

This dissertation work is partly theoretical and partly a research, and deals with prevention of burn-out syndrome and its possible prevention in conditions of shelter homes. The attention is directed at the staff of a shelter home, i.e. workers in social services and social workers, which is a group that is directly exposed to the burn-out syndrome. The staff in question are the employees of several shelter homes of the Citizen Association Naděje in Prague. This work is divided into two parts – a theoretical part and an empirical part. The theoretical part of the work describes the burn-out syndrome – its description, its causes, syndromes and individual phases. Special attention is paid to the methods of preventing the burn-out syndrome, which include psycho-hygiene, supervision and various relaxation techniques and means which could inhibit the progress of this syndrome. An important part of this section is also a description of the environment of a shelter home and the recommended preventive measures, which, based on their application in a shelter home together with my studies of the relevant literature, I can recommend to strengthen the workers' professional competence in connection with the burn-out syndrome. The empirical part of this work deals with questionnaires filled in by the staffs of the shelter homes. I describe the methods of the research and present the results by means of charts and verbal descriptions. The method of quantitative content analysis using a questionnaire was implemented. At the end of my dissertation work the set objectives and research purposes are assessed.