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SOCIAL SERVICES AND THEIR QUALITY OF PROVISION IN SOCIAL SERVICES FACILITIES

USŁUGI SPOŁECZNE I ICH JAKOŚĆ ŚWIADCZENIA W ZAKŁADACH USŁUG SPOŁECZNYCH

The term service is derived from the word to serve, meet expectations, meet needs, which evokes expectation in the recipient of services, what quality will be provided to him. Concept of quality gradually becomes one of the most frequent concepts in professional discussions about social services. Therefore, there is a growing need to increase quality factors towards the user as they express their satisfaction or dissatisfaction. However, contentment is, in essence, a highly subjective factor in relation to the quality of the services provided, and whereas the main purpose of social services should be the quality of life of their recipients, in this respect quality assessment is complicated and complex. The overall quality is based on the subjective satisfaction of the recipient, reflecting his perceptions of the level of fulfillment of desirable and acceptable expectations associated with feelings such as joy, well-being, happiness and indicators expressing the objective reality of the service provided.[1]

That quality in relation to services is a sum of its characteristics and features contributing to the ability to meet the requirements of social service. An inalienable factor in its success, and thus the satisfaction of the recipient, distinguishing between the process and the outcome.[2] The quality of services as a summary of features that assume certain capabilities to meet predetermined or anticipated needs.[3]

The quality of the services provided is thus an observer for their choice. The recipient, if he / she is confident that his / her requirements and current needs will be met, will also meet his / her true quality of service requirements. Therefore, the assessment of "client needs and its situation has become a requirement without which today no good social services can be imagined. Thorough assessment is on the spot especially when the client is provided with a stay in the facility or a comprehensive daily program as a solution to his situation ."[4]

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[1] Repková K. a kol. 2010. *Dlhodobá starostlivosť o starších ľudí na Slovensku a v Európe. Neformálna starostlivosť Kvalita*. IVPR, Bratislava, p. 22.

[2] Mateides A., Dadu J. 2002. *Služby*. Epos, Bratislava, p.75.

[3] Benco J. 2005. *Sociálne služby a neziskové organizácie.* Alfa print, Banská Bystrica, p.56.

[4] Matoušek O. et. al. 2005. *Sociální práce v praxi*. Portál, Praha, p. 18.

Based on multiple testimonials, we find that they are satisfied with social services.

As part of qualitative research, we report participants' testimonies, finding themselves satisfied with social services.

K6 "I'm happy I have no reservations" or

K13 "I'm very satisfied, I personally found my home here".

With this kind of answer, we met with multiple participants. Participants are satisfied with the seniors, have no reservations, and even see their new home. We think that if a participant is very important to a participant and considers the establishment for seniors to be home, we believe he is very satisfied.

K10 "Seniors is one of the ways for the most dignified life for us, elderly, sick or abandoned." Or

K25 "They care very well about us, what more can we want".

The other participants are considered to be the most dignified way of living and say good care and satisfaction. According to the participants' statements, we can see that the facilities are trying to secure their dignity with their services.[5]

K38 "They care for us well, without their care we would live badly" or

K33 "I'm worried, I'm happy, I've got everything I need."

Other participants are aware of how they would live without the care of staff, and they also show satisfaction with the care they provide for the seniors as well as with overall satisfaction. Satisfaction is related to the quality of social services.

Quality social services in relation to the senior are those which deal with his / her social situation and are interested in their attitude of satisfaction. We can not escape the opinion of the senior.[6] The quality and usefulness of the service can be evaluated not only from the point of view of solving the problem of the individual and his / her family, who show satisfaction, but also according to the standards of process and output.[7] Quality measurement in the context of minimum standards and their verification is perceived as part of the optimal service concept, where the improvement of quality is perceived as the provider's specific path to their continuous improvement and exceptional position on the providers market.[8] A non-compliant element of quality is also the formulation of ethical values and professional practices that can truly compare the services provided. As there should be no discrepancy between the objective assessment of the quality of the services provided with the subjective satisfaction of the beneficiary, assessment tools need

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[5] Very well known is the project called "safe and dignified life for seniors". The aim of the project was to inform the seniors about ways to solve the problems, the possibilities of assistance, the possibilities of protection in case of emergency and the dissemination of information and awareness, the campaign and the preventive character for seniors.

[6] Krupa S. 2003. *Kvalitné sociálne služby II*. Rada pre poradenstvo v sociálnej práci, Bratislava.

[7] Čavela R., Kalvach Z., Čeledova L. 2014. *Sociální gerontologie východiská ke zdravotní politice a podpoře zdraví ve staří*. Granada, Praha, p.43.

[8] Repková K. a kol. 2010. *Dlhodobá starostlivosť o starších ľudí na Slovensku a v Európe. Neformálna starostlivosť Kvalita*. IVPR, Bratislava, p. 22.

to be developed. They may be conducted in the form of a questionnaire containing the criteria of standards and quality indicators.

Quality assessment, especially in social services, is a dynamic process that captures changes in society and changes in the needs of their recipients. It's also complicated because its results are not always predictable. And it should be motivating and stimulating to lead to the quality, change and satisfaction of recipients or providers of social services. Quality conditions are assessed, as they say [9], in the field of fundamental human rights and freedoms, procedural, personnel and operational conditions.

Krupa states that three methods are used in the method of assessing the quality of social services: the criteria (aspects, starting points) of the progress of the quality of social services, representing the values of an existing culture that are a summation of ethical, psychological concepts that are accepted by its citizens and society and which can be perceived as a measure for assessing a certain phenomenon. "[10]Criteria are values that citizens, society, are reporting. They are a summary of accepted social concepts and are derived from basic documents on the protection of human rights and freedoms. The criteria are elaborated in more detail in the form of standards ".[11]

Standards, indicators, quality scales for those specific forms of social services. Standards represent specific standards, values that recognize social workers based on mutual consensus. "At the lowest level standards are specified in the form of indicators which evaluate the real social environment. Indicators (indicators) are qualitative or quantitative parameters expressing the basic characteristics of the social service ".[12]

Currently, three categories of standards are used. These are staffing standards that are important for staff qualification, quality social services, growth, number of employees per employee, supervision, supervision plan, organization management, management. Operational standards provide operation, material and technical security, emergency situations, management, gifts, documentation, awareness. Procedural standards address client care from its adoption to termination of client rights protection, adherence to procedures, individual planning, precautionary measures, complaints, social counseling, assessment of the quality of social service provision. Indicators are used to evaluate the real social environment in which social services are implemented.[13] Scale as a methodical aid for social workers

[9] Repková K., Brichtová L. 2012. *Sociálna ochrana starších osôb a osôb so zdravotným postihnutím.* EPOS, Bratislava, p. 32.

[10] Krupa S. a kol. 2000. *Kvalitné sociálne služby I.* Vienala, Košice, p. 21.

[11] Repková K., Brichtová L. 2012. *Sociálna ochrana starších osôb a osôb so zdravotným postihnutím.* EPOS, Bratislava, p.33.

[12] Repková K., Brichtová L. 2012. *Sociálna ochrana starších osôb a osôb so zdravotným postihnutím.* EPOS, Bratislava, p.33.

[13] Krupa S. a kol. 2000. *Kvalitné sociálne služby I.* Vienala, Košice, p. 21.

enabling "more accurate identification of social services provided in a real environment".[14]

Evaluation (evaluation), the content of which is to define the observed difference between the criteria of the progress of the quality of social services and the real state of social services in a particular environment. The process of assessing the quality of social services is conditional on the existence of principles, indicators of quality of social services, preparation of teams of external and internal evaluators, provision of social counseling and supervision for operators and service providers in connection with the assessment of the quality of social services, systematic research on the quality of social services and the incorporation of new knowledge from evaluation manuals, the introduction of external and internal evaluation of the quality of social services into the practice of operators, curricula of educators and programs of research organizations.[15]

A social services service to improve service quality is interested in systematically identifying weak points, purposefully utilizing strengths, continuously reviewing the results of their activities and activities, and making effective changes. The recipient's satisfaction with the services and services provided in the social services facilities is one of the important factors and indicators of their quality, which determines the demand for them and thus their success.

As the services take into account not only the recipient, but also "his / her family, the group to which they belong or the interests of the wider community"[16] Their quality is an essential factor in their acceptance or rejection. Acceptance or non-acceptance of social service thus represents an unreactive form of communication, therefore it is always exceptional, unique and non-specific.[17]

The system of social services provides elderly people with personal satisfaction, facilitates their lives, their importance at the present time takes on significance, as on the one hand the population of older and older people increases, on the other hand they are provided "to improve the quality of their lives". [18] Therefore, as stated by Matoušek "should lead to the most endangered old people".[19]

An important component of the quality of social services is also the "qualification of the employees and employees who work in them and the provision of a system of their permanent education. Quality in social services

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[14] Matulayová T. 2010. *Sociálna práca v sociálnych službách*. Akcent print, Prešov, p. 36.

[15] Matulayová T. 2010. *Sociálna práca v sociálnych službách*. Akcent print, Prešov, p.35.

[16] Matoušek O. et. al. 2007. *Sociální služby*. Portál, Praha, p. 9.

[17] Krupa S. 2003. *Kvalitné sociálne služby II*. Rada pre poradenstvo v sociálnej práci, Bratislava, p. 8.

[18] Matoušek O. et. al. 2007. *Sociální služby*. Portál, Praha, p. 9.

[19] Matoušek O. et. al. 2005. *Sociální práce v praxi*. Portál, Praha, p. 163.

provided through the quality lifelong learning of the people involved in them has also prompted the need for a new way of accrediting educational programs ".[20]

At present, the most attention is drawn to the debate on the quality of social services based on the declared effort on the quality of life of social service providers. In this discussion, the issue of satisfaction with the life of the user in the year-round facility is waning.

Quality is also linked to the prosperity of an organization providing social services, where increasing its quality leads to the satisfaction of the recipient's needs and the prosperity of the organization.[21]

These factors related to the monitoring of the quality evaluation of services. Their impact on the recipient, their reliability, access to the client, the competence of the staff, respecting the client's individual needs, individual approach and acceptance of the client's wishes.[22]

Criteria for assessing the quality of social services into the aspect of quality of care, including "service availability, appropriate attitudes and behavior of employees, community work of individual workers, reliability and responsibility of social service workers, skills, knowledge and trustworthiness of social service workers, seamless communication with regard to changes in care, flexibility of service with respect to meeting the changing personal needs of clients ". From the aspects of quality of life, where they have included "the extent to which the service can contribute to improving the health of recipients and their physical functioning, linking service delivery to meet the basic physical needs of recipients with their everyday activities, guaranteeing their safety, ensuring a clean and clean environment, the availability of social contacts, help in keeping them in control of their own lives, maximum support for self-reliance, empowerment and self-reliance, help in addressing disabilities ".[23]

The perceived quality of their lives, the quality of social services and their subsequent satisfaction in social service facilities are determined by many specific factors. This includes, in particular, the level of health, age, quality of the former home environment, the overall quality of previous life, the quality of adaptation to the new social environment and the living situation, the quality of contacts with the surrounding world, the quality of the services provided, the level of staff communication, quality of life and satisfaction with stay becomes one of the key factors in planning and evaluating the results of overall assistance and care in social services facilities.

Indicators of quality measurement in social services facilities. Process Quality Assessment Method, where the Quality Assessment Tool is a manual in which

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[20] Repková K. a kol. 2010. *Dlhodobá starostlivosť o starších ľudí na Slovensku a v Európe. Neformálna starostlivosť Kvalita.* IVPR, Bratislava, p. 47.

[21] Dudinská E., Budaj P., Vitko Š. 2009. *Manažment v sociálnych službách*. Vydavateľstvo Michala Vaška, Prešov, p. 223.

[22] Ďaďo J., Petrovičová J., Kostkova M. 2006. *Marketing služieb*. Epos, Bratislava, p. 189.

[23] Levická J., Levická K., Slaná M., Hromková M. 2013. *Sociálne služby vývoj, súčasný stav a možnosti merania kvality.* FZaSP TU, Trnava, p. 35–37.

criteria, standards, and indicators are differentiated. The criteria set out in the manuals include human and civic dignity, family as a model of social services, humanisation, professionalism, transformation and social integration. Standards and indicators detail the quality criteria where the content of the quality assessment was the results of monitoring, interviews with the management of social services facilities, workers and social services recipients and observations recorded in the record sheets.[24]

Social counseling and supervision are an important part of the evaluation process. The assessment from the point of view of workers and recipients is different. The evaluators are based on the fulfillment of the needs of the beneficiaries and their individual personality development as a basic function of the provided services, while the providers are also responsible for ensuring the smooth operation of the facility. Identification of the subjective satisfaction of the recipient of social services, where the beneficiary's participation is determined by factors such as organization culture, expertise and qualification of staff, environment, economic security and others. The effectiveness of the methods for achieving quality is impossible without cooperation with the social service recipients.

The satisfaction of social service recipients and social service facilities should be based on a comparison of their expectations and the subjective perception of the fulfillment of these expectations, to which their individual satisfaction is greatly influenced, which may not always correspond to the overall quality of services provided and the environment of social services facilities. However, as long as the requirements of the recipients change over time or may change, that is to come, go, change their importance, depending on the psychological, physical condition of the recipient, it is necessary to examine them and react flexibly to them. Social service facilities are able to measure the satisfaction of the recipient and the performance of the processes needed to monitor, classify, analyze and simplify their quality. The process of quality perception is influenced by a number of factors, factors, starting with the attitudes of the company towards individuals who have specific needs, inappropriate settings of social services financing, legislation, and so on. That care will be gained only in close cooperation of its quality as a service offer for seniors with their subsequent realization, cooperation as a search for common goals, communication of interested development leaders and society as a reliable guarantor.

The application of quality to social services has started in several directions. These could be divided into four basics:

1.The quality and suitability of professional practices of working with clients and the associated quality and professional competence of the staff.

2.Quality of the client's life and respect for his fundamental human rights and freedoms.

3.Quality of infrastructure and environment for social service provision.

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[24] Krupa S. 2003. *Kvalitné sociálne služby II*. Rada pre poradenstvo v sociálnej práci, Bratislava, p. 7.

4. Quality of all activities management, performance documentation and reinsurance quality and repeatability ".[25]

In the social services facilities, the number of seniors who deserve to live according to their own decisions, active and dignified, spends the autumn of their lives, so it is necessary to create the right conditions to feel content in a new environment.

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[25] Buzala O. 2010. *Zaistenie opakovateľnosti kvality v sociálnych službách a jej porovnávania*. [in:] Mátel A., Kovalová M., Štepanovská M. *Sociálne služby v regióne.* Vysoká škola zdravotníctva a sociálnej práce sv. Alžbety, Bratislava 2010, p. 20.

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SUMMARY

Demographic developments indicate that the number of seniors in society is increasing in the long run. Taking this situation into account, the social services – as an integral part of the intervention policy – are aimed at actual meeting the citizens' needs. In connection with the provided social services, two themes resonate in public. The first is the quality of social services and the second is the quality of life.

STRESZCZENIE

Zmiany demograficzne wskazują, że liczba osób starszych w społeczeństwie wzrasta w dłuższej perspektywie. Z uwagi na tę sytuację usługi społeczne – jako integralna część polityki interwencyjnej – są zorientowane na rzeczywiste zaspokojenie potrzeb ich obywateli. W związku z dostarczonymi usługami społecznymi dwa tematy rezonują publicznie. Pierwszym z nich jest jakość usług społecznych, a drugim jakość życia.

Key words: social services facilities, social services, social worker, quality of social services, satisfaction.

Słowa kluczowe: zakłady opieki społecznej, usługi socjalne, pracownik socjalny, jakość usług socjalnych, zadowolenie.