personal properties of their children better than the children themselves. The parent's encouraging the children to go abroad was also very interesting. They wished their children would go to either study or to work abroad and, they

liked it even more than the children themselves. An inspiration of children with parent's profession or desire of parents that their children would choose the same profession as their parents were represented to a small extent. Some answers of parents and children were really different, but the differences may also indicate several interesting suggestions.

## CONCLUSION

The findings of the research show the factors, on which the career counsellors have to focus the most. When taking into account some individual particularities, this information can not only be a guidance for the effective career counselling in the region of Kysuce, but also for pupils in the whole Slovak Republic.

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## Contact

Alena Hrašková  
The Centre for Educational and Psychological Counselling and Prevention in Čadca  
Phone: 0915879874, e-mail: hraskova.alena@gmail.com



# ALLOCATIVE AND REDISTRIBUTIVE FUNCTION OF PUBLIC FINANCE AND THEIR ROLE IN REDUCING SOCIAL INEQUALITIES

Matej Bobovnik

*St. Elisabeth University PhD. programme, Ministry of Agriculture and Rural Development  
of the Slovak Republic*

## ABSTRACT

The main purpose of the work is to analytically describe the role of allocative and redistributive function of public finance in reducing social inequalities and try to outline the possible change within the Slovak social policy that could be the integral part of a new model of providing social activities and their associations. This analysis is based on the necessity to prioritize the solidarity within the society that should be seen as the expression of human understanding and togetherness, mutual cohesion and also responsibility. Of course it takes into account relatively low level of redistribution and by the view of main figures and characterization of the Slovak economy there is an effort to propose the strategic, long-term goals how to keep and enlarge middle-income group of the population, which is the only way how to decrease social differences.

**Keywords:** Public Finance, Social Activities, Social Policy, Social Differences, Solidarity, Transformation Process

## INTRODUCTION

The causes of inequality in socio-economic field are often inter-related and complex. For example, race differences and wealth condensation are different causes but can be highly correlated within a population. Inequalities decrease the amount of social cohesion within society, leading to greater inequality. The main practical argument in favor of reduction is the idea that inequality reduces social cohesion and increases social unrest, thereby weakening the society. Also, there is the argument that socio-economic inequalities translate to political inequality, which further aggravates the problem. The acceptance of socio-economic inequalities are generally associated with the political right or at least that section of the right that is concerned with economics. The main practical argument in favor of the acceptance of socio-economic inequalities is that, as long as the cause is mainly due to differences in behavior, the inequalities serve as a socio-economic engine to push the society towards economically healthy and efficient behavior, and is therefore beneficial.

After 1989 within the overall change of the political, economic, social and ethical conditions, Slovakia proceeded to change social policy. In the first stage, in Czech and Slovak Federal Republic, under this transformation process, the functions and the basic pillars of social policy architecture were changed. Social policy became ever more focused and more democratic. In 1990, social policy responds to economic reform by creating measures that were addressed to the current social consequences of this reform. The government documents have been created and applied - first Social Safety Nets, and later Social Reform Scenario (Bednarik, 2012).

This scenario assumes a transition from a central directivism to the democratic decentralized administration, the transition from the state paternalism toward the civic participation, the transition from the state monopoly to the liberalization of social activities and their associations. Returning citizen's responsibility for their social fate and fate of their families was the purpose of this transformation. Making liberal decision about the conditions of work and wages, pluralizing

subjects/actors and forms of social security, establishing autonomy and self-government in the social field were also the main purpose of this transformation (Woleková, Kučerák, 1993, p. 236).

Based on a comparison of the desired development and the reality of today, it can be stated that the above-described scenario is largely unfulfilled. In the Slovak republic, the social security system is too branched, a support system is too fragmented and it does not reflect the real cost of financing of the objects. This system is addressable in areas where a greater generality should be allowed and it is flat where there is a space for greater directness. Although the overall volume of financing of the social security system increased, this increase is not sufficient in comparison with other EU Member States. However, it is given by the overall rate of redistribution of public finances, by the capacity revenues of the state budget and local government budgets, which is in Slovakia that is compared to the EU average still on the lower level. Slovak Republic spends for the social security system about 20% of GDP, while the EU average is at 30% of GDP.

Elements of the ultimate goal of social policy, which is considered to be the largest mitigate of the social inequalities by using allocative and redistributive functions of the public finances, and it should bear the mark of justice and solidarity. Only in this way we can achieve long-term social harmony and ensure the necessary of social merit system. It is undeniable that social justice has a strong subjective connotation. Just to simplify, it is based on the core presumption that whether we existing equality or inequality perceive and judged as socially enough or not. Theoretically we could accept the legitimacy of the existence of social inequalities in society, but if we believe that these differences are not result in applying the principle of performance and merit, but for example in corruption and fraud, considering the situation as socially unjust. A typical model of social justice in developed countries is referred to as "model solid bottom and an open ceiling". This means that social justice is primarily associated with the efforts of an individual who uses his power to make its own interests. At the same time, however, presupposes the will to help the weaker and deprived citizens, more precisely, presupposes a society-wide solidarity act. Solidarity is the expression of human understanding and togetherness, mutual cohesion and also responsibility. Simply put, it is the awareness of the need for coexistence with others, an awareness of the interrelationship and necessity.

Quantitative indicator of the level of social solidarity are funds available to cover the functions of social policy (taxes, transfers). Redistribution effects of taxes and transfers are reflected in the living conditions of people by income support (replacing income), pensions, increasing or ensuring their cash and in the form of free or in various percentage donated services (including social asylum service or consumer subsidies, f. e. living, transport, etc.). In determining the extent of redistribution there is a dual risk. On the one hand there is too high a rate of redistribution, which weakens incentives to work and business. For some individuals may be in terms of progressive taxation preferable to rely on social transfers rather than for their own actions. As regards businesses, the high taxation can deliver the risk of depression and suppression their motivation to progress their economic activity. On the other hand, too low redistribution could undermine the stability and development potential of society. It may result for example in insufficient development of the education system, an excessive incidence of poverty and social unrest, reduction in aggregate demand, lower labor market mobility, etc..

Quantitative indicator of the level of redistribution are specific instruments of social policy:

- social income (pension benefits and health insurance and unemployment benefits);
- social services (care for the elderly, incompetent, humiliated, or otherwise disabled people, health care, education, housing);
- benefits in kind which are mainly associated with health (pharmaceuticals, medical devices);

- special-purpose loans (to secure business, housing, education);
- concessions and benefits provided to different social groups);
- prices of consumer goods and services, respectively state regulation of those prices.

If we take the state budget as a centralized cash fund of funds collected within the scope of law on the principle of non-recovery and non-equivalent redistribution and as the most important financial instrument for enforcing state economic policy, it is only logical to recognize that given the existing low level of redistribution, the possibilities for efficient allocation in the direction of mitigation social differences are largely limited. As regards Slovakia, as the small and export-oriented and sensitive to turbulence economy there is the only way how to decrease social differences and it is to keep and enlarge middle-income group of the population. The essence of this goal is to:

- reasonably increase public spending in the social sector and increase their directness;
- increase the rate of compulsory social solidarity, but by consistent system of merit;
- regularly and inflation-neutrally increase the statutory subsistence limit;
- make changes in the pension system and shift the dominant weight of the burden on private pension pillar;
- design an efficient redistribution mechanisms of public finance as regards education and health care and make it more transparent;
- increase the level of redistribution of public funds, primarily through higher taxation of harmful consumption (tobacco , alcohol).

## CONCLUSION

The only way how to decrease social differences is to enlarge the middle-income group of the population. The essence of this goal is, before all, to reasonably increase public spending in the social sector, increase the rate of compulsory social solidarity, make changes in the pension system and shift the dominant weight of the burden on private pension pillar and increase the level of redistribution of public funds, primarily through higher taxation of harmful consumption.

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**contact:** Matej Bobovnik

Ministry of Agriculture and Rural Development of the Slovak Republic  
GSM: +421-907 410 266, e-mail: [matobobovnik@gmail.com](mailto:matobobovnik@gmail.com)

# LOCAL GOVERNMENT AS A CONTRACTING AUTHORITY AND A PROVIDER OF SOCIAL SERVICES

Dušan Demčák

*St. Elisabeth University PhD. programme, Village Zlatá Baňa, Mayor,  
St. Elisabeth University, Institute of Health and Social St. Ladislav, Nove Zámky.*

## ABSTRACT

After decentralization local authorities have to face a lot of challenging tasks. Small municipalities are not able to implement new rapidly incoming laws due to missing financial and personal resources. Collaboration not only on social field within the local community is the only way how to provide good services for people living in the community. Community planning of social services is one of few tools how to realize good social politics on the community level.

The goal of this research is to evaluate an implementation of the social services law as well as to gain optimal way how to implement social services in the community. Another objective is to mature recommendations from good real life examples to guide small communities to help implement laws and improve local community development.

## Keywords

Decentralization, public administration, social services, community planning, local government, social worker, partnership, solidarity.

Decentralization of public administration in the Slovak Republic and adoption of a new Act no. 448/2008 on Social Services has brought a number of new and difficult tasks to municipalities and local governments. Some problems regarding the monitoring of the changes itself and the ensuring of the fulfillment of obligations required by the legislation in force arise mainly in small municipalities due to the large amounts of adopted laws and regulations.

In spite of the fact that the Act no. 448/2008 on Social Services has already been in force for four years, many mayors and local boards occupy themselves with social services in practice only marginally and they do so only after a client asks local government for help. This law provides for legal relations concerning the providing of social services, financing of social services and supervision of the providing of social services. Local governments have taken over social competences from the state but they have only taken over the rights and obligations to provide social services from the state and not the financial coverage. The rights and obligations of providers, recipients but also contracting authorities of social services are defined in the law.

The municipality which ensures social services under transferred power can find itself in two positions. As a contracting authority, i.e. one which only pays for social services while another contracting entity provides social services; or as a provider, simultaneously providing and paying for social services, whereas it provides itself with financial resources to pay for social services.

Small municipalities with the population of up to 500 people found themselves in a very difficult situation while they were carrying out their autonomous authority under the Act no. 448/2008 on Social Services. The research will analyze the authority of local government in the social sphere as a contracting authority as well as a provider of social services in the municipalities of the district of Prešov.

As a part of the research good examples from practice in local governments will be obtained by cooperating with the third sector, creating partnerships or special-purpose associations, working

efficiently with the community and from the experience with community planning. The results of the research may assist in showing other municipalities the right way, the methodology of a positive model. We are familiar with the experience of employing professional social workers part-time, joining local governments in associations or establishing partnerships. One of the first prerequisites for the formation of quality social services is to create appropriate conditions for the providers by the contracting authorities. On the other hand the prerequisite to obtain sufficient amount of financial resources to provide quality social services is created by the elaboration of municipal and regional community plans.

In addition to its own competences a municipality also carries out competences transferred from the state and naturally the role of a local government, which is the closest to the citizen, should be to simplify the life of the citizens living in a community.

Socially excluded people live in every community. Without the professional help of a social worker, this group of people is unable to get rid of the status they have acquired, whether as the result of their own actions – drinking alcohol or taking substances containing drugs – or as the result of the social situation in which they have found themselves not by their own actions. Excessive use of alcohol, which is aimed to moderate the living of daily status, is the most common in our communities. Alcohol or drugs can serve as a means to relieve, forget or reduce the unpleasant feelings of uselessness and worthlessness. Under the influence of any narcotic the world around us becomes more beautiful. "The society has no choice. If it has reached such a level that it does not physically eliminate deceivers, tyrants, psychopaths, mentally and physically disabled, alcoholics or drug addicts without consideration, it must take care of them. Or at least it must help them, because they need it badly." (Tvrdon, Kasanová, 2004 p. 133)

Community planning will answer the following question: how many and which social services is it necessary to create, how should they be distributed in the territory and which human, material and financial resources are available. The objectives of community planning of social services are as follows: to strengthen social integrity of all citizens, to prevent social exclusion and social isolation of vulnerable individuals or groups and to involve those who stand on the edge of society in the community life (whereas in some cases they represent a threat or arouse fear or insecurity in other citizens). Community planning should be mainly focused on the development of community social services from which follows that the services must be provided so that the citizens remain in their natural social environment and so that their needs will be met at the same time. Citizens are provided with all the necessary services on a day-case basis (e.g. counselling, group therapy, rehabilitation, boarding, club activities, etc.) or in day care facilities specialized for individual or appropriately combined groups (day care center for disabled children, sheltered workshop for mentally disabled adults, day care center for elderly people). One of the essential conditions for a successful process of community planning is to involve all three groups of participants: the contracting authorities of social services, the providers of social services and the recipients / users of social services (Hrablayová, Holúbková, Varcholová, 2005).

The course of the drawing up of a community plan as a final document is also of great importance. Main principles of community planning include partnership, solidarity among all participants, involving local society, looking for new human and financial resources. It is very important to ensure equal access to information whereas nobody should be discriminated nor excluded from the community.

In Catholic social teaching solidarity is referred to as firm and continuing dedication of oneself to the common good. Reciprocal obligation represents the basis of solidarity. It is possible to reach equal reciprocity when people directly return what they have received, either in the present or they return something what they have received in the past. "Just like in one Slovak folk tale

about three groschen, in which we return one groschen to our parents, we lend one to our children and we live off the third one. Such reciprocity was normal in families but it can also be seen in self-help and classic old age pension insurance system built on the pay-as-you-go funding system.

Social solidarity plays a key role in all the countries in the world." (Hetteš, 2013 p. 99).

It is expected that the process of decentralization and modernization of public administration will lead to providing of better and high-quality social services. The quality of services can be improved even without increased financial expenditure, but adequate prevention and good community planning, involving the community as a whole including entrepreneurs but also the citizens, must be ensured.

Based on the experience some municipalities do not have sufficient potential to fulfill the essential role of local government, i.e. taking care of the general development of the region and of the citizens' needs, and therefore they could utilize the path of common procedures and cooperation in the region with other local governments.

### Research and Objectives:

**The research sample** is represented by the municipalities – local governments of the district of Prešov /81 municipalities/ and public, private and other facilities providing social services in the territory of the district of Prešov.

**The object of the research** will be constituted by the analysis and comparison of the results of the research, from the point of view of a provider of social services as a matter of priority. We are interested in how small municipalities with the lack of financial resources can provide social services and on the other hand how private providers can provide social services without the help of local governments.

Questionnaires for local governments and providers of social services in the territory of the district of Prešov will be the basic method of research. Questionnaire aimed at the determination of the level of implementation of the Act no. 448/2008 on Social Services in the local governments of the selected region and the elaboration of the most optimal model and plan of cooperation among the triad /three cooperating entities: contracting authority, provider and recipient of social services/.

### Objectives:

1. The research will enable the evaluation of the implementation of the Act no. 448/2008 on Social Services in practice mainly in the municipalities with up to 500 inhabitants.
2. Obtaining of optimal way of how to efficiently ensure the providing of social services in a small community.
3. Comparison of the results of the research from the point of view of public and private providers of social services as a matter of priority.

### Expected output and contribution to practice:

1. The research will enable to call attention to the performance of autonomous activities of the municipalities in the district of Prešov in the social sphere and to possible difficulties of the implementation of the Act on Social Services.
2. It will outline possible solutions for local governments how to ensure social services in a high quality and especially in sufficient extent for all recipients.



3. It will point to possible cooperation of public and private providers with local governments and to the possibility of creating partnerships.
4. It will suggest common procedure regarding legislation changes for small municipalities, which are unable to provide social services, of how to amend the Act.

### Hypothesis of the Research:

HYPOTHESIS no. 1: We assume that municipalities with up to 500 inhabitants are not able to fully meet the Act 448/2008 on Social Services and fulfill the role of contracting authorities as required by the law.

HYPOTHESIS no. 2: We assume that municipalities with up to 500 inhabitants are not able to ensure social services for their communities mainly due to the lack of financial resources.

HYPOTHESIS no. 3: We assume that local government is able to ensure social services even in a small community in the extent of their needs, if the community has elaborated a Community plan of social services by itself with the participation of contracting authorities, providers, recipients and citizens of the community and if it cooperates in a partnership.

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contact

Dušan Demčák

Village Zlatá Baňa, Mayor, 08252 Zlatá Baňa of the Slovak Republic

St. Elisabeth University, Institute of Health and Social St. Ladislav, Nove Zámky, Slovenska 11,

940 53 Nové Zámky GSM:0910507748, e-mail: [dusandemcak@gmail.com](mailto:dusandemcak@gmail.com)

## THE LEGAL STATUS OF SOCIAL WORKERS

Veronika Mattová

St. Elisabeth University PhD. Programme, Detached workplace in Michalovce

### ABSTRACT

The submitted study is a probe of issues in the status of social worker regarding the legal and society-wide context.

The essential of the content in social work is the individual itself and a community, which are analysed by various definitions. The aim of every social worker is to implement all the acquired knowledge and impress a client in a very motivating way. The social worker must put himself into many roles, mediate interactions between the people and solve different situations whereas he could get into a conflict with criminal code, ethical codex or ethical principles. The paper explains when is the social worker required to report malefaction as well as when he is exempted from doing so. The aim of this thesis is to review the role of social workers in the context of their performance as well as the legal status of the social work and workers. The legal status along with its weaknesses in the current valid legal standards, are justified in this part; innovative recourse are presented for the purpose of more qualitative performance in social work in the future.

The research is based on the comparison of the positions of social workers around the world with those in chosen systems, whilst resulting is the clear definition in the law that would be able to formulate the social work and status of the social workers.

### Key words

Social work, social worker, client, jeopardized group, criminal code, ethical codex, competency of social worker, morality, ethical principles, social justice.

### INTRODUCTION

Status of social workers in the context of law and the society can be viewed from different angles. On the one hand the work of social workers is professionally defined (and restricted) by legal norms which also enable him or her to implement the mission work in a broad spectrum of society, respectively in addressing complicated social situations. On the other hand, these legal norms also clearly restrict his or her exercise of the profession. Rapid dynamics of development on a global scale leads to a trend of increasing social problems that require answer and response of social work.

The legal norms cannot reflect these situations. In real situations, it may be impossible for the social work to intervene which, ultimately, can have other negative consequences for the society.

### SOCIALWORK

*"Social work is like a human brain it has tremendous potential, but we can use only a small part." (Pěnkava)*

Social work as defined by a myriad of authors and disciplines is very easy to grasp by its definition as "help to self-help". Mission of social workers and social work, should be "help a person to exercise his rights and legitimate interests, which are common in society"

(Bajer, 2008). Some authors understand social work as a remedial action preventing the formation and actions of evil. Others see in social work search and renewed discovery of the lost

connection between man, his life and the environment. There are definitions focused on the functioning of the institutions that provide care to help individuals, groups or communities. Different variations of definitions therefore perceive as the essence of social work the content of an individual or a particular community, which should be the main focus of methods of social work. Only very few of them place emphasis on the social worker as a bearer of transferred performances in social work practice.

## **SOCIAL WORKER**

In the bill of social work and social work conditions in (§ 5) – it is proposed that the social worker should be the person who earned master's degree in Social Work.

For the exercise of doing specialized professional activities it is proposed to require completion of master's degree in social work and completion of a specialized accredited education in the a relevant field of specialization. Social Worker as personally mature human being and a qualified and competent person should be able to implement the knowledge acquired by practice and education and actively influence the client.

Social worker, inter alia, assist people to develop skills that enable them to solve their individual or collective social problems. At the same time he or she has the responsibility first and foremost to its clients. He or she has to respect the privacy of the client and confidentiality of information obtained in their work. Their work is considered as a service (Mydlíková a kol. year is not listed, p. 44). A distinctive feature of social work by Musil (2004) is altruism, perceived as the ability of full deployment and complete immersion in the desired tasks, while as an essential tool support is considered spontaneous human relationship. Social worker must work together spontaneously with colleagues in the organization and also with clients and their loved ones. All these people if they are active in providing assistance, are also somehow considered as "social workers" – for this understanding of social work the relationship is important and not the professional theories.

The position of social worker in terms of its roles, responsibilities and scope of the present conditions is very wide. Social workers adopt many roles to achieve the objectives of social justice, improving the quality of human life and maximum development potential of all individuals, families and groups in society: mediate interactions between people and their environment. They do not work in isolation and are involved in the application of multidisciplinary approaches. As professionals they fulfill the primary role of social work – balancing between help and control (Tkáč, 2012 In: Janebová, Musil).

Social workers in order to effectively exercise their profession create a relationship with the client but there may occur a situation when the social worker finds himself in a dilemma between his legal obligations and the need to respect the interests of the client. Social worker can learn from a client to learn about upcoming or already committed crime. He can get into a conflict with the Criminal Code, the Code of Ethics, as well as generally accepted moral and ethical principles. From the point of view of the criminal law on this issue we can think of two constituent elements - failure to disclose the crime and to prevent the crime. A limiting factor of a legal nature in this case and thus the only exemption from the obligation to report a crime if there is a danger of death, bodily injury, or other serious injury or a risk of his own criminal prosecution. Also non disclosure can be affected by the statutory duty of confidentiality. Exemption from this requirement that applies in addition to the grounds referred to above to oneself or a loved ones that may face danger as well as for infringement of confession secrets is also the inability to thwart the crime without serious difficulties (Law no. 300/2005 Coll., § 341). Code of Ethics for social worker, however obliges the social worker to observe ethical principles in the form of client

privacy and confidentiality that applies to all information provided by the client to a social worker. In this case there is a conflict between moral and legal norms. The primary difference between them is their observance and enforcement. Ethical, respectively moral principles are subject to sanctions in the form of public condemnation, while legal rules determine the extent of social tolerance, intolerance and punishment. However, attribute that combines morality and law is justice that Aristotle equated to a peaceful and balanced state. (Sedláková, 2010). The issue of notifiable offense under the Criminal Code can be considered not only from the point of view of the social worker but also from the point of view of the client, who as the citizen of the state is also bound by the law. Social workers should respect and promote the human right to make its own choice and decisions, provided that it does not endanger the rights and legitimate interests of others (Mátl, 2010).

The social worker as a proxy for social work paradigm regarding the acceptance of ethical principles, has to place the emphasis on the respect for human individuality, dignity and existence.

## **OBJECTIVE**

Our aim will be to assess the status of social workers in the context of a difficult exercise of their profession, but also in the context of the legal status of social work and social workers. We will justify the current legal position and point out the possible shortcomings of currently valid standards while setting an innovative basis of future state, for the purpose of efficient social work, whose priority is to act proactively towards individuals, but also towards communities that make up the society.

## **HYPOTHESES AND METHODOLOGY**

Based on the theoretical results in relation to the formulated objective we will define the following hypotheses:

- The current system of laws determines performance of social work is not adequate to the real problem of social work,
- Ethical and legal conflicts are related to the type and form of social work,
- Legal regulations often lead social workers into difficult professional situations- Higher education, respectively. lifelong learning has an impact on the effective implementation of standards in social work practice,
- Linking science - research findings with legal concepts is beneficial to the practice of social work,
- There is a correlation between the performance of social work and moral conflicts - a legal nature,
- Social work with risk groups brings more moral - legal conflicts.

Primarily we base our considerations on different legal status of social workers within the meaning of law. On the one hand, he can be their carrier, implementor, and executor, on the other hand he can become the perpetrator, but can also be their creator. Research will be built on the comparative status of social workers in the world and in selected systems.

## **CONCLUSION**

The issue of the legal status of social workers is highly topical. Social work and social workers as the primary implementers of the assumptions in practice, are increasingly considered to be essential part of modern society, which we can define not only by the society, but also by legal

attributes. In our opinion it is necessary to create a law that would comprehensively address the status of social work and social workers. The law should define responsibilities (including the required education) and social worker accountability and supervision of the ethics of the profession irrespective of a given sector .

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## Contact

Veronika Mattová  
St. Elisabeth University of Health and Social Science,  
Detached workplace in Michalovce, Partizánska 23, Michalovce  
GSM:+420 605523513,+421918096988, e-mail: veronkamatt@gmail.com

# ECONOMIC AND SOCIAL ASPECTS OF THE POST-PRODUCTIVE AGE

Marta Bobovnicková

St. Elisabeth University PhD. programme, Michalovce Town Office

## ABSTRACT

The main purpose of the work is to put the attention on aging of the population in Slovakia that has numerous effects and aspects. On the macroeconomic level it affects mainly the labour market in Slovakia, level of intergenerational solidarity that must be reached and of course the necessary intensity level of state participation in the field of social inequalities moderation among the different age groups of population in order to maintain the social peace over the population in Slovakia. On the microeconomic level it affects mainly the level of psycho-social health of the elderly people, the potential of the elderly people to be needed by society and the main orientation of the healthcare system.

**Keywords:** Elderly people, Aging of the population, Intergenerational solidarity, Healthcare system, Psychosocial health, Active aging.

## INTRODUCTION

Aging of the population, together with extending of the life expectancy is the most important phenomena of recent years in the world. Status of the elderly people in the society is directly in line with achieved quality of life that is determined by the physical and psychological health, level of independence, social relationship, access to financial resources, level of social care, safety, healthy environment, access to information, level and intensity of cultural and social life and religion.

This work is focused on the identification of existing linkages that determine the level of impact and implementation of active aging of population in Slovakia and define the attributes of quality of life of citizens in social and economic areas that directly affect the lives of elderly people.

The problem that people never faced before is that mankind is aging as the whole. While there were 350 billion of people older than 60 in 1975, people older than 60 in 1983 increased to 460 billion and there is the assumption that the number of people older than 60 will increase to 1 121 billion by 2025, which represent 13,7 percent of the world population. There are approximately 750 billion of elderly people in the world in recent time. There are approximately 120 billion of elderly people in European Union that represents approximately 24 percent of the whole population of European Union. Demographic projections have repeatedly confirmed that low birth rates, increasing life expectancy and the constant influx of migrants from third countries will result in unchanged number of total population, but the structure will be significantly worse than it is now.

By 2060, the population of Slovakia will be thus considerably older than it is today, and it is assumed that the ratio of people in productive age and the people in the post productive age forfeited from level 4 to 1 to level at 2 to 1. Moreover, it is expected that the largest structural change occurs in the period 2015 - 2035 when the generation born in the period of increased birth rate reaches retirement age. The projections show that older people will need more quality and affordable social services and the sufficient level of health care. Moreover, elderly people in Slovakia are, given the demographics and low income, facing one of the highest risk among all age groups, the risk of poverty.



Elderly people in Slovakia are already facing the social exclusion, they are also limited in social life, hampered by the lack of mobility, are facing disrespect within the framework of the inter-generational solidarity and facing one of the most serious problems that is the lack of access to social services and emergency aid. Elderly people often live alone, have a lack of information, many of them have a lack of legal knowledge and thus also fails to protect its own rights. The current status of the elderly people in Slovakia is characterized by being in a critical condition because of the extent of income discrimination, which is in comparison with other Member States of the European Union, one of the highest. There are quite a large group of people who, because of their income, cannot ensure even the most important and basic goods and services. The claim that these problems are only exposed to people living outside the major industrial areas is often referred to as trivializing the current alarming situation.

For the elderly and for society it is important that the company is prepared for the consequences that the aging and old age brings. Most often these are economic, socio-medical and psycho-social consequences. The increase in the number of seniors presents new challenges to think about the possibility of applying brain potential and physical ability of „active“ seniors on the labor market. It also underlines the need to significantly improve the level of intergenerational solidarity and the need to integrate elderly people into society with respect for both social and economic aspects of aging. Social and health consequences are given by higher morbidity and the need for various forms of social and health care. This raises the possibility of applying a wide variety of entities providing services for the elderly people, whether from the state, private or the third sector. Psycho-social have an impact on the role of elderly people in society, ensuring their rights and needs. Feeling of autonomy and the possibility to decide its fate is important for mental balance and ability to cope with stressful situations. It is clear that living conditions in old age are not created only by the circumstances related to health and family and social backgrounds. The quality of life depends also on social status and financial security.

Financial security of elderly people is formed in most cases by the amount of the retirement pension which is complemented by a secondary income from employment and reserve source of income acquired throughout their productive age. The economic activity of elderly people has grown significantly in recent years, mainly due to prolonging productive age. We agree with Het-teš, who points on the fact that retirement does not mean the end of the working careers and automatically to become pensioner. Many seniors feel physically and mentally able to work on and pass their experience to younger generation. Remain in the work environment provides seniors with income, social network and a sense of necessity. He suggests that elderly people receive an “option to continue working as long as they are able and willing to” (2011).

Negative impact on the employment of elderly people has a number of factors, notably the possibility of early retirement, lack of language and computer skills, lack of participation in further education and, finally, inflexible labor law, discrimination and prejudice of employers as well as lack of discriminatory behavior control that is provided by state control authorities. High unemployment of elderly people just before entitlement to a retirement pension has a substantial negative impact on the society, but the consequences are borne primarily by specific individuals. They are facing the highest risk of poverty and loss of dignity, which does not improve even in retirement because their pension amount is proportional to the achieved revenues in the last years of their productive age. Decreasing monthly income starts spinning like a wage-price spiral, resulting in a gap in cash to cover the total monthly cost of living. General belief that elderly people take place younger, we refute by the experience of developed EU Member States, showing that where there is a high rate of employment among elderly, is also a low unemployment rate of young people in the labor market (Tkáč, 2012).

Due to the progressive aging of the population and the growing number of elderly people, there is an increasing requirements for active aging, which contains a crucial concept of lifelong learning as a key element for the integration of elderly people into society. Senior education leads to the creation of right attitudes towards aging and improves their quality of life in the sense that it contributes to improving mental health and encourages social interaction.

Social services are one of the most important pillars of social security. Their legislative regulations guarantee the right of citizens to help in situations where they are independently unable to provide their subsistence and are dependent on help from others. The long-term care means the provision of health and social care for long or for a longer period of time. Continuous aging of the population has already resulted in an increasing demand for long-term care. Globally, as well as in Slovakia, in the long term, there can be seen the improvements of health care thanks to advances in science and technology and by increased investments to improve the health services, but on the other hand, the availability of certain services, particularly long-term care for the elderly becomes difficult or even impossible. It is desirable to provide coordinated social and health counseling, nursing care and social services, contributions to social services, contributions to mobility aids and benefits, but the integration of social assistance and health care is not in the legal system of the Slovak Republic systematically adjusted.

According to the current legislation, the social assistance and health care for persons who are, under newly proposed legislation, eligible to provide long-term care and support for integration, are modified separately in legislation. Thus become unfounded situation when the conceptual solution of providing the quality of life for elderly people has to be proposed. It should be emphasized that comprehensive reform of long-term care for the elderly not only ensure adequate availability of health services in the event of illness, but especially achieving and maintaining physical, mental and social well-being throughout life by systematically influencing all the determinants that affect the process of aging and health.

Highest potential aspect of health is characterized by the autonomy, ability to behave independently without or with only minimal help from others and by subjective evaluation of health and life, which is aggravated by the loss of autonomy and independence. (Repková, 2010) Meanwhile, good health condition both directly and indirectly contribute to economic development and prosperity, at both individual and national level. Therefore, there is a need to gradually increase the interest to coordinate social and health services in order to balance the system of long-term care from its social and health aspects so that it is both efficient in terms of objectives, the highest potential for health, and also sustainable in terms of funding. The existing system of long-term care can be evaluated as inefficient, since long-term chronic diseases consume a large proportion of funds allocated to health care, while relatively little attention has been paid to the prevention, diagnosis and treatment of acute illnesses, chronic diseases and nursing home and residential care.

Remodeling complex system is therefore essential for the following reasons:

- aging population – population in Slovakia is expected to rise by 2020 by about 1 %, while the population aged over 65 years by about 24 - 25 % and the population over 80 years by about 30 % over the current situation. This means that greater number of elderly people who need a higher volume of services that has long-term nature;
- in relation to the phenomenon of population aging is the definition of persons with severe disabilities misleading and limits adequate support for people with functional limitation;



- needs assessment is discontinuous in the case of persons under 50 % of the malfunction and can be seen that an assessment of their needs are currently not adequately protected, both personal as well as offering sufficient support or preventive action;
- insufficient assess the needs of elderly adult people compared with other categories of people in society;
- lack of normative institutional, community and home care for the elderly;
- there are enshrined different approaches to the rights of persons to health care and the rights of individuals to social services in respective laws and regulations, while in the case of people with functional limitation is often the concomitant need to become a beneficiary of both services;
- the allocation of responsibilities and funding discriminates beneficiaries freedom to choose how to provide services;
- ambiguous approach to eligibility for social services impact significantly in negative way on the current extent of support on the base of self-determination of people and not on the principle of reliance on family support, and
- it is currently noticeable low representation of home care and community services, that raise on one hand steady pressure on institutional capacity by strengthening process of meeting needs, on the other hand, put an excessive burden on families who do not receive sufficient support in the natural environment.

The starting point for the analysis of economic and social aspects of post-productive age is the impact of population aging on intergenerational solidarity and the need to prepare for post-productive age. We pointed out on the need for and the possibility of systemic changes in social services, social security, active role of elderly people in the labor market and in society-wide events. Changing living conditions especially in social and economic areas lead the current seniors to establish an active life and also to further education.

The theoretical conclusions and also main finding is that both aspects of aging are linked to each other synergistically with each other and cannot be addressed separately. The education of elderly people is a particularly appropriate form of integration of elderly people into society and significantly improves the quality of life, but its application is limited by economic opportunities of elderly people and their health conditions. In the field of health and social protection is a direct link between the health status of elderly people in Slovakia and in the manner and quality of long-term care, which is not focused only on resolving the current circumstances of health, but their attention is paid to the comprehensive quality of life, determined by the degree of integration of the elderly into society. In the field of the integration of elderly people into working life and pension system, our main theoretical knowledge consists in paying the attention on the direct link and conditionality participation process and the acceptance of an adequate level of retirement income that take into account the needs of elderly people.

Our objective was to determine the impact and implementation of active aging of population and thus develop a theoretical basis for defining the attributes of quality of life of citizens in social and economic areas that directly affect the lives of people in the productive age with the possibility of its eliminating or development in the run-up to this stage of life.

## CONCLUSION

Seniors emphasize the priority of self-responsibility and refuse to be a burden for others. Stereotypical view on the elderly people as an individual who is passive and dependent on the society, is now obsolete, mainly due to the implementation of the concept of active aging in social practice. It can be said that the state, which does not use the potential of elderly people facing an excessive burden on the social system and, moreover, consciously reducing its economic performance and long-term sustainability of public finances.

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### contact:

Marta Bobovníková  
Michalovce Town Office  
GSM: +421-905 516 018  
e-mail: martabobovnikova@gmail.com

# HABILITATION OF PEOPLE WITH AUTISM THROUGH THE SOCIAL SERVICES

Ivan Štubňa

*St. Elisabeth University PhD. Programme, Society For The Help Of People With Autism*

## ABSTRACT

The aim of this work was to gain an exact and reliable data of effectiveness of habilitation of people with autism. In the research was applied a quantitative method on the sample of families with autistic member in Slovakia. The quantitative research detects how the habilitation services are provided for the people with autism – in what age, to what extent, frequency and intensity and if they had been provided at all. The research confirms that people with an ad hoc provided habilitation have better chances to integrate into society than people with a minimal provided habilitation.

## Keywords

Autism, habilitation, effective process of habilitation, early diagnoses, intervention, employment

## INTRODUCTION

Autism is a severe disability that prevents the people with this disability to organize and understand information. According to AUTISM-EUROPE, clinical studies demonstrate the occurrence of disorders within the autism spectrum in the range of 60 / 10,000 10000 ([www.autismeu-rope.org](http://www.autismeu-rope.org)). We can infer from the indicator that Slovakia has about 32,000 people affected by a disorder within the autism spectrum. „Autism Spectrum Disorder (ASD)“, „autism“ or „pervasive neurodevelopmental disorders“ are currently classified as disorders of the developing brain (so-called neurodevelopmental disorders, NDP). There are three main types of clinical symptoms, namely the deficits in social skills and interactions, deficits in verbal and nonverbal reciprocal communication, and restricted stereotyped range of activities and interests (*Rapin a Tuchman, 2006 in Ošlejšková, Ostatníková, 2010*).

It is nowadays known that autism is present in the entire spectrum of IQ values and in recent years, an increasing percentage of individuals with average and higher IQ has been diagnosed. However, in order the gifted children with autism were able to express their talents, they need understanding, help and support. The difference of their thinking has an enormous potential to enrich us. However, a person with autism himself will barely demonstrate his potential. He or she is often perceived as a misfit and a loner, he requires an understanding of the nature of his difference, special approach, and paradoxically a relationship with people, in order to show what he is capable of, because alone, he is usually unable to show it.

## RESEARCH TOPIC AND OBJECTIVES

The main research topic was „the process of integrating people with autism into society“ and the major research problem was the „the efficiency of habilitation of people with autism in their integration into society.“ Through our long-term personal observation in our practice, we hold an opinion that this efficiency is relatively low, resulting in the negative influence of the development and versatility of mainly people with highly-functional autism and Asperger syndrome. Accordingly, we have therefore formulated a number of research questions, through which this research tries to uncover the roots of this problem.

„What is the effectiveness of habilitation in social services with regard to the integration of people with autism into society?“

„What changes have occurred for people with autism and their families in the diagnosis and early intervention matters during the last 30 years?“

„How does the habilitation process affect the employment possibility of people with autism?“

From the above research questions, we generated the following hypotheses:

Hypothesis 1 - People with autism provided with an *ad hoc habilitation* (moze byt cursive?) through social services have less favourable prospects to integrate themselves into society than people with autism provided with a *continuous habilitation* through social services.

Hypothesis 2 - Diagnosis and early intervention improves proportionally with the decreasing age of the person with autism.

Hypothesis 3 - The result of the lack of habilitation in social services for people with autism is their long-term unemployment.

## METHODOLOGY

For the purpose of this research, the method of observation was used, specifically in the form of unstructured, direct - personal observation of families with an autistic member. Observing served as a way of examining the social relations within the family, as well as with the external environment. This was done through verbal and nonverbal activities. The role of the qualitative pre-research was complemented by relatively unstructured and open interviews with members of families with an autistic child in the whole area of Slovakia, for several years in a rehabilitation centre SPOSA, and during various community meetings and stays.

In our research, we applied a quantitative method in the form of social research through a group of participants sampled from the community of parents of children with autism. The sample was created on the basis of the availability of the participants throughout Slovakia, with the subsequent analysis of the contents of the predefined categories (periods of the life of an autist) using the quantification of the content of habilitation of people with autism in the broadest sense i.e. in the broad understanding of the habilitation. Our aim was to obtain exact and verifiable data on the issue that could be generalized. The basis of this was the process of obtaining accurate data, which are expressed numerically. The quantitative research in our case focused on the ways, in which habilitation is provided to the persons with autism, this including the age of the person, the extent of the habilitation, frequency or intensity, and whether it is provided at all.

### Basic demographic data from the survey:

**Participant's gender:** women 72%, men 28% - our knowledge acquired through long-term observation of the community was confirmed, i.e. women (as opposed to men) are significantly more active in joining activities associated with the diagnosis of their autistic children, grandchildren, nieces and nephews.

**Participant's age:** 10-19 = 3%, 20-30 = 5%, 31-40 = 48 %, 41-50 = 23%, 51-60 = 11 %, 61 and more = 5%, without a response = 5 % - the result clearly confirms that the participants were mainly middle aged persons.

**Gender of the person with autism** - women 32 %, men 68 % - the proportion of men to women with autism corresponds with the results of statistics in this field in the advanced countries of the world.

**Age of the person with autism:** 0-7 = 25%, 8-15 = 54 %, 16-20 = 13%, 21 and more = 8 %

- the result points rather at the fact that parents of school children are more likely to meet at school and thereby obtain information, resulting in their greater involvement; hence the dominant age group of persons with autism. In contrast, parents of children of up to age 7 live relatively isolated from the community of families with autistic members, although 25% in this context is alarming in comparison to the more engaged participants. The social isolation occurs in families again after the end of compulsory schooling of the child with autism.

**Participant's relationship to the person with autism:** mother = 60%, father = 22%, sibling = 3%, grandmother = 4%, grandfather = 1%, other (surrogate mother) = 10% - the result confirms a significantly more proactive approach of women.

## EVALUATION OF THE RESEARCH

The participants' answers with regard to the presence of prenatal, perinatal and early postnatal risk factors and their possible combinations show that only 19% of participants were advised of the risk status of their child directly in the hospital and only 16% later at the paediatrician visits. An increased attention to the child at risk during the counselling visits was received in 27% of the cases, in 20%, preventive measures to minimize the adverse situation have been proposed, and only 18% of the participants claimed to have been informed of the possible consequences of the risk factors for other psychological/mental development of their children. It becomes obvious from the above data that the awareness of parents about risk circumstances and the way they may relate to other psychological/mental development of children is lacking and the general underpinning of a child at risk is absent. The clear rules to actively seek deviations of the PMV are non-existent in the system of early care for children under 3 years - early diagnosis and intervention, substantial and clear process of psychological, special-(therapeutic)-pedagogical care and speech therapy after detection of uneven psychomotor development in key areas of PMV. The diagnosis of ASD up to 3 years of age was determined only in 7% of cases and within 3 to 4 years in another 32%. Compared to the data about the first observations of a „different“ child development, of which 67% were recorded before three years of age of a child, this finding is disturbing and shows that the period of the most rapid developmental dynamics was wasted. Participants' answers demonstrate that the diagnostic process takes in 36% of the cases from 6 months to 2 years. There are very diverse opinions of the participants about the extent to which the duration of the diagnostic process was used to the appropriate developmental intervention - 23% reported a minimal time usage in favour of the child, while 15% said the use of time in favour of the child was satisfactory to the maximum extent possible. The data suggest there is a very unbalanced availability and level of care in the living conditions of individual respondents.

More than three quarters of responses indicated that the children were placed in nurseries such as kindergarten, nursery school with special classes, and special kindergarten. Research suggests that up to 31% of children used to attend regular kindergarten, however, in about 10%, an additional assistant was required. 14% of the participants reported that they were missing information from experts and practitioners in the form of advice. Furthermore, the participants indicated that they lacked professional assistance, appropriate equipment in their neighbourhoods, services such as rehabilitation, nursing and respite services, systematic approach in ECI, finances but also an understanding, support, and intervention for the family. 8% of the participants also missed the communication with their child as well as to see the progress in the development of the child. To the places of training for the children with autism belonged predominantly special primary schools and special classes, i.e. preparatory classes in elementary, i.e. special schools - 91%. Only 7% of participants indicated that their child finished elementary education in a main-

stream school, while 26% indicated they have not completed primary education. A specific feature of children with autism are on one hand ( objectively observed ) admirable, extraordinary abilities and skills, such as the excellent work with computers, memory skills (e.g. photographic memory), encyclopaedic knowledge, high distinction abilities, classifying, handicraft, orientation in environment, musical and motor skills. On the other hand, the participants consider (subjectively) any progress to be extraordinary, including the changes in the mental development of people with autism (self-service, communication), which objectively have a great importance to parents and their raising methods. These results question the effectiveness of the applied methodologies to children with autism in pre-school and school facilities. (?)

Only a very small percentage (6%) of respondents indicated the availability of services for people with autism in the municipality where they reside. 44% of services were provided in another village and 3% of participants indicated that services were provided in another region. 47% of the participants did not respond to the question „Availability of services“, which may indicate that these families do not seek any services and are likely to live in exclusion. This situation adversely affects the quality of life for people with autism.

The answers show that only a small percentage of people with autism completed a job preparation training (6%). From this it can be concluded that it is the employment preparation that belongs to the most underdeveloped areas in the system of social services. Only a small percentage (about 1-2%) of people with autism are employed, which corresponds with the low rate of job training opportunities, confirming the legitimate concerns of the participants about the future of people with autism.

The outcome of the research confirms the grim reality. Only 8% - minimum amount of people with autism is prepared to self-sufficient/supported style of living.

Only one-third of people with autism has their own individual development plan, which confirms the lack of interest and awareness on the part of professionals and parents with regard to personal development of people with autism through individual development plan. The participants expressed a concern about what awaits them, what awaits their children in the future, and they are concerned also about what will happen when their children will remain without their help. It is natural to suppose that the more challenging and more difficult it has been to cope with raising a child in the past, the stronger the fear of the participants may be now. Therefore, the participants request that more attention be paid to social integration, practical schools, and expansion of the network of supported housing, sheltered workshops, employment, and lifelong social support for the citizens with autism.

## CONCLUSION

Research has confirmed:

The hypothesis no.1 - People with autism provided with an *ad hoc habilitation* through social services have less favourable prospects to integrate themselves into society than people with autism provided with a *continuous habilitation* through social services.

and

The hypothesis no.3 - As a result of undeveloped habilitation in social services for people with autism, these individuals remain long-termly unemployed.

On the contrary, the hypothesis no. 2 was not confirmed - Diagnosis and early intervention improves proportionally with the decreasing age of the person with autism.

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Contact

Ivan Štubňa  
Zbrody 13, 831 07 Bratislava  
e-mail: stubna.ivan@gmail.com



# SOCIAL SERVICES QUALITY STANDARDIZATION AT THE CONDITIONS OF LOCAL SELF-GOVERNMENT.

Martina Pavlova

*St. Elisabeth University PhD. programme*

## ABSTRACT

The main objectives of social work include improving people's living conditions and to help meet their basic needs, especially those living in poverty, or are in any way oppressed. Social workers seek to mitigate and eliminate various forms of social injustice, while carrying out their task commonly faces with misunderstanding and often unappreciated. Taking into account this fact and the fact that the concept of an standards in the last few years not only in Slovakia, but the whole world has become a phenomenon that "deserves " our attention, we decided to approach it from the perspective of social work. In this contribution, we will focus on what the standards are, how they arise and also how important they are. We will point out areas of social work in which standards most commonly occur.

**Keywords:** help, social work, social issue, standards

## INTRODUCTION

The significant changes occur at the area of social services, mainly at the approach towards the social services users and at the applied methods of social work. Ministry of Labour, Social Affairs and Family tries to react at these alternations using the system changes providing social services of a good quality in accordance with the current level of knowledge. The main tasks of social work at the area of social services is the prevention of social exclusion, life support at a natural community, protection of vulnerable people against breaching their civil rights and against unprofessional provision of services.

## SOCIAL SERVICES

Social services are specialized activities which should assist any person in order to solve his negative social situation. Since the reasons of negative situation occurrence are different therefore there exists a wide range of social services. However, it is important to realize that providing the social service itself does not eliminate its sources. Providing the social service should help a person, should support his own activity leading towards solving the negative situation (Matoušek, 2007).

Pursuant to Act No. 448/2008 Coll. on social services, there are involved three basic areas of services:

- social consultancy
- social care services
- social prevention services.

## LEGISLATION

Palugová (2011, s.30) emphasizes that the following legal tools at the area of social services are considered as crucial:

- Act on Social Services No.448/2008 Coll.
- Act on Communal Equipment No.369/1990 Coll.

- Act on Budget Rules of Public Administration No. 523/2004 Coll.
- Act on Budget Rules of Local Administration No. 583/2004 Coll.,
- Act on Some Force Transition from the State Authorities to Municipalities and Higher Territorial Units No. 416/2001 Coll.,
- National priorities of social services development,
- Generally obligatory regulations on social services processed on the level of higher territorial units and local self-governments,
- Program of economic and social development processed on the level of higher territorial units and local self-governments,
- Conception of social services development processed on the level of higher territorial units,
- Community plan of social services processed on the level of local self-governments.

The above mentioned legal tools represent a legislative framework for entire providers of social services. Creating the legal tools on appropriate levels of public administration issues from the valid legislation of the Slovak Republic.

### **SOCIAL SERVICES STANDARDIZATION**

As O. Matoušek quotes (2005), social services quality standards may be a tool for organizations to evaluate their work. The organizations should have the determined measurable goals, then it is possible to evaluate fulfillment of the goals. Based upon common evaluations it is possible to review goals and tools leading towards them. These individual goals, defined according to the needs of individual users should be measurable and should meet the goals of an organization.

Standard is a norm used for evaluation whether the activity of a social worker satisfies the required level. It determines the necessary and inevitable requirements of a basic norm for providing a social work of a good quality. The standards represent the supportive point of planning, realization and checking the service quality.

Standard represents the minimum level determination of acceptable care or its result.

It also limits activity content of a social worker and range of his activity, competence relationships, activity workplace as well as the ethic and educational criteria for this work performance. The care should not be provided under the minimum standard level as it becomes risky and it may endanger a client.

We may say that the standards are the obligatory norm for care of good quality, they provide feelings of safety and security to the clients for providing at least minimum quality care standard, protect social workers against illegal recovery as they may prove keeping the appropriate standard.

Process of creating the standards should proceed cyclically, gradually within the following phases:

- key areas identification,
- standard creation,
- criteria determination
- standard verification in practice
- standard modification in practice
- evaluating the modified standard in practice.

Standards should:

- be based upon clear definition of intended activity goals,
- support the best professional development in accordance with its potential social contribution,
- be sufficiently general, improved, maintained,
- leave the space for innovative changes focused on higher quality of outputs,
- support and increase general level of productivity,
- take into consideration the equality and mutual dependance of professions,
- be defined according to requirements which make their application easier,
- contain orientation, level of obligation, goal, criteria of required norms, way of quality evaluation, control methodology (Švagrovská, 2012).

### **SOCIAL WORK QUALITY MEASUREMENT**

The Council for Social Work Advising, dealing with this issue since 1999, determined the methods of social services quality evaluation only. The author S. Krupa (2003) defines these methods related towards social work quality evaluation in the anthology called Quality of Social Services II as follows:

- Processual method of quality evaluation
- Method of social advisory and supervision
- Method of subjective satisfaction identification of service user
- Quality monitoring

According to T. Matulayova (2006) the significant element for providing the social services of good quality is an accreditation, as an recognition the fact that an organization is able to perform social services of a good quality. It confirms keeping particular standards of work, productivity and ethic principles. Its significance consists of informing and protection of a client, making pressure for higher quality increase, it creates terms for professional improvement of providers, raises provider's prestige as well as it is a quality guarantee of services funded by a state.

### **RESEARCH PROBLEM**

There are absent normatives for valuable social work provision. Social work quality evaluation provided by a local self-government is therefore difficult to measure without its standardization.

### **RESEARCH GOALS**

- to judge the need of introducing the standards for social work area at the terms of local self-government,
- to find out criterias of municipality in order to meet social services pursuant to Act 448/2008 Sec. 80,
- to analyze options for providing these services by individual self-government.

### **RESPONDENTS SELECTION:**

Respondents of our searched file will be mayors and social workers of town offices and municipality offices in the districts of Sobrance and Michalovce. Respondents selection is intentional. Research groups will be compared in the districts of Sobrance and Michalovce.

The questionnaire will contain the information like:

- who provides social services and what is his/her highest education
- number of inhabitants,
- % seniors,
- % children under 15 years old,
- % unemployment
- risk groups: school graduates, youngsters under 25 years old, disabled people, older people, people with low qualification, women and others.

## RESEARCH HYPOTHESIS

Service standardization of social work provided by town and municipality offices will enable to measure its quality.

## CONCLUSION

Social services belong among significant elements of social policy of individual states. The number of those people who need social services is increasing therefore there raises the number of those who work in this area as well. Social services are being developed within the European Union, they are more professional and transformed, however the structure of their financing is being changed as well. Since the Slovak Republic is one of the EU Member States it is necessary and at the same time inevitable to determine social work standards at the required level.

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### Contact

Martina Pavlová  
Vysoká škola zdravotníctva a soc. práce sv. Alžbety, Bratislava  
University of Health Care and Social Work of St. Elizabeth, Bratislava  
E-mail: [martinapavlova12@gmail.com](mailto:martinapavlova12@gmail.com)

# LIFE STYLE AS ONE OF THE PREDICTORS IN DEVELOPMENT OF ADDICTION

Vladimír Stanislav

*St. Elisabeth University PhD. programme, Ministry of Labour, Social Affairs and Family*

## ABSTRACT

The aim of this work is to connect the conception of lifestyle from the perspective of the individual psychology and possible development of addiction. The work is trying to identify the connection between early social environment of an individual, lifestyle topics and current problems.

Social interest, inferiority and an effort to be successful, women's revolt against their subordinate role in the society, the negative consequences of hyper-protective behavior of a mother, sibling constellation, social personality, subjective reality, interdependence of mental and physical processes as well as other terms are nowadays a common part of lay and professional perspective on personality. All perspectives are associated with the name Alfred Adler, who included them into his theory of personality.

**Keywords:** Individual psychology. Social equality. Feeling of fellowship. Addiction. Alcohol. Life style. Family. Social consequences.

## LIFE STYLE AS A THEORY OF PERSONALITY

The Adler's concept of lifestyle refers to the fundamental beliefs and assumptions through which the individual is organizing their reality and attributes the importance of particular events in their lives. They are more or less assumptions and perceptions, on which the individual decides, how they will behave. Lifestyle forms during the early years of life. During the formative years a child observes the world and initiates activities with its social environment. Based on these early social interactions a child is using its creative intelligence to answer three basic questions: „How does this place (my world) work?“, „How can I integrate and be accepted?“ and „How do I gain significance and importance in this world?“ Based on their life experience gained during the early years the individual is starting to form certain conclusions. At four to six years of age, the basis of lifestyle are set, attitudes and ways of understanding are already quite fixed.

Every individual actively develops their unique views and beliefs about themselves, about others and about life in the process of shaping a personality. Consequently forms a cognitive scheme to understand life and to manage it. The environmental conditions affect the development of personality. The conditions are not considered a cause, but rather they could be defined as a range of experiences, with which an individual creates their own core beliefs and perceptions in order to handle the tasks of life better.

Adler's theory is a theory of „soft-determinism“ (Nicoll, 2004a). Factors such as family environment, relationships between siblings and birth order affect lifestyle. If we brought a permanent change into behavior, it would require a modification of lifestyle, especially the initial beliefs, perceptions and personal beliefs that were confirmed again and again during the client's life. Individual lifestyle and related social skills that an individual has developed over the years, provide proven, but problematic plan how to cope with life's challenges. It is quite understandable that an individual will resist the change of their basic living patterns. Loss or change of a lifestyle arou-

ses increased feeling of personal vulnerability and anxiety when a client tries to face life's challenges with less developed social skills and a less proven plan. (Nicoll, 2004a).

## RESEARCH PROBLEM AND OBJECTIVES

When formulating research objectives we start from assumptions: Based on individual interaction with the environment (especially with parents and siblings in early childhood) a relatively stable structure I, which, although develops and enriches with age, remains basically constant. An important factor influencing the development of this structure (lifestyle structure), is a feeling of belonging. Adult's self-concept, is possible to predict on the basis of „a fingerprint“ of childhood memory.

We are trying to answer the following questions:

- What is the relationship between the perceived quality of interpersonal relationships and the atmosphere in the family during childhood, sibling territories and lifestyle (especially feelings of belonging and striving for power and supremacy)?
- Is it possible, on the basis of information on perceived atmosphere and interpersonal relationships, to predict the level of feeling of belonging and the pursuit of power and superiority, in the family during childhood?
- How does the perceived quality of interpersonal relationships relate to the atmosphere in the family during childhood and sibling territories with the level of self-concept of adults?
- Is there a relationship between the themes of lifestyle and levels of self-concept within adults and is it possible to predict the emergence of dependence on the information about these topics?
- Which of life's tasks defined by Adler and his followers plays major role in young adulthood, along the lines of subjective significance (as is the task important for young adults) and the subjective feeling of satisfaction with the fulfillment of the task?
- How does the lifestyle relate to self-concept and is lifestyle one of the possible predictors of the development of dependence?

We addressed the analysis of early memories as a metaphor to the adult life. For this purpose, we used a qualitative form to **The Lifestyle Analysis** that has been created by a leading Adlerian psychotherapist W. G. Nicoll, (2004a) and who prepared it for The 1st. training program in Adlerian psychotherapy and counseling.

## DISCUSSION AND CONCLUSION

During the research we found that perceived quality of interpersonal relationships and family atmosphere during childhood has an impact on how the child looks to compete with its siblings for a place in the family. The relationship between parents and between parents and children plays the main role, a sense of security, certainty and predictability in the family. Mechanism for doing so is the feedback and is based on the principle of circular causality.

We can therefore assume, that the choice of territory between siblings is affected by the attitude of parents which is affected back and strengthened by characteristic actions of the child.

Overall perceived quality of interpersonal relationships in the family is related to the performance, ambition and responsibility respectively irresponsibility. If the individual considered the overall quality of family relationships during childhood as good, they would have a tendency to look for a place among siblings that would help them to be responsible, successful and to have realistic expectations from themselves. The ability to take responsibility for their own actions in terms of the individual psychology is very important.

We found out that irresponsibility binds to the quality of the relationship with mother. It turns out that individuals who evaluate their relationship to the mother as insecure, want to be a preferred by their mother.

Relationship with father appears to be flat and is related to characteristics such as injustice, naive fight for ideals, rebellion against authority, and finding the side roads to a solution. Our research group showed that the father often came from higher socio-economical group, worked in a higher position and usually had no time for family.

He tends to be dominant, highly egocentric, emotionally distant to the family, mostly rigid, stereotypical, with uncompromising demands and commands without leading by example and without a warm emotional approach. He often gets in conflict with the child loses interest in it, and passes through the feeling of frustration to hostility, leaves the family emotionally and sometimes physically. Quite often the alcohol abuse occurs, thereby increasing the risk of endangering the child.

Very important is showing how a child perceives the parents' self-expectations. If the child feels they are too high and unreachable, the child feels non-intelligent, experiencing frustration with its own incompetence, it feels that it is not capable of achieving its goals or to assert its own opinion or request. The child is vulnerable and trying to get the attention by negative feedback - retribution. By excessively using drugs the child requires attention in a negative way. "If I can't acquire attention in a positive way, I will get a negative attention and still win."

Our analysis shows that the consumption of drugs represents a lifestyle in living conditions, which are often difficult to unite with the society. Typical mistakes that appear in the lifestyles of individuals are: excessive simplification, exaggeration and others. Relatively large proportion of respondents have in quite a clear idea about themselves, "I always have to be cuddled, I am a child ", that's why they try to find their place by taking advantage of others. Often, but not necessarily always we talk about the youngest child in the family. Eckstein (2000) worked out similar observations, which on the basis of a meta-analysis of several research studies revealed a tendency to mental failures. Primarily, these individuals feel weak, inadequate and incompetent to deal with real life without the support of someone else. They use their dependence and helplessness to have others work for them. These individuals shape the ridiculous ideal or exaggerated expectations with which they compare and evaluate all subsequent life experiences. If they do not get it at a sufficient level they may even become tyrants if they want to be pampered and spoiled. The drug is only another way of retaliation for the lack of attention, if they fail to reach their subconscious target.

We may say that a child creates his so-called internal working model (Hašto, 2005) based on interactions with primary person in early childhood. The mental representation of themselves, others and interrelations represent this model. Self-assessment of a child then largely depends on if the child sees his parents as emotionally achievable, supportive or refusing. We can infer from it that an individual with high self-assessment in „bears“ in himself a loving parent who is proud of his achievements and accepts failures too. On the other hand an individual with low self-assessment „bears“ in himself a parent who censure him and criticize his deficiencies.

Based on the findings we identify with the hypothesis that early childhood has a profound significance for the development of self and that one of the conditions of the healthy development is a well-developed feeling of belonging. The primary social group play very important role in formation of feeling of belonging. Individuals who have weakened feeling of belonging suffer from feeling of inferiority and compensate it. In our case by excessive drug use which brings them into feeling of superiority. They are not sure about their place in society. their own asse-



ssment depends on the assessment of the others. The stronger the feeling of inferiority, the more individuals are forced to take an interest in themselves and work to overcome negative feelings. They are often egocentric, the prestige has a significant value for them and their actions are often self-enhancing self-presentation strategy. The individual target of their lifestyle is associated with superiority, power, personal power and dominance.

Due to the specificities of the research file we realise that it is necessary to take the interpretation of our research rather as orientative. Our limitations are following and not generalizable: In the file, there are more boys than girls, in research file, there is no control group which allows a comparison. However, we believe that although our findings and interpretations are limited in this sense, the meaningfulness of our research of childhood is appearing in the formation of self-understanding, identity as a possible predictor of the development of addiction. We believe that exploring a childhood of dependent young adults indicated that the concept of individual psychology is helpful.

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**contact:**  
Vladimír Stanislav  
Expert psychiatric medical institution, Predná Hora  
Muránska Huta, Predná Hora 126, 049 01, Muráň  
GSM:0902965066, e-mail: vladimir.stanislav@olup-prednahora.sk

# DIRECT FORMS OF AID FOR PEOPLE WITH DISABILITIES

Jaroslava Vertaľová

*St. Elisabeth University PhD. programme, Social service ALIA in Bardejov*

## ABSTRACT

Dissertation thesis should clarify the direct aid of social work for people with severe disabilities. It focuses on social services which are conducted by social work. Special attention will be paid to people with intellectual disability which are the majority of the severe disability group. We would like to point to the existing direct aid and its possible implementation in social work practice.

**Keywords:** Disability. Social Service. Social Therapy.

## INTRODUCTION

Health is generally taken for granted however just few people can realize real consequences of inauspicious health of the existence of human being. The fact is that not many of us meet people with disabilities. They do not know limits and obstacles of people with disabilities which need to be overcome by them. They do not know their thinking, needs or desires. "Health means the most important value for people according to various sociological researches because of the fact that the human being is aware of the link between good health and the quality of life." (Matulayová, 2007, s. 52)

## SEVERE DISABILITIES

Under the provisions of the Social Services Act an unfavourable social situation is understood as a threat of the natural person by social exclusion or limitation of its ability to integrate into society and to solve the problems by themselves when they are disabled or with poor health. (Zákon č. 448/2008, § 2, ods. 2, písm. c)

The Law on cash benefits to compensate for severe disability gives the legal definition of the severe disability. It is defined as a disability with rate of malfunction at least 50%. Meanwhile malfunction is understood as a lack of physical abilities, sensory abilities or mental ability of individuals, which has duration more than at least 12 months. (Zákon 447/2008, §2, ods. 3,4)

The basic aim of this dissertation is to qualify and define the direct forms of social work for people with severe disabilities and focusing on the provided social services, which are currently being realized by the social services in the Prešov Region. It gives attention to a specific group of severely disabled people, namely people with intellectual disability, who form the largest group of severe disability. This disability is often combined with physical and sensory disabilities, personality disorders or behavioural problems.

## SOCIAL SERVICES

According to the Act on Social Services, an individual which is addicted to social services it has a right of choice and form of its provision. On the other hand the statistics show that form of social services which is based on granting of accommodation is the most required option of social intervention of the reliant citizens even there exist also other services which could be realized in their natural social environment.

The general social services in the Social Service are provided to the individuals who are reliant on the help of another person with at least V. degree of dependency or is blind or almost blind with at least III. degree according to results of the expert opinions Region. (Zákon 448/2008, § 38, ods. 1)

In the Social Service is service focused at all social group of serious disabled citizens - children, youth, adults and seniors. "Social services for these people to meet their needs require different levels of care, help and support and to ensure their integration into society it is need a broad-spectrum response. Due to the seriousness and complexity of disability their quality of life depends on access to valuable services, specific and often intensive assistance." (Úrad PSK, Konceptia rozvoja sociálnych služieb na území PSK, 2011, s. 15)

For people with disabilities in the Prešov Region there is provided the social services in the 72 Social Services with a total capacity of 2,813 seats. (Vyšší územný celok PSK, 2013)

The aim of the provision of social services in this facilities is to meet the real needs of the client (the recipient of social services) according to his age, poor health, personal and psychological development, in terms which are of the most similar to the conditions regular life and at the respect for their dignity. The aim of all forms of direct aid for people with severe disabilities is to increase their quality of life and daily activation.

Besides administration and the preparation of activities etc., which social workers provide, they also perform accompanying and they help with an adaptation to the residents. They offer an option to speak with the clients if needed, to alleviate stress and they are mediators between the clients and their families. They help to plan activities for clients and their organised involvement in ergotherapy by direct communication with the client, as well as the social workers are part of the process of organising leisure activities etc.

Nowadays a wide range of options and activities exist for clients, the practical exploitation of their leisure time, and the receipt of social services. The point of these services is that clients may represent their Social home through the manufacture of souvenirs and by participating in competitions organized in the Prešov region, the Slovak republic and abroad.

In the research of this dissertation we want to highlight the effectiveness of the procedures for direct social work with the disabled, mainly the intellectually disabled. By this research we also want to highlight the necessity of implementation of social work aid, which is suitable for the individual development of the disabled.

## CONCLUSION

The aim of this dissertation is to highlight the increased needs and rising necessity of changing many social systems and finding new and appropriate ways to help people as well as accept them.

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## contact:

Jaroslava Vertalová  
Social service ALIA in Bardejov,  
Ťačevská 38, 085 01 Bardejov  
GSM: +421903974170  
e-mail: j.vertalova@gmail.com

# REQUIREMENTS OF EMPLOYERS TO EMPLOYEES, WHOSE WILL WORK IN SOCIAL SERVICE FACILITY

Martin Pala

*St. Elisabeth University PhD. programme, Medical College*

## ABSTRACT

In this work we address the issue of improving the recruitment and selection of staff in social service facilities. This issue is important for all operators and managers of social services, who are responsible for recruitment and selection of new employees. Is it because the poor quality and poorly implemented and targeted recruitment and selection, by which are not chosen eligible employees from the ranks of applicants, leads to problems and fluctuation and finally to the need to repeat this process again.

The subject of our research is the set of requirements that managers responsible for the recruitment and selection of new employees in social service facilities seek in newly hired employees. We will examine what characteristics, knowledge, skills and competencies are required in Czech Republic and preferred for employees recruited into the organizations in social work.

**Keywords:** the selection, characteristics, knowledge, skills, employees in social services

## INTRODUCTION

The process of recruitment and selection process is continually repeated, because initially during establishment of an organization it is required to recruit. Furthermore being also in the event of further expansion of social work staff taking maternity leave, leaving employees elsewhere or retire or during long-term diseases and also the recruitment of volunteers.

## RESEARCH METHODS

We will be using these two methods:

1. For the survey we will be using quantitative methods with help of managers in social work responsible for recruitment and selection of employees.
2. The research itself then uses the qualitative method - a standardized and validated questionnaire that was developed and verified and used in other states.

## RESEARCH PROCEDURES

Research procedures are used according to the methods. Survey will be implemented as an interview with 20 social work managers responsible for recruitment and selection. Or we will collect and process suitable statistical data from the Statistical Office.

The research itself will be carried out using a standardized and validated questionnaire. This will query the sample – e.g. 5 – Social work managers responsible for recruitment and selection.

## REFERENCES

This section will detail the reference processing of retrievals where, when and who did similar research and what methods they used. Of these, select an appropriate method and materials for our own research. Subsequently a survey will be conducted and based on this data selected

questionnaire revised. Ultimately we will perform the research and evaluate the data by statistical methods in excel.

## DEFINITIONS FOR PROPOSED OF THIS WORK

The subject of our research is set of requirements, which in the process of hiring is sought in potential employees by hiring managers in social service facilities.

From a theoretical point of view, we divided the investigated issues into two main areas:

1. Management of recruitment and selection of employees. Description of requirements for employees in general. Management of human resources means that managers use personnel in accordance with his competencies in conditions that encourage effective work... In organization these personnel activities are realized:
  - workforce planning,
  - recruitment (acquisition) of workers,
  - Selection Office (personal job interview, selection procedure, competition, etc.)
  - adoption of worker to work,
  - employee performance evaluations,
  - motivation and rewarding of employees,
  - employee training and development,
  - professional career management of employees
  - collective negotiating
  - security and welfare of staff working conditions (working environment, safety and health of employees, etc.).

(JAKUŠOVÁ, 2010, 55-56).

2. Description of social work and social workers. And application of described requirements for employees in social work.

Social work is a very broad term and includes countless services, such as services for the elderly, the disabled, families with children, etc. Bases of social work as a discipline consists of the theoretical knowledge of many social sciences, particularly medical, legal, economic, and especially psychology, pedagogy, sociology and philosophy. The definition of social work according to the International Federation of Social Workers (IFSW): Social work is an activity that prevents or regulates the problems of individuals, groups and communities emerging from conflicts of the needs of individuals and social institutions. Its aim is to improve the quality of life for all people. (SCHAVEL a kol., 2008)

## RESEARCH AIMS AND HYPOTHESES

The aim of this work is the application of appropriate evaluation model and survey for understanding the requirements of managers to workers in social work. And based on the results of the research proposing suitable improvements in the recruitment and selection processes in social work.

The research Question: What is required from workers in social work from the executives responsible for their recruitment and selection.

Hypotheses:

1. We assume that the important character qualities are independence and reliability.
2. Employers do not like to employ people from the age of 50 years and older.

## CONCLUSION

We assume that, in comparison with the results of international surveys will be in Czech Republic partial differences in the results, which will be specific to the cultural environment and the settings of social work in our country. Following the theory results will be beneficial for the education of future workers and managers in social work. And namely at two levels:

- A. It will be possible to use the results for adjustment or supplement of the curriculum for schools and for organizations implementing training courses for workers in social work so that future workers were on the job better prepared.
- B. The results will help to better prepare future managers in social work on the issue of recruitment and the selection of employees.

On a practical level, we expect that the results will be beneficial to streamline the recruitment and selection process for managers in social work.

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Contact:  
Martin Pala  
Medical College,  
Dušková 7, Praha, Czech Republic,  
GSM: 0731514508, e-mail: pala118@seznam.cz



# THE ASPECTS OF INSTITUTIONAL SOCIAL SERVICES IMPROVEMENT IN THE PREŠOV REGION

Anton Kurnát

*St. Elisabeth University PhD. Programme, Social services Home ALIA*

## ABSTRACT

The reason why it is necessary to measure and analyse the current quality level in institutional systems in which social services are provided to majority of their recipients, is to search for the determining aspects that influence the quality of social services and their mutual correlation.

**Key words:** Social services, quality, institution, quality management, CAF model

## INTRODUCTION

In the Prešov region, social services are supplied by public and private providers. The Prešov region as an institution owns social service facilities with maximum capacity up to 2,316 units. Towns and villages provide facilities up to 906 units. Public providers can thus offer 3,222 units in total.

Private providers of social services are able to offer 1,329 units within the region. The data show that there is an inequality between the services that are provided in a day care form (329 units) and as a stay-in service (4,222 units). This can be explained by a diverse demand of the Prešov region inhabitants.<sup>1</sup> Almost all institutions in the Prešov region offering social services are institutional or at least they exhibit the features of an institution.

## BASIC CHARACTERISTIC

As far as the number of inhabitants is taken into consideration, the Prešov region outnumbers the other Slovak regions by far. In the region there are both, the highest nativity and population growth rate. The number of people below the age of 14 is decreasing here, whereas the number of people above the age of 15 is increasing. It is estimated that from 2018 the senior part of the population will be prevailing over the children part. The process of people growing old might pose a challenge to provision of social services to elderly people, as an increasing demand for good-quality social services will probably occur.

For the Slovak Ministry of Labour, Social Affairs and Family, social services development is one of the main national priorities, as well as increasing of their quality and accessibility, with an emphasis on the development of the shortfailing social services or the services that are being lacked in some districts, counties, and towns.

One of the principles of national priorities for social services development, as well as one of the priorities of the European Union, is deinstitutionalization of social services, i.e. the reduction of facilities' capacity and creating community type facilities. Until the process of transformation of the current institutions into the community-type facilities or facilities creating family environment is finished, the current institutional facilities have to keep providing social services. More than 80% people who need social services are using them at the moment. These institutions are especially social services establishments and facilities for seniors. The present situation of social services facilities in the Prešov region is depicted in Table 1.

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<sup>1</sup> Prešov region, 2013, Koncepcia rozvoja sociálnych služieb na území Prešovského samosprávneho kraja

Table 1 Providers of accommodation social services in the Prešov region

Type of social services	Number of providers	Number of units	%
Bunkhouse	3	59	1
Asylum, homeless shelter	14	324	5
Halfway house	6	77	1
Low-threshold day care	2	44	1
Emergency accommodation	7	111	2
Low-threshold daily treatment for children and families	9	135	2
Social services housing	62	2 532	40
Supported housing	5	41	1
Physiotherapy centre	5	60	1
Specialized institution	14	317	5
Elderly care housing	45	1 707	27
Care services facilities	13	171	3
Day care centre	12	161	3
Day centre	15	583	9
Total	212	6322	100

But even when this process is over, there will still exist institutional facilities for people with long-term illnesses; and that is because of their economic efficiency and specific quality of social and health care provided to clients suffering a severe mental disability in combination with a severe health disability.

SOCIAL SERVICES QUALITY

The problem of social services quality has been discussed for a long time. It was only in 2009 when The Act of Social Services finally responded to a need for security and sustainment of social services. The development of social services quality and sustainability from the social work's point of view is illustrated in Table 2 (below).<sup>2</sup> Social services improvement is currently the most discussed problem among the experts in the field, as new legislation is being drawn up at the moment.

One of the many general definitions of the term quality says that "quality is a degree of fulfilment of a demand, defined by some attributes that are assumed or binding."<sup>3</sup> These attributes may include laws, acts, norms etc.

Good-quality social services show harmony between the offer of services and both, the needs and demands of a client who is in an unfortunate situation.

<sup>2</sup> Varcholová, J., Cangár, M., Kvalita v sociálnych službách, systematické vzdelávanie ZSS, september 2013  
<sup>3</sup> EN ISO 9000:2001

Table 2

20 <sup>th</sup> cent.	Social work philosophy	Services process	Output
50's	Saturation of basic social needs	Institutionalization centralization	Mass facilities, clients dependent on facility environment
70's	Indentification of specific needs	Humanization, normalization, influence of MVO	More cultural environment  Reduction of capacity
80's	Changes of attitudes – partnership, self-defence	Unblocking (architectonic, psychological, social)	Small, family-type facilities  Integration
90's	A client's social needs identification	Personal asistance, local MVO services, community initiative	Independent life Inclusion

Social services measuring and evaluating proves great challenges, such as conceptual, analytical, and practical ones. Measuring of quality is obviously complex and multidisciplinary, because quality might have various meanings. "Social services recievers have a tendency to percieve quality of social services through two aspects – quality of care and quality of life. Quality of care includes aspects, such as availability and flexibility of services, attitudes and behaviour of the staff in facilities, proper communication, privacy and dignity, skills and professionalism, mutual reliance and acceptance. Quality of life includes safety, health condition, healthy environment, contact with wider social environment, a feeling over your own life, support when overcoming disability. Social workers help thier clients when using the toilette, for instance. Such an act is based on a well-maintained and closed relationship with the service provider. The relationship between a social worker and a client is an important aspect to achieve correct measuring of social services. Some authors point out the fact that it is a very difficult process to measure quality of services provided and therefore some researches aim to evaluate quality from a recipient's point of view.<sup>4</sup>

It is important to create indicators for relevant evaluation. There are structural, processional indicators and indicators of results. Structural indicators characterize an organization according to their resources, available tools, physical structure etc. Processional indicators characterize process of actions and activities between a client and stuff of a provider. Indicators of action results characterize a required, as well as undesirable outcome – a result. Setting the indicators of evaluation quality of social services influences the evaluation itself. Quality indicators should prove results of a long-term research through a well-done practice and if we take rapid development of society and social environment into account, they should be considered.

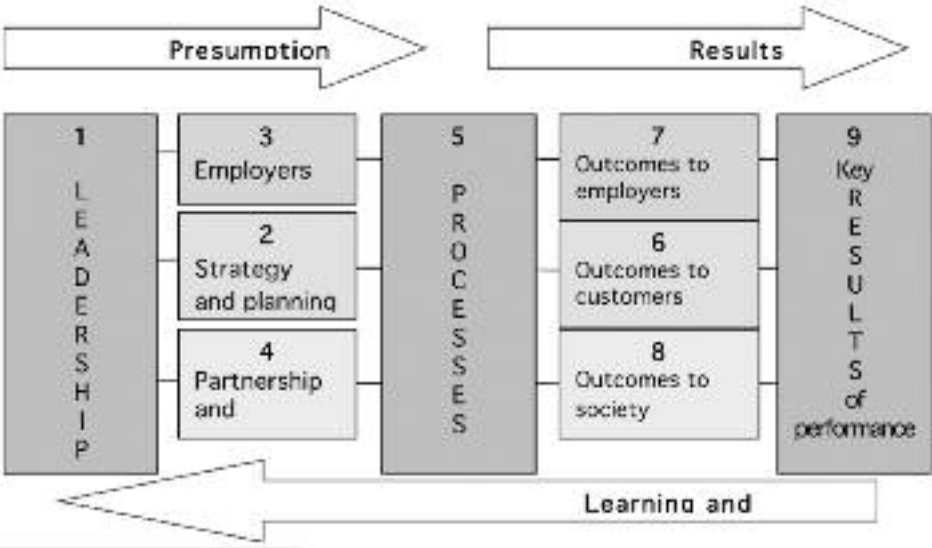
We comprehend keeping a certain level of quality and increasing its level as a controlled process called QM (Quality Management). QM is a part of controlling an organization through the whole system that delights a client, a recipient of the service. It directly influences competition, within the services it influences what service to choose and pay for it.

Employing the EFQM model or its adjusted version, respectively, is a contemporary trend used in public management and the CAF model services - Common Assesment Framework. The CAF model provides simple and easy to use managing concept of quality for evaluating public organizations. It can be applied in public organizations at every level. The model can be used partially

<sup>4</sup> Malley, J., Fernández, J., Measuring quality in social care services: theory and practice, 2008

as a keystone of the reform system or just as an effort to increase quality of, for instance, social services provided by an organization as well as for service quality research purposes. It can be a communication tool between the management and employers for evaluating contemporary condition and innovative actions that leads to improvement through the self-evaluation and feedback (The CAF model, ÚNSaM SR, Bratislava, 2011). It is structured into 9 main areas. The criteria 1 – 5 deal with assumed characteristics of an organization, which tell us what and how an organization is supposed to do in order to achieve the goal it is established for. The criteria 6 – 9 measure the achieved results in a relation to customers, employers, society and key results. Each criterion is divided into 28 subcriteria specifying the main areas that are later analyzed in the self-evaluating proces of an organization (table 3).<sup>5</sup>

Table 3



## CONCLUSION

Both increasing contentment of clients using social services and higher capability to fulfill their demands are determined by a harmonic relationship of various aspects that determinate quality of the services. One of the most significant aspects is an amount of money being spent on it and how it influences quality of social services not only as a motivation factor, but also as culture of an organization as a whole. Clients will accept higher price of services only in case that quality of the services will be increased as well. From the methodological point of view, it is not possible to measure quality of services by clients contenment. In social services, there are very specific and unique aspects of each client and his or her needs.

<sup>5</sup> Guide of model CAF, ÚNSaM SR, Bratislava 2011

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# COMMUNITY PLANNING OF SOCIAL SERVICES IN SLOVAK REPUBLIC.

Jarmila Pagáčová

*St. Elisabeth University PhD. programme, MONTARRY n.o.  
– Non-profit organization providing generally beneficial services*

## ABSTRACT

The aim of this article is to familiarize the participants of the conference with the level of community planning of social services in Slovak Republic. The article contains the definition of basic concepts, such as community, and community planning, as well as the legislative background of the mentioned social work method in the Act on Social Services. The article also communicates the planned research conducted within the dissertation aimed to identify the respondents' experiences and views on the need for community planning of social services. The conclusion points to the need to develop tools for practicing, dissemination and professionalization of community planning of social services.

**Keywords:** Community, Social services, Community planning of social services.

Community planning of social services in Slovak republic is still very young and little used tool of social work. The very concept of community, specifically its meaning is variously understood. There are several definitions of community, for example. by Wilmotte (in Příhodová, 2004), there are three main categories of defining community:

- community defined by a location, a territory;
- community of interests ;
- community of people linked by common conditions or problems.

From several definitions of community and their comparisons as the most appropriate and the most simple definition of community in terms of community planning of social services appears, that the community is a group of people linked by common conditions or problems (Pilát-Kamanová-Okálová, 2012, p. 21).

Community planning of social services is a term used in SR for planning the development of social services, which is enshrined in the Act no. 448/2008 Z.z. Social Services... in § 82, and is defined as a policy document, which according to § 83, section 5 includes:

- a) analysis of the state of provided social services in the territorial district of the city or the higher territorial unit, including evaluation of material-technical equipment of social services and educational structure of employees of social service provider;
- b) analysis of the requirements of recipients of the social services and other residents within the territorial district or the higher territorial unit the development of social services by specific types of social services and target groups;
- c) analysis of sociological data and demographic data within the territorial district of the city or the higher territorial unit;
- d) determining the goals and priorities for development of social services in the territorial district of the city or the higher territorial unit;



- e) a timetable for implementation of community social services plan or concept of development of social services, including determining of personnel conditions, financial conditions, operating conditions and organizational conditions for their implementation;
- f) the method of evaluating the performance of community social services plan or concept development of social services.

Community planning of social services development as a process of investigation needs and resources supports development of partnerships with stakeholders and residents of the community. Community planning is linked to the municipalities (cities, districts). The community plan is the result of negotiation between all community planning process. It has been implemented in a broad partnership in the community, complies with local conditions and needs. It maps all the public, private and voluntary bodies in terms of activities that direct towards meeting the goals. The community plan includes a system of monitoring and evaluation procedures and ongoing public information. Community plan of social services is a development document, which in term of three to four years allows efficiently prioritize future developments in the field of providing social services. Community social services plan is a mutual binding agreement between a submitter, service providers and users, about:

- what system of social services in this area we want to have,
- how will we support it,
- which problems of system of social services will be addressed first and how.

Community planning is a good way to start or develop collaboration and to create lasting partnership. The advantages include the fact, that into the process of community planning are engaged all the participants in the social services system (submitters, providers, beneficiaries) and public, which significantly strengthens the principles of representative democracy not only in the planning process, but also in the decision-making process or in the process of securing. In the process of community planning there prevails dialogue and negotiation, the achieved result is accepted and supported by the majority of subscribers. As a result of community planning is always a compromise between what we need and want, and what we have and can. The community plan can be a source of improvement and the enhancement of cooperation between groups of participants in community planning, provides opportunity to search for new solutions and active participation of citizens in community life. Possibilities in this case are not only physical, financial and human resources, but also a social agreement. Community social services plan is ideological and content of the program budget of the municipality (city, town district) and is an opportunity and electoral programs linking of local politicians with real needs of citizens.

Community planning of social services in the Slovak Republic as a method of social work is not yet in Slovakia misunderstood, little-known, poorly and often formally applied. Therefore, it is necessary to point out the positives and the need of community planning in the development of social services. For this purpose, research will be conducted consisting of three parts, respectively focused on three groups of respondents, namely:

- experts in the social field of academics and social service providers;
- recipients of social services;
- officials and government employees.

Research will be carried out by the method of questionnaire survey and interview. The aim of the research is to find out respondents' views on the need for community planning and development in social work. We assume that the outputs of the research will confirm the need to create tools for this activity. Under the law (Act on Social Services) responsibility for community

planning is at municipalities and higher territorial units, which are obliged to create conditions for the implementation of community planning. It requires high expertise, which is often difficult for municipalities to provide. Therefore, it seems necessary to create tools for building community planning, such as for example:

- unified framework methodology for development of community social services plan;
- procedures for processing analyzes needs of users and providers, as well as for their evaluation;
- to establish criteria of quality of community social services plan;
- education of experts with focus on training and introduction of guarantees of quality and methodologists of community planning of social services.

Using these and other tools in the future can be achieved a qualitative shift in community planning of social services in the Slovak Republic.

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Contact:  
Jarmila Pagáčová  
MONTARRY n.o. – Non-profit organization providing generally beneficial services  
Kremnická 26, Bratislava,  
GSM: +421905452580, e-mail: [pagacovaj@gmail.com](mailto:pagacovaj@gmail.com)

# EATING DISORDERS – CURRENT HEALTH PROBLEM IN ADOLESCENTS

Kurnátová Eva

*St. Elisabeth University PhD. programme, Spojená škola, Štefánikova 64, Bardejov*

## ABSTRACT

People with eating disorders experience serious disturbances in their eating patterns, such as a severe and unhealthy reduction in their food intake or overeating, as well as extreme concern about body shape or weight. Eating disorders usually develop during adolescence or early adulthood. Eating disorders are not due to weak willpower or bad behavior; rather, they are real, treatable illnesses. The three main types of eating disorders are anorexia nervosa, bulimia nervosa and binge eating disorder.

**Keywords:** Eating disorders, anorexia, bulimia, binge eating disorder

## INTRODUCTION

Eating disorders (ED) came to the fore of the professional public interest in the seventies of the twentieth century by means of media information about the deaths of models affected by anorexia. Few years, it seemed that this disease is the matter of exclusive fashion show business or higher social spheres of consume society, at present it is necessary to admit that these diseases affect mostly ordinary young people regardless of education or socio-economic status.

The increasing prevalence of ED together with their devastating effects not only on the health of adolescents but also psychological and social relationships of patients and their families should be the impetus to the creations and implementation of preventive public health activities in wide level.

## THE CURRENT EPIDEMIOLOGY OF EATING DISORDERS

Currently available epidemiological data are necessary to judge mainly in the light of fact that issue of eating disorders is largely taboo today. The vast majority of patients are treated with long-term of the full spectrum of somatic complications without diagnosis and therapy of disorders.

Eating disorders are more common among women than among men – data of lifetime prevalence by The National Comorbidity Survey Replication 2001 – 2003 (Hudson a kol., 2007) reported in table 1. The incidence of the first symptoms of disease culminates in both sexes in two age intervals – 14,5 years and 18 years.

In Slovakia, the incidence of anorexia nervosa is reported between 0,3 to 1% among women in the age of 15 – 19 years, whereas the representation of men and women in this age group is 1:10. The proportion of anorexia nervosa on an annual mortality of psychiatric patients is 5,6%. The full recovery occurs in 46,9% of patients, chronic course persists in 20,8% of cases (Kentoš a kol., 2008).

The prevalence of bulimia is given at the border of 1 to 3% of young women in the age of 15 – 19 years, however, if we take into account also patients who overeat less often than twice a week, this diagnosis can relate to 10% of the population of young women (Krch a kol., 1999).

Table 1: The prevalence of eating disorders

Eating disorder	Lifetime prevalence	
	women	men
Anorexia nervosa	0,9%	0,3%
Bulimia nervosa	1,5%	0,5%
Binge eating disorders	3,5%	2,0%

## HEALTH EFFECTS OF EATING DISORDERS

In addition to extreme thinness in anorectic patients, generally, the following most common somatic symptoms of ED can be included:

- increased sensitivity to cold
- hair loss, onychoclasia
- increased tooth decay
- yellowish to even greyed out skin prone to cracking, extended pubic hair
- hypotension, bradycardia, arrhythmia, anemia
- general weakness, increased fatigue, sleep disturbances, insomnia
- amenorrhea
- osteoporosis
- immune disorders.

## PSYCHOLOGICAL EFFECTS AND COMORBIDITY OF EATING DISORDERS

The mood of patients who suffer with ED is excessively dependent on their body weight and the degree of their self-control. Early morning weighing is their daily ritual, the outcome of which influences the quality of their whole day. Dissatisfaction with body weight leads to irritability and depression, uncertainty and anxiety grows up, concentration of attention, adaptability and empathy are getting worse.

Patients with anorexia have significantly distorted perception of own body – even at very low body weight they are convinced that they are too fat. Handling of food (hiding, secret ejection) generally leads to a dramatic deterioration and disruption of family relations and the surrounding area. Undiagnosed and untreated ED are an obstacle of the study and subsequent professional development.

In general, it may be stated that depressions, obsessive-compulsive disorders, anxiety disorders and drug addiction and/or alcohol addiction are more prevalent in patients with ED and they may be one of the risk factors in the development of the disease or its consequences.

## RISK FACTORS OF THE FORMATION OF EATING DISORDERS

Authors focusing their attention on ED agree with the statement that their increasing prevalence is the result of the interaction of many, at first glance unrelated factors:

- changes in the hierarchy of life values and social norms, among which an imaginary equation "success – beauty – slimness" is getting to the fore.
- contradictory effect of advertising in the media – on the one hand, a clear preference of thinness as a synonym of social acceptability, on the other hand, everyday promotion of foods that contribute to weight gain (sweets, chocolates, sweetened beverages...)

- constantly increasing prevalence of overweight and obesity among adolescents due to minimal physical activity and excessive consumption of foods high in sugar and fat.
- dangerous jobs for the development of ED – the particular area of show business (models, actresses, singers), sport (gymnasts, figure skaters) but also top management where many times except proficiency, attractive appearance is required.
- personality traits – low self-esteem, anxiety disorders, rigid environmental attitudes
- family environment – hyper protective, dominant and too much caring mother, perfectionist, authoritative and emotionally unavailable father. In families with anorectic child, emotions are rarely expressed, conflicts are generally not solved but overlooked.
- life events – sexual abuse, maltreatment, parental divorce, breakup with a partner, failure at school or at work.

## CONCLUSION

By the reason of the fact that eating disorders are conditioned of an interplay of a number of psychological, biological and socio-cultural risk factors, their prevalence requires the whole comprehensive society approach aimed primarily at young people in the early school years particularly by the form of preventive health care and education in nutrition and diet.

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## Kontakt

Eva Kurnátová RNDr., Spojená škola,  
Štefánikova 64, Bardejov  
GSM: 0905 440 494  
e-mail: eva.kurnatova@stonline.sk

# INSTITUTIONAL SAFEGUARD THE RIGHTS OF THE CHILD IN THE SLOVAK REPUBLIC AND THE POSSIBILITY OF IMPROVING THE SYSTEM

Oľga Jarošová

*St. Elisabeth University PhD. Programme, Home for elderly*

## ABSTRACT

The main objective of this work is to analyze the institutional setup of the system of child protection in the Slovak Republic and the findings propose the possibility of improving the system.

Analysis of the current institutional protection of the rights of the child which is provided in the Slovak Republic by the government, local government and NGOs will be conducted by qualitative research. The aim of the qualitative research and identification of research questions is to create new hypotheses, which would be recommendation for practice. This contribution, therefore, focuses on current issues in the field, defines the social and legal protection of children and social guardianship and describes its current institutional arrangements in the Slovak Republic.

**Keywords:** Social protection, Social guardianship, Child, Socio - pathological phenomena

## INTRODUCTION

Social protection and social guardianship in the Slovak Republic, as elsewhere in the world developed according to its specific conditions, history, traditions and social structure. Recently, it has been greatly influenced by the strategies of the European Union and the globalization processes. Social and legal protection of children and social guardianship is also affected several conventions of which the Slovak republic is a contracting party. Significant agreements include the Convention on the Rights of the Child, Declaration of the Rights of the Child, Declaration of the Rights Conceived Child, the Convention of Protection of Children and Cooperation in Respect of Intercountry Adoption and the Convention on the Recovery Abroad of Maintenance.

Since 2005, the social and legal protection of children and social guardianship in the Slovak Republic is governed by Act no. 305/2005 Z.z. the social protection of children and social guardianship and amending certain laws.

According to Olah and Grebe (2008, p. 76) "Social and legal protection is a specialized activity, which is a broad spectrum of solutions to the problems of children." Child protection is a constituent of social, legal, psychological, pedagogical, sociological and other aspects.

Social and legal protection provides education and nutrition in the form of search operations, to protect children from the harmful effects and environmental influences deposition of educational measures, providing substitute family environment and custody (Rusiňák, Gajdošová, 1996).

Social and legal protection of children and social guardianship is a specific action, whose task is to protect minors against the adverse effects of the environment and a wide range of social problems that arise due to failure of the family but also the wider social problems of the child. It is also wide-ranging issue and there is a need for all involved professionals to have an interdisciplinary approach.



All definitions of social protection and social guardianship have one common goal, which is the interest of the minor.

## RESEARCH TOPIC AND OBJECTIVES

Current problems of the society as a whole are socio - pathological phenomena. The role of social protection and social care is not only to remove the incurred unwanted social problems and conflicts, but also to prevent the sociopathic behavior. Social prevention and social counseling is still gaining its importance while solving these problems. Providing early and effective aid can largely prevent or avoid the occurrence of socio - pathological phenomena and lead to the removal of their social consequences.

Ultimate guarantee of child rights is the State but a great help in that field are NGOs, which fill the gaps in the social network. There are currently number of civil associations, foundations, voluntary and self-help groups in Slovakia. All these institutions have significant objectives whose fulfillment brings improvement of the social sphere. They are making efforts to achieve new forms of social structure of the state. The state's role should be to create convenient conditions for the right functioning of the NGOs, to which a good legal environment, as well as funding sources are necessary. As I stated before, the main guarantee of protection of children's rights is the state and it provides the protection mainly through the Office of Labour, Social Affairs and Family, department of social protection of children and social guardianship. The current protection of children, in my opinion, no longer meets current needs of society. Based on my experience, I think that change is needed in the treatment of legal, economic and institutional system of socio - legal protection of children. I do not consider the current situation in this area as satisfactory, as there are not sufficient systematic conditions created for its practice. I can not positively evaluate hardware institution, significantly undersized capacity, salary of employees, poor social status of social workers, training of the staff and lack of supervision. There are also individual failures, which in my opinion should be avoided by professionalization of public administration and transparency of competitions.

For these reasons the changes in legislation socio - legal protection of children, social prevention, foster care, orphanages transition to family-type device, the reconstruction of the social system, decentralization and modernization of the public administration, ensuring the implementation of international instruments as well as improving field social work with families to remediation family environment are needed.

In order to more flexible process of taking measures to protect children is necessary to expand the possibilities of the court and state authorities, and it is also necessary to streamline networking of the third sector institutions operating in the social sphere.

The role of qualitative research of the thesis is the mapping of system errors in the field and on the basis of the findings designing effective institutional framework protecting the rights of the child.

## METHODOLOGY AND THE MAIN RESEARCH PROCEDURES

Analysis of the current institutional to protect the rights of the child, which is provided by the government, local government and NGOs in Slovakia will be conducted by qualitative research.

The scope of the Ministry of Labour, Social Affairs and Family mainly manages, controlling and methodological guidance of The Offices of Labour, Social Affairs and Family, as well as a developing new policies and concepts.

Offices of Labour, Social Affairs and Family, department of child protection and social guardianship perform state administration in the field of child rights. The institution is in direct contact

with clients, particularly providing social counseling, social prevention, rehabilitation of families and social field work.

The local governments also conduct their roles in the selected area in both local and regional level. In the exercise of competence municipality is principally engaged in actions aimed at the prevention of mental disorders, physical and social development of children. They lead educational and social programs, cooperate in the preparation and restoration of family circumstances, in urgent cases, provide assistance and cooperation of State authorities, may set the facilities according to the needs of citizens. Higher territorial units in the exercise of autonomous activity design and implement social programs to protect the rights and legitimate interests of children and the prevention of socio - pathological phenomena in their territory. They analyse adverse effects and developing trends. They also set up facilities and social services according to the needs of citizens.

The last significant place in this agenda include the voluntary sector, its importance has already been mentioned in the text above.

In the qualitative research the technique of in-depth interviews with eight respondents will be applied. Respondents will be selected quota sample based on the following criteria (min.10-year-experience in the field of child rights and university education in the field of social work). In-depth interviews will be conducted with two experts from the Ministry of Labour, Social Affairs and Family, two experts from the Office of Labour, Social Affairs and Family, two experts from the local government and the two specialists working in the third sector. The qualitative applied research in terms of time will be unrepeatable and from the scientific objective it will be descriptive. Approach that is grounded theory research, will use all three types of coding, ie open coding, axial coding and selective coding.

## CONCLUSION

As already mentioned, the current problem of the whole society are socio-pathological phenomena. The role of social and legal protection and social care is removing unwanted social problems and collisions, as well as the prevention of sociopathological behavior. In our opinion, current protection of children is inadequate to meet the new needs of society, therefore, the aim of qualitative research and research questions is to develop new hypotheses, which would be recommendations for practice.

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### Contakt:

Jarošová Oľga  
Home for elderly, Podbrezovská 28, Bratislava  
tel. +0042 910 509 809, e-mail: [orj@zoznam.sk](mailto:orj@zoznam.sk)

# PROVIDING OF SOCIAL SERVICES FOR THE SENIORS IN SPIS REGION

Jozef Mulík

*St. Elisabeth University PhD. programme*

## ABSTRACT

The work is content - oriented to well arranged realized social services for the seniors in Spis region in comparison with the satisfying of seniors life needs. The quality level and the availability of provided social services for the seniors are participated in a expressive way on increases or decreases in their quality of life what is consequently reflected also in the interaction with the social environment. Providing of social services for the seniors has to contribute to the development of individual needs and preventively appeal against the raising poverty and the possibility of social exclusion. Ageing problem is one of the important demographic, social and economical problems of present time. The society by respecting the fact, that all the people have the equal rights, should provide the seniors with the best life conditions, as far as they are not able to gain them from various objective or subjective reasons.

The intention of the work is to point out to the connections and the risks by providing the social services for the seniors, by making provision for their life conditions and needs. The center of the work creates the comparison of provided social services for the seniors in Spis region, their share on the increasing quality of seniors life and how they contribute to the reduction of poverty and preventing the social exclusion of the seniors.

**Keywords:** Social services, Spis region, Seniors life quality,

## INTRODUCTION

Provision of social services for the elderly stems from the correct naming needs of seniors and efficient election of adequate social services that they will be instrumental in addressing the adverse social situation. Life expectancy is extended, and this process puts greater demands not only the company but also the seniors themselves. From the expected improvements in the provision of social services and from individuals, inter alia, greater adaptability to new conditions and trends of today. For each period of development in humans is characterized by a number of changes relating to that period of life. The gradual loss of physical and mental strength, changes in social status, or finding true meaning in life you just seniors realize more than other generations. Aging can be considered as the natural and inevitable biological process that is manifested by reduced adaptive capacity of the body and loss of functional reserve. In today worlds seniors are the population group that is characterized by a sharp increase. Demographic studies show an ever accelerating pace of population aging at the global level. In connection with the ongoing process of population aging, particularly in the light of its social implications, the population in the productive age draws attention increasingly in a broader context. In terms of lifestyle, health, and therefore in terms of claims for medical, social and other care, it is a rather heterogeneous group of people. Seniors than ever growing population group has its special problems and concerns that are not just one area of life, but as a rule extend to all others. Provision of social services for the elderly is therefore of great social assistance that these specific problems and interests actively addressing.

## POSITION OF SENIORS IN THE SOCIETY

The question of seniors position in the society accompanies the mankind since beginning of the human history. Solving of this question has been expressively changed during that time. In the initial communities had the leading position just the seniors. In the ancient Greek and Rome it was alike. The change has come into being only in the modern times, when the youth cult began to worship and the seniors were step by step squeezed out into the edge of the society. Nowadays the majority of western countries of the world grows old and solving the question of senior population status becomes very actual (Bošmanský, 2004, in Odlerová, Tokovská, 2011, p. 30).

Seniors as permanently growing population group, has its specific problems and interests, which do not relate to only one area of life, but normally interfere with the others. Providing the social services for seniors is thus great social help, which actively solves these specific problems and interests. The goal of providing the social services for seniors is to prevent the creation, solving or reduction of unfavorable social situation of persons, support the ability of natural person to manage independent life and prevent from social exclusion, and provide the conditions for satisfying the basic life requirements of the persons.

Senior as bio-psycho-social being, is necessary and legitimately subjecting to the qualitative changes of its own life. Perception of quality of life, mainly in senior age is conditioned by the health and thus can be evaluated from the perspective and various links which are comparable with the human hierarchy of needs. Among these needs belong the basic abilities and factors, such as autonomy, selfsufficiency, decision making ability, preservatin of sense abilities, keeping the social support system, the sense of usefullness for the others, some financial security etc. (Hrozenská et al, 2008, p. 53).

The key areas of the seniors life quality:

- subjective satisfaction – the total quality of life specified by particular seniors,
- factors of physical environment – setting of standard living or institutional living, check on the physical environment, services access, spending of leisure time,
- socio – economic factors – income and property, meals and total standard,
- cultural factors – age, sex, nationality, religion and social level,
- health state factors – physical comfort, functional abilities and mental health,
- personality factors – mental comfort, moral status, life satisfaction with and happiness,
- personal independence factors – decison making ability, kinetic control and control of the own environment (Hrozenská et al, 2008, p. 63).

## GOAL AND THE WORK METHODS OF EMPIRICAL RESEARCH

The goal of empirical research is the analysis of the need, accessibility, demand and offer of the social services by their providing to the seniors and examine the individual indicators of seniors quality of life with the goal to recommend the possibilities of further improvement and progres of these servies in Spis region.

Empirical part will be realized by quantitative method – questionnaire, which will include the semi-closed and open questions for respondents. The questionnaire will be distributed into the towns and villages of Spis region during the months february – april 2014, where will be addressed the respondents at the age of over 60 years with the research goal to find out the opinions of the seniors on various sides of providing social services for seniors in Spis region. Totally

will be adressed 600 respondents with the expectancy to gain 80% of fulfilled questionnaires. 300 respondents will be adressed in the seniors institutions, 300 respondents will be addressed by random choice by keeping the age limit. In the research will be processed only fully filled questionnaires, which will be at the same time fulfilling all determined criteria of the validity.

## STARTING POINTS TO THE EMPIRICAL RESEARCH

For the empirical investigation of providing social services for seniors in Spis region problematic we had chosen 6 research hypothesis.

- **H1:** The main reason for placing into the institute of social services is the unfavourable health condition.
- **H2:** 30 % of respondents from the natural environment is aware of the provided social services in his village/town.
- **H3:** Above the half of the respondents in case of need (problems) would search for the special center for seniors (specialized social counselling).
- **H4:** Above the half of the respondents has the interest to live its senior age in the family circle rather than in the institution providing the social services.
- **H5:** There will be gender difference in the interest to participate the short time preparation for the own senior age.
- **H6:** There will be gender and territorial difference in the interest for the education activities.

## CONCLUSION

Providing the social services for seniors in Spis region is offered almost exclusively by cross-country or stay form. We assume, that provided social services do not satisfy in the requested quantity and the extent the social requests of senior in the adverse social situation. The goal of chosen research hypotheses is to search the respondents opinions and consequently create the new recommendations, which would contribute to the improvement of senior quality of life by providing the social services of wider extent as is provided nowadays.

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contact  
Jozef Mulík  
College of heath and Social Work of St. Elizabeth,  
Pod brehmi 4/A, 841 03 Bratislava,  
GSM: 0915962237, e-mail: jozef.mulik@gmail.com

# THE QUALITY OF LIFE OF SOCIALLY DISADVANTAGED CHILDREN IN A SCHOOL ENVIRONMENT

Štefánia Telepjanová

*St. Elisabeth University PhD. Programme, St. Metod D. Trčka campus, Michalovce*

## ABSTRACT

The aim of our work is to assess the quality of life of disadvantaged children. This report will consider how disadvantaged position, in conjunction with other determinants of quality of life, affects their lifestyle. Similarly, we try to understand the concept of exclusion, which involves several factors. Our interest is primarily directed at children in pre-school and school age. We will attempt to describe strengths and weaknesses of the quality of life through the method of community planning, focusing on the internal potential of the community, as well as the possibility of an external apparatus for improving the welfare of excluded families. Similarly, we will try to compare the quality of life in the European context. Finally the incorporation of a multidisciplinary team in the process of alleviating social exclusion among this group of research participants.

**Keywords:** Quality of life, social exclusion, community planning, social work with socially disadvantaged families.

## INTRODUCTION

Quality of life as a concept, is an innovative concept. This category is emerging as the layman and the professional discourse. The term is closely associated with the concepts of living and lifestyle. To grasp this concept is important to recognize the complexity and structuring. The concept of quality of life requires synchronous and coherent approach also because it is the perception interest to several disciplines. In addition to social work is also necessary economic, political, sociological and psychological perspective. Quality of life is associated with a vision of prosperity, not only in Slovakia but on a global scale, and for this purpose established the European Foundation for Quality Management. But the fact still remains that in spite of scientific and technical progress, which should provide an increase in proportion to the quality of life, this trend is little apparent.

## QUALITY OF LIFE

The content of this concept is man most aware of the moments when his life, the social situation changes. The decisive factor is the degree of personal commitment, his perseverance and self-discipline. Not less impact on quality of life and externalities, economic, political, geographical, educational and so on. Quality of life (QOL - quality of life), normally expresses the qualitative aspects way of life that reflects the level of satisfaction of material and social needs of people. The authors also maintain that this term we find the value of personality aspects of life as well as society, that it is possible to examine and describe quantitative methods (Tokárová, 2003). Mechanisms for exploring quality describes Olga Balegová(2002) as, social indicators, economic indicators and indicators so psychological (well being) and being at the end of interpretative procedures. Similarly, E. Dierner and E. Suha(1997) identifies three basic categories of examining quality of life.



- Economic indicators - pursuing wages and incomes in a company, the distribution of wealth and poverty.
- Social indicators - including the question of health, education, crime and individual demographic differences derived on the basis of empiricism.
- Indicators of subjective psychological well-being - including individuals' subjective views on satisfaction with their lives. The need for understanding and satisfaction so. bliss, as stated in the earlier literature arises from human everyday life.

## **SOCIAL DISADVANTAGE**

The ambiguity of this concept are still prevented a clear definition of specific social groups. Several authors (Frk, Kicziková, Ondrejko) are including among socially disadvantaged group of people who do not have full and equal access to basic social security. Also included are groups in society that can not enjoy all civil rights. One of the reasons that discrimination and prejudice are part of the state apparatus. However, this disadvantage or social exclusion, in addition to external and internal factors. Internal factors affecting the quality of life and causing social disadvantage may be low levels of education, inability to manage the funds, demotivation, apathy, etc.

For a more comprehensive understanding of disadvantage distinguish several forms:

- Spatial disadvantage
- Economic disadvantage
- Cultural disadvantage
- Social Disadvantage in the strict sense - social interactions are limited to people who are just as socially disadvantaged (Brooch, Klntlová, Toušek, 2010)

Specific group of social disadvantage are children in pre-school and school age. Legislative measures enshrined in Law. 245/2008 on education and training (Education Law) and on amendments to certain laws, as amended, include regulation aimed at eliminating social disadvantage. As well as prevention strategies to eliminate discrimination, racism and extremism in the school environment and school facilities.

## **COMMUNITY PLANNING**

Community planning creates a specific sub-heading of social work and quality of life. The above- mentioned external factors affecting the quality of life of disadvantaged families usually have a universal nature. This is due to their direct association to a particular group of people living in certain common areas, and thus the community. The decentralization process has transferred the rights packages associated with obligations to higher territorial units and municipalities. Although this affected social work shift attention from individual work with clients to work with the community. Branislav Frk(2002 ) notes that community work is an area of human activity in order to transform the living conditions of the environment. The assumption is that people do not necessarily adapt to ambient conditions, but rather to transform them. Community work uses an internal potential of individual members, as well as the external potential that community has available.

## **EMPIRICAL PART**

The issue of social exclusion is one of the most contemporary discourses. In spite of being featured in many academic publications, we continue to recognise many families and communities affected by this exclusion. We postulate, based on available knowledge, that necessary change and hence improvement needs to be incepted within a family. The paramount of our

report is to study a quality of life and a support of underprivileged families, while charting of the domestic environment. Additional factor that has an impact on behaviour, based on standard socialisation pattern, is school. We consider current position of underprivileged children and further attempt to systematically describe from the legislation point of view. We will then define indicators of life of underprivileged children and suggest alternatives and procedures focusing on improvement of social work with respect to social exclusion of children in preschool and school age.

## **SCOPE OF RESEARCH**

The analysis of quality of life indicators and contribution of social worker in the context of life situation improvement of underprivileged children in preschool and school age.

## **RESEARCH INQUIRIES**

1. What are the indicators of quality of life from the perspective of underprivileged family?
2. Is social worker's intervention within community involvement an asset for the improvement of the life of underprivileged families?
3. What is the position of underprivileged children within education system?
4. Does a presence of social worker in education establishment have any relevance and significance?
5. What are the strategies and characteristics of interdisciplinary team work?
6. Does social worker respond accordingly to needs of selected target group and acknowledge cultural differences and particular features?

## **SURVEY SAMPLE**

Examined pool consists of approximately 8 to 10 selected participants and their underprivileged families from Košice and Prešov municipalities.

## **AIMS OF THE SURVEY**

- To identify methods of pursuit of the quality of the life support of underprivileged families
- To chart a provision and non-provision of social services to underprivileged families, especially services that are focused on underprivileged children in preschool and school age
- To define conceptually a new methods and procedures of social intervention for socially underprivileged children and their families.
- To assess interdisciplinary team
- To identify volunteering and its' role within the support of socially underprivileged families

## **METHODS OF RESEARCH**

The goal of a qualitative research is assessment of current situation of social services provision and intervention amongst underprivileged families. Similarly, research section will continue to analyse legal regulations by direct participation of the researcher. The survey is local and the schedule of activities will be introduced due to time consuming nature of this particular research. Qualitative research will be executed in a form of case study that will be compiled from the data obtained from sample pool of underprivileged families. Subsequent method, utilised in this research study, is phenomenological research.

Further methods are observation and structuralised interview, SWOT analysis that describes strong and weak points of current system of social services to underprivileged families.

## RESULTS ANALYSIS

- Presentation of obtained results, hypothesis verification and attainment of selected aims of this report.
- Evaluation of the processes
- Definition of new methods proposal
- Discussion on results
- Proposal and recommendations for practice

## CONCLUSION

Social disadvantage term, similarly as a quality of life, is one of the most current discourses. In the case of underprivileged status, whether social or any other, it is very difficult to ensure reasonable quality of life and survival. The aspiration to ensure autonomous position and welfare should become primary goal of social work not only in practical but also academic sphere. Charting and analysis of the quality of life in Slovakia and in Europe should provide interesting findings that could have further applicability in other cases.

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### Contact

Štefánia Telepjanová  
Field office St. Metoda B. Trčku, Partizánska 23, Michalovce  
GSM: 0908 573 009, e-mail: stevatelepjanova@gmail.com

# ANALYSIS OF THE LEGAL STATUS OF PERSONAL ASSISTANCE GIVEN TO ACHIEVE INDEPENDENT LIVING OF BENEFICIARIES

Kludia Kontrová

*St. Elisabeth University PhD. Programme, Office of Labour, Social Affairs and Family*

## ABSTRACT

The paper deals with the analysis of social service personal assistance in the Slovak legislation. Approximates the process of medical and social assessment activity to the Office of Labour, Social Affairs and Family, preceding the entitlement to cash benefit for personal assistance. Personal assistance is available to help persons with disabilities, is a service which helps the recipient to become integrated into society. The importance of choosing a personal assistant, quality, personal attention, personality traits, such as willingness to help but also the relationship between personal assistants and persons with severe disabilities when personal assistance is very important. In brief contribution presents the current state of knowledge of personal assistance in the research analysis.

**Keywords:** Person with disabilities, personal assistance, personal assistant, assessment services, independent living

## INTRODUCTION

Life of Persons with Disabilities is in many aspects other than Life of Healthy People. Perform common operations healthy people, unlike the humans with disabilities do not even realize.

By definition Hart (Shavel, Čišecký, 2005) is considered a disability mental or physical disorder that can be in terms of time and temporary or permanent in nature does not allow a person with this disorder are fully adapted to the needs of ordinary life.

Just cash allowance for personal assistance, which was to Slovak legislation classified according to the Swedish model of adoption of the Law no. 195/1998 Z.z. on social assistance, which came into force in 1999, many persons with disabilities to help towards the achievement of an independent (separate) life. Personal assistance - in the form of personal assistants prevents segregation of people with disabilities and helps them as in normal activities of daily life - personal care and home care are also in contact with the social environment and, in particular, support their social inclusion.

Filling essence, persons with disabilities, to lead an independent life is to attain independence in decision-making, thinking and acting in order to meet your own needs and desires, which ultimately leads to an increase in their quality of life. Personal assistance to individual service is one of the forms to achieve a full and decent life of persons with disabilities.

## PERSONAL ASSISTANCE IN LEGISLATION

The main objective of monetary allowance for personal assistance is to support and increase the independence of people with disabilities. Terms of monetary allowance for personal assistance are regulated by Act no. 477/2008 Z. z. of cash benefits to compensate for severe disability. This Act defines the purpose of personal assistance, such as activation and promotes social in-

clusion of people with disabilities, support their independence, choice to influence the performance of family roles, perform work, education and leisure activities.

As reported Repková (2000, p.44), with the help of a personal assistant to a disabled person can become "fully functioning member of your family, work team, or other formal and informal groups within which it works."

Since 1999 legislation as a cash allowance for personal assistance have gone through several changes. The current conditions of the financial contribution for personal assistance were divided into the following areas:

### Medical assessment activities

The purpose of the medical assessment activity is to evaluate and assess the health status (changes and faults), determining the rate of malfunction (for a natural person with a severe disability is any person who has a rate of malfunction at least 50 %), social impact assessment in the areas of compensation, and assessment of each individual dependent species.

Individual areas of care:

- area of mobility and orientation
- communicative
- area increased expenses
- self-servicing area

The result of medical activities is medical report.

### Social assessment activities

It consists of assessing individual skills, family background and environment, affecting social integration of persons with severe physical disabilities, assessment of all care and design appropriate forms of compensation. For design purposes personal assistance as appropriate forms of compensation, the client shall be dependent on others for activities that are listed in the Annex. 4 of the Act and must also achieve the purpose of personal assistance. Range of personal assistance is determined by the actions that a client cannot perform alone and is dependent on the number of hours that are required to implement them. Activities for the purpose of determining the extent necessary personal assistance are: getting up, lying down, positioning, personal hygiene (washing, bathing, grooming, shaving, nail design, makeup, bladder and bowel movements), dressing, undressing, preparing food, serving food, drug delivery, shopping, help with household chores, care device, communication (writing, reading, talking, articulator interpretation, tactile interpreting, sign language interpreting, mediation communication for deaf people and the deaf-blind person reading for the blind), supervision, assistance in acute diseases, help during the holidays, escort the child to and from school or pre-school and pre-school if a parent or legal person who took the child to substitute for parental care by the court, an individual with severe disabilities, help deaf parents heard the child and deaf child by one year of age in the ninth year of age and deaf individual who took the child to substitute for parental care by the court in actions which, because of their hearing disability are unable to cope with the problems of perception and understanding speech in connection with the development of speech, help a blind child and parent blind seer child by one year of age in the ninth year of age and blind individual who took the child to substitute for parental care by the court with regard to activities in respect of their visual disability are unable to cope with the problems of perception and understanding written information and graphical information, creating a visually oriented concepts and ideas concerning the development of spatial orientation skills, and reading the text, movement, or movement in working activities, educational activities, civic activities, family activities, and leisure activities.

### Providing compensation

The law is revised maximum number of hours of personal assistance, which is more than 7300 hours per year. Excluded is the provision of personal assistance to an individual with a severe disability for the time when the school (with the exception of high school), or is employed. Determine the annual number of hours of personal assistance shall be reviewed every three years, to match the recipient of personal assistance.

Personal assistance may be provided initially by 6 until reaching the age of 65 the age of an individual with severe disabilities (after the age of 65 years shall be granted only to those who have benefited in that age).

A personal assistant personal assistance recipient collects himself and concludes a contract to perform personal assistance directly to him or to the agency of personal assistance. Due to the fact that one of the goals of personal assistance is also relieve family members from caring for a disabled member of the household, some acts of personal assistance cannot carry family members. Selected activities of personal assistance (in bold above), which can carry out family members are limited to a maximum number of 1,460 hours per year.

Personal Assistant can perform most personal assistance 10 hours a day, if done at the place of permanent or temporary residence.

Amount of the financial contribution for one hour personal assistance from 2009 determined depending on the amount of the subsistence minimum - 1.39 % of the subsistence minimum for one adult person. From 01.07.2013 is amount of the one hour of personal assistance 2, 76 Euro.

### INDEPENDENT LIVING (SINGLE)

Independent Living characterized Ratzka (in: Repková. 2002, p. 4) as *"a philosophy and a movement of people with disabilities aimed at self-determination, equality and self-respect... people with disabilities are asking the same choice and control over their daily lives, as it is determined by their non-disabled brothers, sisters, neighbours and friends ... need to take responsibility for their own lives, think and speak for himself."*

This definition accurately describes the needs which are every person's own. Personal assistance helps the recipient of personal assistance to achieve independence and freedom in the implementation of their lives, thereby applying the principles of independent living. Understanding the separate (independent) life of persons with disabilities is relative. This does not mean the fact of independent existence, but have the right to speak, decide, think and act for themselves in their daily lives. To meet the individual essence of life must be disabled by society created certain conditions (accessibility, transportation, housing, utilities, communications, and activities), due to their type of disability, they are guaranteed by legislation. On the other hand, have to correct themselves internally adopt the philosophy of independent living, because only then is the meaning and purpose of personal assistance filled.

### THE CURRENT STATE OF KNOWLEDGE IN THE RESEARCH ANALYSIS

Most studies aimed at achieving independent living through (a) personal assistance were made at the turn of the 20th and 21 century. Currently implemented earlier studies focused on long-term care for persons with disabilities.

Research to the independence of people with disabilities (Repková, 2004), confirmed that the perception of independent living is subject to immediate contact with other people, including their loved ones, where up to half of the respondents identified their family, friends, but also



a source of personal assistants for their support independence in life. This research also confirmed by other studies, such as Pavlíková and Kondášová research in 2001 found that nearly 40 percent of donors in daily activities are husbands and wives. Author's research in 2000 found that in building the independence of a person's life with disabilities is a priority with just family. Repková adds that personal assistance is not a substitute family obligation, but acts as a source of support for the independence of its recipients not only directly, but indirectly also their close relatives. At the end of the research the author recalls the fact that personal assistance as a phenomenon is no guarantee of a higher degree of independence in the lives of its beneficiaries. The author also provides suggestions for future research and the lack of such support functions confirmation of personal assistance in order to maintain her personal integrity of the beneficiaries, but also the internal integrity of the family, in which the recipient lives of personal assistance, also suggests further examining the recipient's personal assistance and personal assistant to maintain emotional neutrality of this relationship and ultimately the conditionality of personal assistance to achieve an independent life of its beneficiaries relative to other forms of assistance.

Because of that practice in Slovakia lacks comprehensive results of research aimed at examining and verifying the achievement of independence in the lives of people with disabilities (Repková, 2004), as personal assistance at the time was a relatively new tool for social assistance, we decided dissertation carry out research based on an analysis of the legal status of personal assistance given to achieving an independent life of its beneficiaries. The time period of 14-years, during which personal assistance in practice and went to their evolution, gives us an interesting premise for a reasonable research findings, which will be applied in practice.

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## contact:

Klaudia Kontrová  
Office of Labour, Social Affairs and Family Revúca  
gen. Viesta 1103/4, Revúca  
GSM: 0902 970 404, email: kontrova.klaudia@gmail.com

# MEDIA AS A TOOL FOR ADAPTATION OF SENIORS IN SOCIAL SERVICES FACILITIES

Maroš Černý

*St. Elisabeth University PhD. programme  
Radio and Television of Slovakia*

## ABSTRACT

Through this paper the author tries to investigate the effects of media on the adaptation of seniors during the adaptation process in social services facilities. The author also points out how the media affect the seniors' quality of life and their social behavior. Based on the information obtained from quantitative research, the author wants to draw a conclusion which would show whether the media are a tool for effective adaptation and how they affect the lives of seniors living in institutions for the elderly, as well as at home.

**Key words:** Adaptation, Senior, Media, Influence, Television, Radio, Newspapers

## INTRODUCTION

According to the experts, it is expected that in 2030 a quarter of the population in the economically developed world will be over 65 years and in the half of the states of Western Europe the population will be over the age of 50.

„The fact that the population is aging (aging population) is currently the global demographic process greatly manifested in developed countries and in the future it will be „perhaps the most striking feature of population behavior. The aging population will also have consequences from economic, socio-medical, psychological and sociological point of view.“ (In Odlerová A., Tokovská M., 2011, p. 24 – 25). National governments are trying to solve the problem of aging population already in these days. In the context of demographic trends it can be said that seniors make up a significant part of the population. Their integration and position in society differs. Some seniors, despite their advanced age, are professionally active and thus incorporated into the society with a good access to information. However, this is not true for all. Many seniors get into isolation over time and their only source of information about events in the society is media. Media influence their life and thinking. On the contrary, the seniors also have their opinion on the media, on their importance and nature of information which they receive. A specific group is seniors who live in social services facilities. On the one hand, print or electronic media are used as a means of leisure, on the other hand media are the only source of information for them. The aim of the dissertation, which addresses the issue of media and seniors, is to question the impact of media on the process of adaptation of seniors.

According to the survey (in Šimanová, 2011), most common leisure activity, regardless of gender, age, health status, region, or type of facility for seniors is watching television, followed by reading books and newspapers, religious programs and outdoors activities in nature. On the question what cultural, sporting or social events would interest them the most, respondents replied that they would like to see entertainment programs, masses and theater performances. However, it is important to note that large percentage of respondents showed no interest, which could be partly explained by client's deteriorating health condition, whether it is motor skills, vision or hearing. A person gets to a point that he/she rejects even favorite activity, for example painting, because he/she does not have a power to do it. Walks stop to be a part of a daily



routine due to an increasing leg pain and eventually clients choose to sit in a chair and listen to the radio or watch TV, which does not require any demanding physical activity.

It is thus clear that the media are almost an everyday part of seniors' life and affect their quality of life. It is therefore important to analyze how media can be used to improve the quality of seniors' lives during their adaptation to a new environment.

## FOCUS OF THE RESEARCH PART

The issue of media impact on the quality of life of seniors during the adaptation process, as well as other potential uses of media for work with seniors will be handled comprehensively when addressing the chosen task. Also the analysis of the impact of print and electronic media on the minds of seniors, as well as the effectiveness of providing benefits to seniors by publishers. At the same time I will focus on the obstacles that prevent the adoption information (health, inaccessibility or lack of computer literacy, etc.). The methodical and methodological parts will clearly define objectives and methodology of work including hypotheses, research sample, and methods of work (acquisition and information gathering and processing). The main hypotheses at this stage of problem-solving are:

- The media have a positive impact on the quality of life of seniors and their social behavior.
- There is a difference in the acceptance of information among seniors who live in social institutions and in the home environment.
- Media marketing tools have no impact on the increased demand for media products by the elderly.
- Media are one of the tools in adaptation process of the elderly to the social services facilities.
- Electronic media are effective for the elderly in terms of health disadvantage.

Implementation of quantitative research is planned through four stages: 1<sup>st</sup> stage - preparatory, 2<sup>nd</sup> stage - obtaining empirical facts, 3<sup>rd</sup> stage - treatment of obtained facts, 4<sup>th</sup> stage - a generalization of the results.

Quantitative approach that will be used in the paper is inherently linked to the logical deductive principle. This means that „facts“ can be derived from general theory or hypotheses applied on the specific situation. This procedure is essentially seen as a necessary condition for finding reproducible and generalized conclusions of a research, i.e. predictions based on the found or retrieved regularity. Therefore, this process is called the 'classical' and methods used therein are commonly referred to as a scientific. Loučková (2010). The research will be carried out through primary research techniques - questionnaire technique. Questionnaires divide the addressed customers by gender, education, age and so, as well as by social services facilities or whether they live at home. Obtained data will be processed via statistical software IBM SPSS Statistics and MS Excel. Presentation of individual results and their evaluation will be processed graphically.

## SUMMARY (CONCLUSION)

The paper will mainly analyze the impact of the media on the seniors' way of life, aiming to bring new and original knowledge for the development of social work with regard to the improvement of a life quality of the elderly, where this new and current knowledge could be further developed and applied on the work with the aforementioned target group. We will try to bring a comprehensive view of the media and their influence on the elderly through the synthesis of

my results, confirming or refuting the chosen hypotheses, which can help individual workers in social services facilities to improve the lives of clients. Similarly, this research can be beneficial for journalists and media owners, as it offers the answers to questions regarding the way or the efficiency of received information.

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contact  
Maroš Černý  
Radio and Television of Slovakia  
Mlynská dolina, 845 45 Bratislava  
GSM:0948360750,  
e-mail: [maros.cerny@rtvs.sk](mailto:maros.cerny@rtvs.sk)

# EFFECTIVENESS OF SYSTEMIC WORK WITH FAMILY IN THE SOCIAL SPHERE

Dana Maňasová

*St. Elisabeth University PhD. programme, Ministry of Labour, Social Affairs and Family*

## ABSTRACT

The thesis elaborates effectiveness of systemic work with family preferably from family crisis point of view, which requires an interventional interference of social employees subsequently. The aim is to verify effectiveness of the specific method used with redeveloping family, and so „multi specialized accidental family conference“, being applied partially, or more precisely said, very rarely at work with family in family redevelopment environment. Research objective in the doctorate thesis consists in finding out the extent of „multi specialized accidental family conference“ method at systemic work with family. It is presumed, that effectiveness, by applying of „multi specialized accidental family conference“ technique at systemic work with family, will be confirmed, as well as a contribution at work with family will be assured in our research.

**Keywords:** Effectiveness of systemic work with family. Family redevelopment environment. Multi specialized accidental family conference.

## INTRODUCTION

In the doctorate thesis we deal with the effectiveness of systemic work with family from the view point of social work with family while performing steps for social and legal children protection and social curatorship (Act no. 305/2005, Collections of laws, as amended) preferably in the conditions of family crisis which requests an interventional interference of social employees, and application of most frequently used methods at work with such family, that is redevelopment of family environment leading to the support to preserve or renew family functions, as well as to modification or restoration of family relationships.

Methods we exercise at work with such families are being continuously governed by reflections and new trends, whose aim is to make specially family redevelopment more effective.

Our goal at work with family is to verify effectiveness of method called „multi specialized accidental family conference“, being applied very rarely in slovak family redevelopment environment. Since 2007 this method takes place in all carried out projects as a measure of social and legal children protection and social curatorship. Objective of this method lies in a long term stabilization of redeveloping family, and a tool represents team built-up of cooperating specialists, whose actions are being coordinated by a social employee. He stays in the closest contact with family and invites specialist based on the social case, i.e. family needs, e.g. pediatricist, teacher, mayor, and others.

## RESEARCH METHODOLOGY

Within the frame of our investigation we direct our focus on the extent of „multi specialized accidental family conference“ method and its usage at systemic work with family. For our intention to become true we use qualitative research and for our aims to be accomplished we chose case study.

## Research objective

The main goal of the research consists in finding out the extent of „multi specialized accidental family conference“ method at systemic work with family. It will be achieved by qualitative research, and so by case study, where we will reflect as the observers the case in details, i.e., we will not stay on surface only, but will execute a detailed case comparison, follow its progress, explore respective processes, conditions and local situation of the family. Its presumed, that with the detailed example exploration we can understand better the similar cases. At the end of study, examined case is assigned into wider connection.

## Presentation of research plan

Research will be executed within the Slovak Republic. We will focus on case family, that is chosen by the department of social and legal children protection and social curatorship of respective labor, social affair and family Central Office within the actions of social and legal children protection and social curatorship (Act no. 305/2005, Collections of laws ,as amended. By the case pick up we will follow availability principle and it will be chosen based on the conversations about possible case families.

## Methods to gather data

In order to achieve research objective we will implement qualitative research and will apply study case, within which following is to be used:

**Structured dialogue with open questions** – consists of a set of prepared questions, which will be responded by the family members. Information acquired from such conversation is easier to be analyzed, because single topics are simpler to be localized at talk transcript.

**Non-formal talk** – relies on a spontaneous question generating in a natural course of interaction. Positive part lies in fact, that the individual differences and situation changes are taken into consideration, as well conversation factuality and naturalness are reinforced.

**Participated observation** – belongs to the most important methods of qualitative research. With such observation we can describe what is happening, who or what takes part at course of event, when and where things are happening, how and why they do appear. It collects information, happens, while we naturally participate at the life developing situations. During the course of the examination, we operate with all ,based on the need, available means for information gain , and so: conversations, day book, audio and video records.

## Data processing

Qualitative research requires accurate and adequate data description. With a help of data collecting methods we get an information material about reality. An interactive model for data analyses designed by Miles and Huberman (1994) is applied at qualitative data processing. Both authors stress cohesion of each step of qualitative data analysis and so – data capture – data reduction – data presentation – conclusion establishing. Data presentation will be helpful to organisation illustration and information compression. By text material processing, transcribed from audio record we will put to use literal and remarked transcription with a summary protocol.

## Method of results evaluation and interpretation

As a method of research evaluation, research report will be used, explaining what was handled in the research, clearly informing and sharing research history, in order to know, what was done, who and how did it. Research report will contain all basic data and will phrase conclusions with wider description for expert public.

If effectiveness by applying of „multi specialized accidental family conference“ technique at systemic work with family will be confirmed, then it will assure a contribution at work with family.

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## contact:

Dana Maňasová  
Klíč n.o., Píniová 14, Bratislava, Slovak Republic  
GSM: 0907 999 220,  
e-mail: manasovadanka@gmail.com

# ASPECTS OF SOCIAL WORK IN COMMUNICATING WITH CANCER PATIENTS

Slávka Džačovská

*St. Elisabeth University PhD. Programme, student of Social Work*

## ABSTRACT

Man is a social being, who uses communication as one of the most important tools of human coexistence. The way, how he thinks and acts, affects not only his vicinity, but especially himself. Therefore it is essential that the communication from person to person is clear, accurate and understandable. We build human relationships through communication, and that's what really depends on in life. Social communication has become an integral part of the activities of worker's helping professions, where we include doctors, health workers, teachers, social workers and other professions whose task is daily contact and helping the other person. Education in the field of communication today it is not a luxury, but a necessity for worker in assisting profession. The aim of the research is to confirm that the education in the area of communication, mainly communication with cancer patient, is a necessity, not a luxury for the worker in assisting profession. It is essential to look for new possibilities within University study but also life-long education of the workers in assisting profession. The creation of the module of a study subject Communication for workers in assisting professions with focus on cancer patients together with working out detailed programmes of different modules will strive to make the professional preparation of the workers in assisting profession a more quality one.

## Key words:

Worker in assisting profession, cancer patient, communication, aspects of communication

## INTRODUCTION

Adequate and effective communication is an essential working tool, enabling workers helping professions to build quality relationship with their clients, especially with such communicatively demanding one as a cancer patient. Knowing the laws and rules should become an integral part of the training staff in helping professions. The ability to communicate is evaluated as a basic skill of an underlying human participation in social life, and the active reacting to it. Thus the ability to communicate, in certain way, is the important prerequisite to be successful in everyday life, and particularly in the professional field. Within the scope of the further education is even ability to communicate effectively the pillar of social competence. According to Petrasova [2] the term of social competence presents the skill to act socially and skillfully in relation to other people, therefore so the man's factually correct decisions were taken positively by other humans, to come about the development of interpersonal relationships, increasing their motivation, willingness to collaborate at the creating of new ideas.

## BASIS STATEMENT

University studies or further study after graduating from secondary school assumes the certain level of advanced communication and social skills in humans. Generally, it is expected that a graduate of secondary and higher education has stabilized communication, presentation and social skills and abilities and knows and wants them to develop gradually. UNI2010 survey [5] showed that 40% of respondents among employers considered the most significant competence the



lack of communication among graduates and they introduced the skill of learning, team work a work with information as the most significant missing competence. In the report on the state of education in Slovakia and systematic steps to promote the further development of September 23<sup>rd</sup> 2013 [4] in 2 chapter on university education in the section of university education and needs of work experience indicates that, at present, it is expected from the universities the direct accomplishing the needs of society by the preparation of graduates for specific issues, solving problems stemming directly from business practice, or study and suggestion of solutions of society-wide / regional problems in society. This concept, as it is stated in the analysis, considered the cooperation of universities with practice besides the offering of university education and research activities for third principal activities of universities. In this connection the concept supposed also the support of universities in following their graduates in practice. On central level, projects which followed university graduates in practice from the viewpoints of entrance salaries or the measure of registered unemployment.

In Slovakia, the legislation in the area of education enables the modification of study programmes at universities, also within life-long education. This research will be based on recently valid legislation for university study in Slovak republic as well as internal legislation of concrete university, for which study modules will be prepared. At the same time the attention will be devoted also to the realised and published findings in the area of professional preparation of the workers in assisting professions, which try to react to the calls of European educational space, where general lack of social competences with young people has been expressly proved, and also in the area of communication. Within legislation, also the following documents of European legislation will be included in the basis statement:

- Priorities for vocational education and training (2011–2020);
- Europe 2020: strategy for the growth of European Union „ Europe 2020 Strategy for intelligent and sustainable supporting inclusion“;
- Education and training 2020 (ET 2020);
- The Copenhagen process: enhanced European cooperation in vocational education and training in the period 2011-2020;
- The Bruges Communiqué from December 7th, 2010 on enhanced European cooperation in vocational education and training in the period.

## RESEARCH OBJECTIVE

To obtain a clearer picture about the actual state of communication competencies of social workers in communication with a cancer patient, after graduation from university, also from social workers in practice, the following questions have been asked.

1. What is the opinion of students and workers of the field of social work (further only graduates and workers) of the importance of communication in solving client's problems?
2. Do the students of the major of social work an individual subject aimed at communication training within their professional preparation at university?
3. If such a subject is included into their preparation, does it also contain a focus on communicatively demanding client, such as a cancer patient?
4. Do social workers in practice possibility to improve their communication skills at work within life-long education?
5. If graduates and workers have participated in such education, has it had an actual benefit in the area of communication with a cancer patient?

6. If graduates and workers have not participated in any such education, do they complete necessary knowledge by self-study?
7. How many and which universities with the study major of Social work have an individual subject focused on the development of communication skills of their students?
8. If such a subject is included within professional preparation, does it also contain communication training aimed at the communication with a cancer patient?

## RESEARCH HYPOTHESIS

After theoretical research of existing material, aimed at the communication of a social worker with a cancer patient, the following hypothesis have been formed:

- H1 – at universities but also within further education of social workers there is minimal or no occurrence of educational programmes focused on the development of communication skills of a social workers with a cancer patient.
- H2 - students, graduates as well as workers in the field of social work feel lack of education in the area of the development of communication skills of a social worker with a cancer student.
- H3 - there exists an actual need to work out and implement an educational programme aimed at the communication of a social worker with a cancer patient.

## RESEARCH ANALYSIS

Methodology process and the coordination of whole research activity contain quantitative and qualitative research, which comprise social workers as the primary subject of the research. In qualitative approach, a questionnaire reflecting the questions and hypothesis of the research, built up by the author, will be used. Semi-structured interview will be used at subjective evaluation of the need and importance of the education of social workers in the area of communication with a cancer patient. The respondents will be selected by non-random quota selection among the students, graduates and workers in the field of social work within whole Slovak republic from all 8 districts. The same will be done among cancer patients and their relatives, who will be addressed through different branches and clubs of organizations uniting such patients.

The results of the research will be used in the suggestion of an educational programme, which will be adopted into a form of interactive experience platform.

The aim is to create an educational programme adopted to the needs of actual practice. Since its beginning it will include the cooperation with social workers as well as cancer patients. The final product can be tested at an actual university within further research, which will offer feedback and evaluation of educational modules.

## CONCLUSION

The worker in an assisting profession, mainly if s/he is in contact with communicatively demanding partners, such as cancer patients, has to learn effective communication. Oláh [1] states that the profession of a social worker constantly requires continuing education and searching for new methods and techniques, which could be suitably used in the interaction with the client. In terms of the development of population SR till 2025 [3], which has been worked out by the Statistical Office of the Slovak Republic in 2002, based on the aging index and the average age of the population, both indicators document clearly the trend of intensive aging of the Slovak population. The first time in the history the population at the post-productive age will be higher than the population in pre-productive age. In 2025, the proportion of oldest people over 80 will

rise by more than one percentage point to 3.7% by the year 2025. Population aging in Slovakia will be one of the most intense throughout the European Union. These data correspond with the above findings UNI2010 [5] on the increasing trend, of the need of the increasing number of workers in the helping professions.

Professional communication completed by human understanding is an important and irreplaceable dimension of being of the client of the worker in assisting professions. The art of communication in the assisting profession is to help the communicating partner – client so that he could feel to be accepted as an equal partner who has the right for truthful, complete and accurate information. Therefore it is necessary for the worker in the assisting profession to constantly educate and improve oneself. Good professional preparation for the communication, based on quality human relationship, will probably raise the level of quality of client's life.

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## Contact

Slávka Džáčovská  
St. Elisabeth University College of Health and Social Work,  
Palackého No 1, Bratislava, Slovakia  
GSM: 0904231634, e-mail: dzacovskas@gmail.com

# EXPERIENCES, OPINIONS AND EXPECTATIONS OF PEOPLE APPROACHING RETIREMENT AGE IN THE POST PRODUCTIVE PERIOD OF LIFE

Monika Stojáková

St. Elisabeth University PhD. Programme, Bratislava

## ABSTRACT

The present work deals with the perception of age and images of active or passive experience of retirement age for people in pre-retirement period (factors which can be influenced by attitude toward old age, economic and material standards, health, opinions, experiences, car security system covering the financial needs and resources, the participation of older persons in the labour market, leisure recreational activities, etc.).

**Key words:** Population, aging, demographics, pre-retirement period of life

## INTRODUCTION

The aging process is presented as a natural biological process. Its consequences and negative aspects can be understood, but also minimized so it would be possible to achieve an acceptable life stage of the third age. But are we able to appreciate an old age? Are we able to prepare for it naturally and with dignity? It is personal decision and responsibility of each individual to choose how to live autumn years. Everyone should have enough information about nature of aging and enough information about actual legislation that allow him to grow old healthy. There will be an insist on active aging – engaging seniors into solving their own problems and need, as well as increasing of their self-consciousness and self-respect.

## POPULATION AGING

Population aging is one of the fundamental features of the actual population development, with its future irreversible impact. The intensity and importance of this process is significant in global scale, especially in the last hundred years. Population aging is causally related to the demographic change and to its termination in the more developed parts of the world. Economic and social consequences of aging need no reminding. Time, when the ratio of seniors and children turns, is approaching. It will be time when social customs, habits and norms would have to be changed. (Bleha, Vaňo, 2007). This is one of the main reasons why this phenomenon requires particular attention.

The aging population in the next decades is irreversible and in Slovakia won't stop before 2050 and probably will continue till 2060. The state doesn't have any tools to reverse or slow down this tendency. However, it's clear, that if we get higher birth-rate, aging population will be less dynamic and thus will last shorter. This is the reason why society has to invest all possible effort and use all (even if limited) possibilities to increase natality. The measures taken in this field have to be comprehensive and stable. These measures have to affect the whole social climate and their effect must be the increasing of social status of the child and parenting. Specific measures must achieve at least partial compensation for lost opportunities, which are results of parenting. (Baláž et al., 2013).

Population aging is most characteristic feature of demographic development of Slovak Republic. The same trends can be seen in all developing countries in the Europe. This demographic development will last for next years. The reasons will be the aging of the baby boom post-war period, as well as prolonging of the average life expectancy. The consequences of this situation are significant for economic and social policy. In this context, it's possible to consider this situation to be society-wide problem in way how to ensure fundamental and decent conditions for quality living in old age, as well as ensure available care for sick ones and for those, who are dependent on assistance. Financial security in old age is one of the most discussed issues related to the social system. According to the Charter of Fundamental Rights and Freedoms (1991), citizens have right to adequate material security in case of old age, disability to work and loss of breadwinner. Currently, the issue of financing pensions is addressed in political field. Prognosis of future developments indicates the need of pension reforms that would lead to stabilization of the social system. Active life in old age is not possible without sufficient material security. Longevity may lead to increasing the risk of poverty for people who live to an old age, especially in the type of pension schemes, when the indexation of pensions is lower than the wage or price indexation.

For changes in pension system, that ensure long term financial sustainability in context of risk of the poverty, the question of adequacy of pension benefits should be taken into account. For changes to the pension system to ensure long-term financial sustainability, it is necessary, in the context of the threat of poverty, to take into account the question of the adequacy of pension benefits. The pension system should be intergenerationally and generally socially equitable. Nevertheless, every individual approaching retirement age should actively prepare for this vital stage of life that is generally considered to be unpleasant and dreaded. In everyday life, there is often a rapid transition between active employment and retirement when the retirement age artificially separates the active population. On the contrary, those changes should be fluent, progressive and adapted to the needs of each individual in comply with a number of areas: e.g. ethical principles (diminishing of age discrimination), the natural social environment (support in living in natural environment), work activities (efforts in increasing of the senior employment rate, which are included in the context of the new Lisbon Strategy, 2010), material security (pension insurance), healthy lifestyle, life quality (such as transport policy, support of social relations, mostly in rural areas), health care (which requires multidisciplinary approach for reviewing needs, necessary restructuring, support of homecare, as well as hospice care), complex social services, social activities (social inclusion), education, housing etc.. It is in the interest of every one of us, to prepare individually and responsibly on the lives of elderly and to live this life actively.

Rational regulation of life that is ongoing from "the cradle to the grave" is essential for reaching an old age in health and ease. According to Balogová (2005), it is important for seniors and society to prepare for the aftermaths that old age brings. Above all, it is economic, socio-medical and psycho-social aftermaths. Economic consequences of an old age follow from increasing number of population. Growing number of people who are in post-productive age, leads to necessity of increasing the national income by economically active individuals. Work activity is very important matter for elderly. Most of people, who cross the line of retirement, are in good physical and mental state, which allows them to work. But society in Slovakia isn't ready for it yet. Socio-medical consequences follow from increased morbidity and need of various forms of social and health care. In this particular area, government prepares the most significant changes. This brings the possibility of applying a wide variety of entities that provide services for seniors, whether they are from state, private or public sector.

Psycho-social implications affect the role of seniors in society, ensuring their needs and rights, their status in contemporary family as well as solving various problems of seniors. There are

many ways that lead to contented old age, but the end of the road reach only those, who won't give in to grief of less and put up with limitations that are irreversible. Every individual has to cope with an old age by himself, but the truth is that impaired adaptation process following psycho-social aging doesn't provide any help. As the result of the global discussion about this issue was the United Nations Second World Assembly on aging in Madrid, Spain, 8 -12th April 2002 where Madrid International Plan of Action on Aging was adopted. The meeting dealt with current conditions and options for maintaining the material status of elderly, but also with changes of family and international relationships. (in Hetteš, 2011).

## ADAPTAION TO AGING AND TO OLD AGE

Social adaptation cannot be full-valued in absence of active relation of senior with the social environment. Adaptation of elderly is related to the fact how they maintain, full-fill and develop their changed role, how they participate in family life, what are their connections with other like, how they maintain physical and mental abilities on the basis of satisfying their actual needs. According to Koval (2005), human adaptation is universal and has several particularities. In youth is this process affected by work activity with participation of consciousness, but those factor disappear in old age.

The situation in which individual found himself at the dawn of the 21<sup>st</sup> century somehow reminds new historical "crossway" where global population has to find new meaning of its existence as well as new direction of its development. Human sense hadn't lost the meaning in globalisation. Only life, we live without visions that modern society has made, is meaningless. (Balogová a kol., 2009).

Aging process is connected to significant changes in social field. The most remarkable changes happen mainly in the family. Old growing parents, whose already grown children have left the household, live mostly alone. Their "parent and grandparent role" is lost, but first of all, they lost significant material, social and psychological support their children were giving them.

Now days, aging of population, economic growth and sustainable decent life are closely connected. People want to be happy. Very often we are convinced, that happiness and decent life directly depends on economic growth. And that's the reason why is aging often seen as something inappropriate or even harmful. Human life prolonging is integral part of development, civilization and desires. It's tangible proof of human desires. The average life expectancy in European countries in the 17<sup>th</sup> century was 27 years, in 18<sup>th</sup> century it was 37 years and in 19<sup>th</sup> century it was 48 years. Today, many parents live long enough so they can enrich their life by knowing next generation. If people learn and get the opportunity to eat better, to take better care of them, the average life expectancy reach commonly 80 years.

## PHENOMENOM OF ACTIVE AGING

It is predicted that in year 2030 will be quarter of population in economically developed world over the age of 65 yrs. and in nearly half of Western Europe it will be over 50 yrs. Experts from various fields of research are dealing with aging and old age issues from several points of view. The first professional interest in aging was based in medical circles. The doctors' interest in aging and old age is first known from ancient times and middle Ages. The medicine, these days, was limited to a qualitative description of the observed phenomena and empirical experience.

According to Holmerová (2006) in past, the aging issue was overlooked. Very few people lived to an old age in good health, so it wasn't necessary to solve such an issue. But situation has changed completely. Today, it is vital to promote lifelong active attitude to life and to increase public awareness about healthy forms of life in old age. This attitude isn't common for seniors



in Slovakia. The idea of active aging could be future solution not only for society, but also for seniors. It is extremely important that old age person can find meaning of life and can keep as long as possible his autonomy. People need to be aware how important an early preparation for aging is, they must develop outside activities, education, benefits of healthy lifestyle and preventive measures. The endeavor should be focused on opportunities in volunteering, cultural, sports and recreational activities, as well as creating and maintaining the social ties and getting new competencies. There is remarkable causality between active lifestyle and good health. Education, relationships, lifelong optimistic attitude toward life, that all affect living of active life. The surveys conducted in recent years show existence of the direct link between life satisfaction and ability of active life attitude. Satisfaction for senior is better, if he stays optimistic, if he is active, if he has several hobbies and if he went at least through partly preparation for an old age.

According to Čoraničová (2007) the symbol of new active, purposeful and informed attitude of senior is education. The new phenomenon in education first occurred in the 70's of the last century. There is a scientific discipline – geragogy, which deals with raising the seniors. The increasing number of seniors in society requires further development of education of elderly, but this kind of education still absent in many places. Other factors of necessity of education are prolonged retirement lifetime and effort in searching for new aging models. Today, seniors have different requirements for living in retirement. Nowadays is more and more required quality and dignity in old age. Education leads us to improving of the older generations' existence.

## OBJECTIVE RESEARCH

The aim of research is mapping population development of Slovak republic (development of demographic structure over the last 50 years with an outline of the demographic development trend till 2020), to characterise the life period of old age as a part of life. The next aim of research is to identify an aging population as a global issue (comparative developmental analysis within European Union and several countries of the world). To identify the economic and social impacts on life organisation in old age (social status of individual, state insurance and legislation). Point out the perception of old age and the concept of active or passive life in retirement for people in pre-retirement age (factors that can influence the attitude toward life in old age, economical and material standards, health, opinions, experiences, ideal ensuring of social needs and its resources, participation of seniors in labour market, leisure activities, etc.). Protection strategy of individual's and family's social status in post productive age. Society-wide preparation for an old age – individuals vs. state (social policy of state).

## RESEARCH IMPLEMENTATION

Research is conducted by quantitative standardized method. The results of measurements are processed and interpreted by using statistics. Investigation is conducted by controlled standardized interview through questionnaire and observation. Information for thesis "Experiences, Opinions and Expectations of People Approaching Retirement Age in the Post Productive Period of Life" are gathered from respondents in age over 45 years. Questions for target group were formulated to provide as close as possible information about studied issue. The first part of research deals with socio-demographic data. The second part is focused on retirement itself, questions of awareness about retirement (access to information). The third part deals with health condition of respondents. The fourth part highlights social indications (social status, income, termination of active employment). The fifth part deals with essential preparation for retirement (How do I prepare for retirement? Does employer provide any help in this process? What help can provide social security bodies?) How do I imagine my life in retirement from financial, habi-

tation, cultural and educational point of view, leisure activities, participating within community life and contact with friends. The last part of research focus on perception of age discrimination.

At all, 100 questionnaires were distributed (Labour office clients, Social Insurance clients, Financial advisors clients, random selected respondents). In each of studied groups, respondents were divided by gender. Methods of questionnaire controlled interviews and observation guarantee objective assessment of the gathered information, as well as maximizing the return of questionnaires. Respondents are given an opportunity to discuss other issues they consider to be important for their experiences, opinions and attitude toward studied issue. A qualitative research, focused on the fact, how individuals and groups observe, understand and interpret studied issue, was used. The research purpose was to find answer for questions: How is aging connected to me? How do I see myself as a designer and planner of my further life based on my own experiences and abilities? Which of my abilities and qualifications should be improved and developed? As the owner of know-how, how can I accept the "transferor role"?

## CONCLUSION

The population aging, exemption of elderly from public life, humiliation of old people of lack of interest in them, that all can have negative impact in future. Knowing the causes and the nature of aging and old age, let us change the common view and also bring new options for developing the decent life for elderly. This research might be useful for finding mutual solutions for the most pressing issues, but also for finding other impulses that affect state social policy in this field.



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**Contact**  
Monika Stojáková  
Office: Social Insurance, a subsidiary of Svidník  
Sov. hrdinov 121, 089 01 Svidník,  
č.t.: 0907 106 967  
E- mail: monikastojakova@centrum.sk

BIBLICAL PATTERN OF SPIRITUAL FORMATION<sup>1</sup>  
OF A PERSONALITY INTENDED FOR SOCIAL  
COUNSELLING

Tibor Haluška

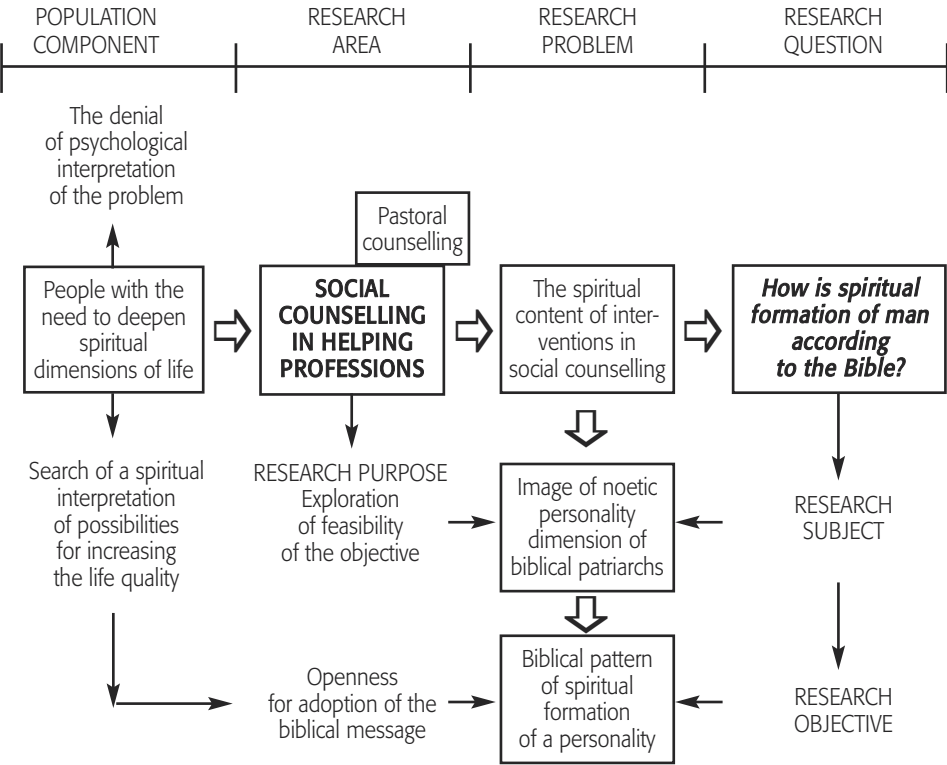
St. Elisabeth University PhD. programme

ABSTRACT

The goal of our research efforts was a draft of theory in the format of biblical pattern for an optimal spiritual formation of a man which targets the people, who are looking for a social counselling (Gabura, 2005), and the ones who are performing social counselling in the helping professions. We have committed to find the answer to the question, how the stories of Abraham, Isaac, Jacob and Joseph predetermine the progress of spiritual formation of a man if a sequence of events, that have the same content as the topics in social counselling, indicates the progress.

**Keywords:** Spiritual formation. Introduction. Social counselling.

The research was done at conjunction perspective of the counselling and spiritual paradigms of social work (Payne, 1997), and of the paradigms of both existential logotherapy (Popielski, 1994) and biblical anthropology, whereby the social work have played the determining role. Basic information about research in their logical interconnection is presented by the following diagram:



Our research has been done mainly using technique of a multi-case biographical study. For it was about biblical persons and because their "authentic biographical material" is originating just from the Bible, the technique of biographical study had requested also the technique of content analysis. A section of the Book of Genesis (11.26-50.26) has acquired the function of the document. For data collection we have used qualitative and quantitative content analysis of its text. The qualitative analysis of the document resulted in the creation of four particular protocols on biography analysis. They received a form of a series of logic grids. The grids have contained records of the following information categories: the observed theological and literary emphases (Dubovský, 2008), the information about territorial movement of patriarch that show distribution of his lifetime into periods, the content of storyline in the respective life period and the word count that are describing the respective period. These grids contain also data about motives of patriarch's exodus from a specific place and also about events that indicate his personal growth. Because we have attempted to identify the personal growth through a "filter of social work", themes of social counselling and existential themes have had a priority in the protocol, in the case that the storyline had contained these themes.

The summarizing tables of the collected findings have created a visual structure of four biblical biographical stories. Wandering periods in them have become clearer. Two facts have come to the foreground: the unequal schemes of dividing of periods (with an effect of a different number of them in each case) and identical localities that were visited by all patriarchs. Summary of acquired data revealed further the possibility to integrate the collected knowledge into bigger units (entities) - ranges of topics. A significant reduction in the quantity of indicated social-counselling topics, and of the existential themes as well as of emphases with a literary and theological character has been achieved, by creating of these units. The result is represented by ten passwords of all four mentioned information types. They correspond to each other. Although, there are forty passwords together, it is not much. Namely, because the ideological areas of literary and theological emphases in our understanding together with topical ranges of existential nature create just only three comprehension perspectives of ten principal (hence overarching) social-counselling topics.

Qualitative sequence of research activities pointed to the fact that in the analysed biographies, the main ranges of topics repeatedly take place in the same locations. In other words: a particular social problem has a stable position in biographical stories of most patriarchs. The Mesopotamian Charan is serving as an example, where there long episodes have occurred with topics about establishing a family and about wedding. This led us to the idea to compose a descriptive system of psycho-spiritual process dynamics that is based on the track of physical wandering of the patriarchs over the territory. The maturing of a personality is in fact done in space and time. Thus, our descriptive system has acquired the form of a stylized map. Both the numbered territories of ancient settlements in the Middle East (with their model position in space-time) and the motion vectors have received the function of elements of the map. We have created a connecting structure of all territorial system components using the vectors. Subsequently, the text in "biographies" which is related to the mentioned territorial components by its content has been defined and its quantity counted up, by means of a quantitative analysis. It turned out, that from the view of quantity of pertinent words not all elements of the descriptive system are equally important. The least important localities were eliminated from it and the system was rationally simplified. We are taking the remaining twelve components of the system for the initial, principal data. Their numbering scheme reflects the process sequence. Some part of the "biography" of one event has the dominance in each element. (It is the part which, in comparison with its other equivalents from the essay, includes the element having the largest number of words.) It is worth

to mention that the first four quantitatively most highlighted positions on the stylized map (the central elements of the system) have in each case been brought to the foreground due to stories of the another patriarchs.

Because there were twelve principal elements of the system (four of them are the central elements) and the number of extracted topical ranges of social counselling was only ten, we made a supplement of the number of the ranges with two specific social-counselling topics that "were lost" in the process of reducing of the original quantity. These equal-sized groups of acquired data (based on storyline of the dominant "biography" in a given element) were synthetically combined into twelve corresponding pairs – "cells". Every element of the descriptive system began then by means of the outlined method to represent not only a social problem, but also a specific version of its solution. Successful realization of the described synthesis means for us an important indicator of the correctness of the chosen procedure.

We have further transformed the most important locations on the routes of wanderings of the patriarchs (these represent the first component in synthetically generated pairs of the knowledge) into the rank of symbols. This has requested a relecture of the original synthesis. The symbols in the new lecture were understood as the model moments of life, which have the determining significance. The system of so modified data cells, inserted into the context of logged attributes of the spiritual personality dimension formation of the patriarch (the patriarch, whose biography text creates in the specific locality the most significant quantitative emphasis), forms the entirety, that we interpret in the sense of Bible as an "optimal process" structure of a spiritual personality formation.

The mentioned interpretation of the "optimal process" was finally revised through a series of life tasks of a developing individual (the tasks are derived from extracted thematic ranges of the social-counselling). Schematic representation of the interpretation is understood as a biblical pattern of a spiritual formation of personality, intended for the social counselling. The suggested pattern is an offer of philosophic-theological background of counselling discussions.

We deduce about importance of the presented research because we respond thereby to the needs of the work of the social counselling and simultaneously we enter into the process of formation of a paradigmatic perspective of the social work, which is consistent with development trends of the social scope in the Europe (Marášová, 2011).

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<sup>1</sup> The expression formation of personality in our work has the priority against the term development of personality that is routinely used in developmental psychology. The concept of spiritual personality formation belongs more in the philosophical anthropology than into the psychology (psychology is dealing only with transformation process of psychophysical predispositions of an individual, not with qualitative alterations of the spiritual dimension of human existence). The social counselling makes itself consciously distinct from the psychological counselling (Gabura, 2005, p. 34-35). A concept of spiritual personality formation appeared also for that reason more appropriate.

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## Contact address:

Tibor Haluška  
Saleziáni, Špitálska 15  
071 01 Michalovce  
Mobile phone: +421902430739  
E-mail: haltibor@gmail.com

# EDUCATION OF GYPSIES IN SLOVAKIA

Silvia Zábavová

*St. Elisabeth University PhD. programme, Ministry of Labour, Social Affairs and Family*

## ABSTRACT

Gypsies represent the second most numerous national minority in Slovakia. This minority is many years in the Slovak Republic excluded individuals. Social exclusion is manifested mainly in basic resources companies - in housing, health, employment and in education. The state resolved and resolves the question of social exclusion of Gypsies. Nevertheless it does not result in positive change. The knowledge level of the gypsy minority is in education in long term - below average. Research would highlight the problems of education of Roma and the existing state measures. Also wishes to point out the true reason for the failure and recommends a different perspective on effective aid.

**Keywords:** Gypsies. Education. Called "zero class years". The premature termination of the basic school attendance.

## INTRODUCTION

According to the last population census in 2011 gypsies represent the second most numerous national minority in Slovakia (2%). As gypsy nationality signed in 105 738 people – according to SODB 2011 – but the real estimation of the gypsy minority in Slovakia is bigger. According to the last partial researches from *Atlas of gypsy communities (2013)* there are 402 840 people living in Slovakia considered by their surrounding as Gypsies. That means that gypsies does not make 2% of the whole population but 7,45%. According to UNDP 2010 48% of the gypsy population finished basic education and 17% and didn't finish the elementary school at all. So at the end 65 % altogether did not continue to high school and ended up only with basic level. The knowledge level of the gypsy minority is in comparison with the whole Slovak education in long term - below average. Within the educational system of Slovakia several measurements were taken and realized for the benefit of gypsy children and youth. Nevertheless it does not result in positive change. One of the key and long term problems being solved and which is always actual in the field of education – is the problem of absence of pre-school preparation of the gypsy children, the problem of the excess insertion of the gypsy pupils in special schools the problem of creating only pure gypsy classes what is being viewed as segregation and the problem of the early termination of the compulsory school attendance. Because of these problems in many statistics an accrual of segregation in education can be seen.

## CALLED "ZERO CLASS YEARS"

Starting with the year 1999 as a help and on an experimental level so called "zero class years" were created for children with disadvantages from their social environment who did not undergo preschool preparation - to help them to adapt in school and a better insertion into the educational process. Starting with 2002 are these both proceedings a part of educational legislation. The "zero class years" really help and children are more prepared for the educational process than before but lately they have started to be perceived as not sufficiently inclusive, because in school they are being held in separate locations and the key of division is combination of social disadvantage and ethnical adherence. This would be ideal if they were not followed by insertion of the pupil in higher classes in purely gypsy class, because by that process the segregation gets

stronger. According to us is this opinion by itself leading to segregation and quite extrinsic to the solving of problems of education of gypsy children mainly in gypsy settlements with a high number of gypsies. It is very hard to create for example in Jarovnice (5200 gypsies and 860 Slovaks) mixed classes and in purely gypsy school there is no need to speak about a segregation of location. Such an opinion leads to a search for a problem where it does not exist and looks for failures where in reality it helps and does not search for the real primary problem. The aim of the inclusive education is help which results in all children having the possibility to educate themselves and attain the best possible results. In this case it is secondary in which ethnical group the child belongs and in which part of the school his class is situated. Important is the fact how well is the child prepared for the educational process and how he masters it. The obligation and aim of the school is to do everything that the child would be prepared and educated in a manner to achieve the best results. If it will be done not only by gypsy assistants but also by the "zero class years" than the aim of the school is fulfilled and than the question if the classes are purely gypsies or where the classes are situated is not very important.

### THE PREMATURELY TERMINATION OF THE BASIC SCHOOL ATTENDANCE

The next problem we would like to examine is the prematurely termination of the basic school attendance or no continuation in studying at high school and college. *The account of live conditions in gypsy house holdings* shows that the demotivation in study and prematurely termination of the school attendance is due to financial problems and family barriers. To the financial ones we can add economical uncertainty of the family and to the family problems the caring for house holding and younger siblings. The decision to prematurely end the school attendance was influenced by many students by a great influence of their parents who also decide about life orientations and choosing of husband or wife. A very interesting is the fact that not only the economical factor but by all means a parent influences very much the whole process.

### RESOLUTION OF THE STATE

The state resolved and resolves the question of economical instability of the student from socially poor surrounding by offering scholarships – social one or if he succeeds in good grades also by the motivational one according to his results, and also the non governmental organizations help by themselves. Pupils from socially disadvantaged ambient have a claim for assistance from MPSVR SR in the form of dotation for food, supplies and motivational accession if he regularly attends school - so the question of economical instability is solved by the state. As responsible for education is in all the documents of the government in Slovakia (but not only there) considered to be the school (including the educational system, ambient, teachers, children and gypsy assistants). You would search for vain for the parent there – he is not included. He is mentioned only marginally in *The concept of integral education* from 2004, but only in a passive way and he is excluded from this problematic. Inclusive education should search for adequate forms of education and respecting of individual character features of children but we would like to add that it cannot be considered inclusive education if a passive way is created which means segregation. Also our education system and all the proceedings of the state in the field of education should have in mind that beside the school and children there is also the parent and family who are to be considered as irreplaceable in the whole process of evolution of every person and no school can replace them.

### CONCLUSION

We have spoken only marginally about the most actual problems in the field of education of gypsies which are being solved in Slovakia only with little success. We could examine also other

problems but on the ground of these being spoken about we tried to show where these considerations can lead - it means we do not see the cause of all that and we solve only the consequences and so unwillingly we foster another segregation. We hold for responsible schools and teachers what is a mistake because they only try to help. It would be better not to create an atmosphere of segregation of opinions in the relationships teacher – pupil – parent but let us acknowledge the contribution of the person who tries to help and let us try adequate forms of participation of the parent in the educational process. *The strategy of SR for integration of gypsies 2020* proposes according to us a good solution that it tries to strengthen in the legislative an obligatory preschool attendance of gypsy children but it could more deal with participation of parents in the education process of their children. If the parent takes part in the education than the teacher can give also homework and the child will only grow in his education with the help of his parent. A parent could be in his task replaced also by divers school clubs and non-governmental organizations, but parents can not be replaced fully at all because it would sustain the passivity of parents. According to us it would help a lot an obligatory presence at parents meetings or parents could come to school during class what would motivate them for the work with their children at home.

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### contact

Silvia Zábavová  
Ministry of Labour, Social Affairs and Family of the Slovak Republic  
Department of missiology, Institute of Missiology and Tropical Health John Paul II.,  
Polianky, Pod brehmi 4/A, Bratislava,  
Detached workplace Jarovnice  
GSM: 0910 989 260, e-mail: [szabavova@gmail.com](mailto:szabavova@gmail.com)