

Summary

Opinions of field social workers and their superiors in social welfare organizational units on the effectiveness of social welfare institutions in achieving their goals: The case of the offices of the Siemianowice Śląskie district

The purpose of this dissertation is to identify factors relating to the effectiveness of social assistance institutions in the district of Siemianowice Śląskie in the opinions of field social workers and their superiors. Research on social welfare which draws upon the knowledge, experience and practice of such respondents gives a very high probability of determining the genuine situation and condition of social welfare in the city.

This objective is addressed over the course of eight chapters and Summary:

Chapter I is devoted to the theoretical issues of institutions in sociology and the concept of the system, understood as a system of mutual dependencies, which determines the perception and directions of analysis of social assistance in Poland. In this chapter the staff of the social system is characterised as well. **Chapter II** concern the concept of efficiency, which is the main axis along which the research is focused. This chapter attempts to systematize this concept, first in the broadly understood field of social sciences, then in social policy and social welfare, and finally social work. **Chapter III** is devoted to Siemianowice Śląskie with its structure and functions of all districts. This chapter also defines and describes the social welfare institutions of borough districts together with the characteristics of the organizational units of social welfare in cities. **Chapter IV** presents the methodology of research into the social welfare system in Siemianowice Śląskie and describes the techniques and tools used in the analysis. This chapter also describes the MAXQDA qualitative data analysis software used in the work, along with a description and characterization of the functions that were used during the second stage of the research. As a result of the research and on the basis of the results obtained, four empirical chapters are presented. **Chapter V** deals with the safety of field social workers and their superiors by analyzing their sense of physical security, burnout syndrome, and the threat of the SARS-CoV-2 epidemic. **Chapter VI** then focuses on three issues: knowledge and information about clients as determinants of the effectiveness of the institution under consideration, taking into account both the level of reliability and credibility of information obtained by social workers; different ways of interpreting social reality; and, as a supplementary consideration, the importance of wider education and the process of improving qualifications among social workers and their managers. **Chapter VII** addresses the issue of relations between social workers and their superiors within the institutions in questions, both on the horizontal plane and on the vertical. The relationships of the surveyed workers with clients of the social welfare system, and the culture of cooperation with other institutions operating in the field of social welfare in the city, are also included. **Chapter VIII** presents the last area examined as a factor in the effectiveness of social welfare in Siemianowice Śląskie, namely the organizational and legal space of the entities surveyed. The administrative duties of social workers and their superiors are analyzed, along with internal solutions which regulate the functioning of the institution.

The work ends with **Summary**, which first presents conclusions of the research and then offers suggestions concerning the future direction of social welfare development in the city and

proposes of number of areas of its social welfare system which might usefully be subjected to further analysis.

Keywords: efficiency, institutions, social assistance, social workers.