

8. ANGLICKÁ ANOTACE

PASTORAL SERVICE USING AN INTERNET HELPLINE

This bachelor-level thesis entitled *Pastoral service using an internet helpline* examines issues relating to the way the internet helpline operated by the Pastoral Centre of the Prague Diocese functions in practice, and its potential for effective pastoral work. In the first part, which is more theoretical, I examine the sources that deal with these issues: church documents, literature, and students' theses on related themes.

In the next part, I present the data I obtained from a statistically significant sample of questions that was provided to me for analysis. These were questions sent by clients of the internet helpline over a period of more than half a year. I then classify them according to their individual fields. Following this I interpret them and position them within the overall functioning of this service. In a similar way I analyse the data that were kindly provided to me by helpline workers by means of a questionnaire dealing with the way they work in practice and their expectations for the future.

Finally I compare the information obtained as a whole and attempt to evaluate it in the way it interconnects. On the basis of the data obtained and its analysis I then present a view of the possible future development of pastoral service using the internet.

Internet – Helpline – Pastoral – Service - Bachelor-level thesis