

Differentiated-Motivation Program as a Re-Socialization Tool of Homeless People

Daniela Baková¹

¹ College Danubius in Sladkovicovo, Sladkovicovo, Slovak Republic

Correspondence: Daniela Baková, College Danubius in Sladkovicovo, Faculty of social study, Richterova 1171, 92521 Sladkovicovo, Slovak Republic. E-mail: danielabakova@gmail.com

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Abstract

Transformation of social sphere in Slovakia after 1989 caused many changes resulting in extensive reforms in social and economic fields. A new phenomenon of social exclusion and poverty started to occur. Homelessness became extreme form of exclusion. At that time, homelessness was not at the forefront of interest of professionals, as far as there were only rare cases of homeless people. However, continuous economic changes caused significant increase of this phenomenon and suddenly it was necessary to investigate it and find out solutions for elimination of this phenomenon. This paper deals with the possibilities of intervention of homeless people staying in the shelter. We verified potential of selected active measures within the application of differentiated-motivation program both methodologically and by our research. Our findings record fruitfulness of intervention form in the process of re-socialization within a context of finding a job. Our intention was to contribute to searching of more efficient social help for homeless people. We met with positive difference between the differentiated-motivation program and currently offered motivation strategies. On the basis of the results, we recommend to perform interventions verified by research in the work with homeless people. Social work with homeless people is very important, because social workers should be able to ensure new interventions and programs. Regarding the research file and set objective, we used a method of experiment in our research and collected data were evaluated and statistically processed in SPSS program.

Keywords: differentiated-motivation program experiment, motivation, reintegration, resocialization, barriers, homeless person

1. Introduction

"The purpose of making the prevention processes professional must be an ability to intervene by a whole set of methods and techniques into the social regulations of behaviour of young people with the only aim-to prevent occurrence of socio-pathological behavioural elements in their behaviour." (Ondrejkoš a kol., 1999, p. 57). We perceive the author's idea about urgency of a concept of more effective prevention as a challenge and a reason why we decided to perform our research. It is evident from practice that a man who is homeless for longer time does not have goals, he/she misses a motive which will push him/her forward, he/she misses a reason of his/her existence, a kind of guidance or power of someone with different view, who can see such reason. Green and Kreuter (1999) mention that in case of homeless people it is necessary to create opportunities for future conceptual research in the field of learning and behaviour by interventions. This effort could be a centre with an emphasis given on three key factors: motivation of individuals through a change (DiClemente et al., 1998; Miller-Rollnick, 1991; Miller, 1985; Jencks, 1994) of knowledge, attitudes, opinions and values, to enable the individuals to accept measures in the form of creating of skills and by availability of supporting sources, namely by a change or strengthening of positive activities in the asylum/shelters. In connection with the social work discipline, Haburajová Ilavská (2009, p. 25) states that professionalization means more rights, obligations, but also responsibilities in provision of help and interventions into separate parts and situations in the life of a client. The paper deals with "motivation aspect of personality" by application and deepening of goals of socialization and re-socialization of a homeless person. We monitor the work with motivation via a concept of differentiated-motivation program.

1.1 Homelessness in Definitions

The most famous and the most important institution working in the field of homelessness within the European Union is the European Federation of National Organisations working with the Homeless-FEANTSA. Its activity is supported by the European Commission and it concentrates on prevention and elimination of homelessness; it issues theoretical studies about reasons of homelessness and its impact on society (Edgar et al., 2000). Impacts of homelessness both on a man and society represent fundamental change in life of each man. Consequences related to homelessness affect the entire personality of a man. His/her attitude towards the relatives, society and mainly towards himself/herself is changed. In Slovakia, the impact of homelessness is often perceived as a material consequence caused by loss of housing rather than a psycho-social consequence of personal and family background based on absence of home. Social exclusion is a process, when individuals or the whole groups are displaced to the margins of the society and their access to sources, which are accessible to other members of the society, is limited or hindered (Toušek, 2007). The social exclusion is not primarily perceived as a consequence of individual/personal failure, but as a failure of one or several systems or structures providing social integration (Džambazovič & Gerbery, 2005). In the introduction to her publication *European Strategy for solving of Poverty and Social Exclusion*, Haburajová Ilavská states that the social exclusion "does not represent only lack of income or material sources, but it is multi-dimensional phenomenon." There is not only absence of adequate income and efficiency of the social transfers system in the centre of our attention, but particularly processes and mechanisms of social exclusion. A concept of the social exclusion enables to monitor the whole range of facts affecting the relation of an individual and groups towards the majority society. The social exclusion is a process of weakening of social ties and increasing of social isolation. The character of exclusion is dynamic also because it relates both to current situation of an individual (groups) and his/her (their) future perspectives. It reflects the living standard of a country and affects all areas of life of people and society. Its characteristic manifestation is solidarity, prosperity, social security, measures of a state in social fields, regional differences, high share of long-term unemployed inhabitants, unemployment of young people and disabled inhabitants, social inclusion and social exclusion" (Ilavská, 2012, p. 3). The concept of social exclusion started to be in the centre of academic discourse of Western European social policy about two decades ago, and nowadays it is a dominant concept of discussions about poverty and in the fight against the poverty in the Member states of the European Union (Džambazovič & Gerbery, 2005). As stated by Gerbery (2005), the way in which the social exclusion is interpreted by European institutions has changed. The social exclusion is mostly interpreted in connection with the labour market; the social integration is designed as integration to the labour market. The term re-socialization is understood as an element of integration to the labour market. If we study this topic deeper we can see continuously repeating warnings about negative consequences. A proposal of possible solution is missing. Homeless people are not the same; there are also individuals who want to start new life. If we want to understand behaviour of people, we have to ask them what they want. Causes or reasons of human behaviour are called motives. Motives explain direction and strength of behaviour of a man. "Why" always represents achievement of certain type of satisfaction. We satisfy different needs by our behaviour. Reasons of our behaviour include driving motive and cognitive processes, and this is called motivation. A basic starting point of motivation is a need. A need is expressed as an impulse to appetency what lead to searching and achievement of a certain goal, e.g. food, warm, water, sleep. Need is always an expression of some lack (Šimičková-Čížková, 2001, p. 104). To understand why the motives of homeless and their attitude to life are negative and often frivolous, it is necessary to uncover their needs and problems preventing them to find out the values of their lives. However, the most important is a relationship between inner feelings of a man and external situation (Hradecký, 1996). Beside this, homeless are often people who have resigned to their life, many of them accepted the fact that they are homeless, will be homeless and who are not willing to change their lifestyle. But there are always homeless who want to change their life situation and who are grateful for any provided help and interest." There is written in the Article 25 of the Universal Declaration of the Human Rights: "Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control. (Protection of Rights, 2009). There are many activities focused on provision of help that are mostly of motivation character in Slovakia, as well as in other countries all around the world. Their focus is not only to employ a homeless person, but also to engage him/her into social life, to create working habits, so to form his/her personality indirectly. On the other side, they are materially and socially secured in the field of social protection. It is ensured not only by a system of allowances, but also social services. Pursuant to Haburajová Ilavská (2010, p. 9) social services are one of the form of social help, which together with social insurance and social support, form a system of social protection in Slovakia.

The most important work within the reintegration process of these people was executed by the following facilities:

The Nitra Community Foundation Nitra Diocesan Charity decided to ask for help The Nitra Community Foundation, which supported them. By integration of homeless people to cleaning works, these people obtained new experiences and responsibility and interest in surrounding, where they live. So they had ability to be useful not only for themselves, but also to help the city where they live (Hadžová, 2008, p. 4). Moreover, this activity was paid. Sale of the journal *Nota Bene* from Latin "Pay attention". It is a nationwide street journal that gives a chance to homeless people, so they can help themselves. This journal is sold in 19 cities around the Slovakia. There is very similar journal in the Czech Republic called *Nový prostor* (New space), which is a predecessor of *Nota Bene*. In 2005-2008, there was a project *Křištof* organized by a civic association *Proti prúdu*. Its goal was to prepare sufficient conditions for homeless people in such a way that they could integrate to labour market. In 2005-2006 there was a project in Czech Republic for "Establishment and Implementation of a System of Individual Social Work with Homeless People" (AKLUB, 2008). The main objective of the project was to enable the homeless effective solving of problems preventing them in integration to the labour market and society. The specific aim of this project was to create and verify an educational program for homeless people and implement the system of individual social work with homeless in selected shelters. Selected participants of the target group (homeless) participated in motivation educational training focused on orientation on labour market and achievement of skills necessary for finding a job. In the city Karlovy Vary (Czech Republic) by the help of the organization *Armáda Spásy*, there was a program "Step by step" implemented which objective was to provide help to young people leaving ethopedy facilities, marginalized people, people released from prison, and older people. This program was focused on social consultancy, practical help, work therapy and other services. It was re-socialization process consisting of several stages, which final objective was to return a client back to independent life and his/her integration into the society (Pavelková, 2010).

In our experiment, we worked with probants who could be primarily included into the first stage. The stages were considered as very important factor in selection of respondents for our research.

- 1) *The first stage*: an attempt for re-integration into the society.
- 2) *The second stage*: the specialists call this stage as a phase of regression.
- 3) *The third stage*: it is called a phase of resignation.

1.2 Legislation Framework Solving Homelessness Phenomenon

In the Slovak Republic, special local state authorities, local authorities including self-governing regions, but also non-governmental organizations deal with the issue of homelessness. Implementation of social services in order to mitigate poverty and to support protected shelters, asylum houses, personal hygiene centres and laundry rooms, as well as daily stationary institutions is of priorities of subsidy policy of the Ministry of Labour, Social Affairs and Family of the Slovak Republic. This policy is directed to implement projects of municipalities, higher territorial units, civil associations, foundations, and professional associations of legal entities, non-profit organizations providing generally beneficial services for public, registered churches and religious societies and Slovak Red Cross.

Applicable legislation defines tools of social policy that are based on the Constitution of the Slovak Republic. The Article 39, par. 2 states that "Everyone who is in material need is entitled to assistance necessary to ensure basic living conditions." Basic living conditions, it means one hot meal per day, necessary clothes and housing is defined in Art. 1 of the Act No. 599/2003 Coll. on Material Need Assistance and on Amendment and Supplements to certain Acts. This provision can be also applied on homelessness issue in practice.

Here are two lines of its application:

- a line of providing of social help in material need in the form of material need allowance and supplements to allowance, as well as by providing of a single allowance under competence of the self-governing authority and in some cases also at the level of central governmental authority (Ministry of Labour, Social Affairs and Family of the Slovak Republic-humanitarian care subsidy),
- a line of providing of social services in the facilities of social services established by self-governing authorities of self-governing regions, cities and municipalities or by third sector. This field is regulated by the Act No. 448/2008 Coll. on Social Services.

1.3 Importance of Differentiated-motivation Program

Social skills are a key aspect in life of a person who is suddenly on the street without help and perspectives. Many specialists understand motivation as: "A process, which essential feature is deliberateness and energization of behaviour" (Nuttin, 1985; Clemente, 1999). "Complex of factors that instigate, direct and maintain behaviour of a person, energize and manage its progress and outliving in relation to the outside world and towards him/her (Balcar, 1983). Motivation as an intra-psychic process reflects external and internal world of a person through which the person behaves, presents himself/herself, communicates, avoids penalties, achieves his/her life objectives and accepts well-earned rewards. Motivation and motivational activities are considered as one of the key factors which significantly participate in re-socialization process of a homeless person. Many researches and surveys point to the fact that by correct motivation it is possible to achieve significant differences in activity of homeless person (DiClemente-Prochaska, 1998; Miller-Rollnick, 1991; Prochaska et al., 1992). Motivation is a dynamic process which integrates and organizes mental and physical activity of the person in order to achieve the goal, while this activity can be objectively positive- it means it is directed to a certain object or it can be negative-it means it is directed from the object. Motivation of a person is a result of several objectively acting impacts and subjective formation of these impacts (Růžička, 1992). Motivation determines a level of activation, direction and persistence of behaviour. Motivation is a complex process which consists not only of material stimulus, but it is also conditioned by individuality and the whole personality of a person. In our case, it is not only a therapy, but coaching-it means leading of a client to re-socialization. Coaching (Prodaj, 2010) is one of psychological methods, which effect has been confirmed by many people.

1.4 Plan of Differentiated-motivation Program

We divided a strategy of performance of differentiated-motivation plan into five meetings that were carried out in the asylum and shelters in Nitra region. We named these five meetings and determined their content. We would like to present content of performed meetings in the following five programs that were focused on: Motivation, Support, Help, Presentation-development of skills-establishment and Discussion.

Motivation: This meeting was the first one and its aim was to start cooperation. It consists of mutual introduction, drafting of goals, monitoring of interest in cooperation, and drafting of requirements and rules. Among other things, we also focused on arousing of confidence as the first and very important step in the process of change.

Support: a program which keeps a client in a position that he/she wants a change. It solves possible failure fear of the client. It focuses on determination of fear barriers and tries to overcome these barriers of the client. In this program we want to apply trainings and exercises in order to realize personal possibilities to overcome personal obstacles in life, ability to solve different problems without breaking of rights of other people. This procedure is named "Program for Overcoming of Barriers" in Krištof project.

Help: development of self-confidence of the client. In this program we teach the clients how to write CV, application for work, motivation letter, etc. It also includes preparation of the client for a phone call and interview. Situation drills-role plays. Learning by fun.

Presentation-development of skills-establishment: these skills are present on each interview. They are also present when speaking with colleagues or a boss. In this program we also focus on development of social and communication skills.

Discussion: in this program we focus on the client in society. Integration of the client to the society by thinking about what to do and how to proceed. The aim of this program is to support needs of self-realization (Yeung, 2009) and increase self-esteem and values in life. Monitoring and analysis of possible failures we have met, determination of feedback about the performed program, focus on feelings and subjective well-being of a man. This program is also a prevention of falling back to despair or de-motivation.

2. Research Objectives, Methods and File

2.1 Objectives of the Research

An objective of this research was to investigate efficiency of the social work provided to homeless people in relation to interest and successfulness of their integration back to the society by differentiated-motivation programs. Regarding the research file and set objective, we used a method of experiment in our research. Our intention was to search for possibilities of more effective social help provided to homeless people, experimentally try and implement differentiated-motivation program for homeless people who live in asylum or shelters in Nitra region into practice. By questions used in the questionnaire we also focused on effectiveness of differentiated-motivation program in the context of re-socialization of homeless people and their establishment on the labour market. We obtained numeric data by measurement, which we statistically processed into research

data. Obtained data represent used research file of homeless people in the following districts of Nitra region: Levice, Nové Zámky, Šurany, Šaľa, Nitra, Topoľčany during 2012-2013. As far as there was no need to generalize the data, this fact shall be taken into account in interpretation of gained results.

2.2 Methods of the Research

To describe current issue-situation of these homeless people, we decided to use quantitative analysis in the first phase of research-in the form of questionnaire administration. Within the experiment carried out in the second phase of research, we applied a strategy of differentiated-motivation program. After finishing of experiment, we started the phase of evaluation in the form of questionnaire on the basis of quantitative analysis. We used mathematical statistics of chi-squared for statistical findings and analysis of collected data. Collected data were evaluated and statistically processed in SPSS program.

2.3 Research File

The research file consists of probants participating in the experiment and respondents who formed a separate group. They are young adult people (at the age of 19-29) and middle age (30-45 years old) living in the asylum/shelter. The research file consists of 120 subjects with different education and permanent address in Nitra region in the following districts: Levice, Nové Zámky, Šurany-part Kopec, Šaľa, Nitra, Topoľčany. Distributed questionnaires in asylum were marked by initials of names of the clients. A sampling file formed a summary of experimental groups and controlled groups-120 respondents in total living in the asylum/shelters.

2.4 Results of the Research

Table 1. Sex-experimental groups

District	Sex-Experimental groups				Total	
	Male		Female		Number	%
	Number	%	Number	%		
Levice	6	60.00%	4	40.00%	10	100%
Nové Zámky	2	20.00%	8	80.00%	10	100%
Šurany	4	40.00%	6	60.00%	10	100%
Šaľa	8	80.00%	2	20.00%	10	100%
Nitra	7	70.00%	3	30.00%	10	100%
Topoľčany	5	50.00%	5	50.00%	10	100%

Legend: %-relative number

Table 2. Sex-controlled groups

District	Sex-Controlled groups				Total	
	Male		Female		Number	%
	Number	%	Number	%		
Levice	5	50.00%	5	50.00%	10	100%
Nové Zámky	7	70.00%	3	30.00%	10	100%
Šurany	6	60.00%	4	40.00%	10	100%
Šaľa	2	20.00%	8	80.00%	10	100%
Nitra	5	50.00%	5	50.00%	10	100%
Topoľčany	7	70.00%	3	30.00%	10	100%

Legend: %-relative number

H1: Differentiated-motivation programs have positive impact on successfulness of re-socialization of homeless people.

Table 3. Was participation on DMP (differentiated-motivation program) in EG/motivation strategies in CG positive for your communication with other people on public when searching for a job?

Was participation on DMP (differentiated-motivation program) in EG/motivation strategies in CG positive for your communication with other people on public when searching for a job?	yes		no		rather yes		rather no		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%
Experimental group 1-6	39	65.00%	0	0.00%	21	35.00%	0	0.00%	60	100%
Controlled group 1-6	0	0.00%	0	0.00%	15	25.00%	45	75.00%	60	100%

Legend: %-relative number, χ^2 -Chi-squared test, Df-degree of freedom, p-level of importance

$\chi^2 = 85.0$ Df = 2 p = 0.000

Based on arisen data it can be stated that by application of DMP in the experimental groups 1-6 we achieved the following results: (65.00%) homeless people stated in the questionnaire that participation on DMP was positive for them when searching for a job and (35.00%) of homeless people who participated in the program chose the answer "rather yeas" in relation to finding of a job. Results in the controlled group 1-6 showed significantly high difference, where (25.00%) of homeless people think that motivation strategies of a social worker rather helped them in communication with other people in public and (75.00%) of homeless people clearly stated the answer "no". We can state that the application of DMP was positive for homeless people in relation to their success in the labour market. We would like to note that we consider successfulness in the labour market as an aspect of successful re-socialization. According to the value of Chi-squared (85.0) and its respective signification (p = 0.000) we can state that there is statistically significant difference between the monitored groups. On the basis of obtained data we can say that when comparing DMP with the motivation strategies, DMP was more successful among homeless people, who, after participation on this program, were more successful in finding out a job. These results are confirmed by information contained in the tables showing data according to district and number of clients successfully established in the labour market for the period of 6-12 months.

Table 4. Please, specify your successfulness in the labour market (after participation on DMP)-experimental groups

District	Successfulness in the labour market-Experimental groups				Total	
	Yes (for the period of 6-12 months)		No (for the period of 6-12 months)			
	Number	%	Number	%	Number	%
Levice	5	50.00%	5	50.00%	10	100%
Nové Zámky	4	40.00%	6	60.00%	10	100%
Šurany	6	60.00%	4	40.00%	10	100%
Šaľa	3	30.00%	7	70.00%	10	100%
Nitra	4	40.00%	6	60.00%	10	100%
Topoľčany	7	70.00%	3	30.00%	10	100%

Legend: %-relative number

Table 5. Please, specify your successfulness in the labour market-controlled groups

District	Successfulness in the labour market-Controlled groups				Total	
	Yes (for the period of 6-12 months)		No (for the period of 6-12 months)			
	Number	%	Number	%	Number	%
Levice	4	40%	6	60%	10	100%
Nové Zámky	2	20%	8	80%	10	100%
Šurany	4	40%	6	60%	10	100%
Šaľa	4	40%	6	60%	10	100%
Nitra	3	30%	7	70%	10	100%
Topoľčany	2	20%	8	80%	10	100%

Legend: %-relative number

Results indicated in percentage specified in the tables' present successfulness of probants and respondents in the labour market during the period of 6-12 months. It can be seen from the table of experimental groups how many homeless people found out a job and in which district. We took into attention not only permanent jobs, but also different temporary works (such as brigades, graduate practice, and seasonal works). From the total number of 60 probants in the experimental groups, 29 homeless people were successful in finding out of a job. When comparing with the controlled group, it is for 10 respondents less from total number of 60 asked people. 31 probants in the experimental group and 41 probants in the controlled group were not successful in the labour market during the period of 6-12 months. We must also take into consideration impact of economic crisis, unfavourable economic situation, and employment possibilities within the district, age and sex. Homeless people from (EG) from the municipalities: Šurany, Topoľčany and Levice can be considered as very successful during the period of 6-12 months. By deeper analysis it can be confirmed that women were more successful in the labour market than men. In the research we recorded that during the period of 6-12 months respondents from EG from the municipalities Levice, Nové Zámky, Šaľa, Nitra were rather not successful in the labour market despite their participation on DMP. When comparing the results from the controlled groups with the results from the experimental groups it can be stated that the results from the controlled groups show lower values of successfulness of respondents in the labour market. In the controlled groups we based on a way how the social worker managed motivation strategies. It was proven that non-participation on DMP in each district caused rather unsuccess or lower success of the respondents in the labour market in comparison with the values from the experimental groups. Based on Chi-squared (35.6) and its respective value of significance ($p = 0.000$) we can state that there is statistically significant difference between monitored groups EG 1-6 and CG 1-6 in this question. Significant difference can be namely seen in comparison of EG and CG in the category "yes", where (60.0%) of probants stated that participation on DMP strengthened their self-confidence when they applied for a job, while only (13.00%) of respondents in CG chose "yes" answer, while these people did not participate in the program and used only motivation strategies held by the social worker. Significant difference is showed by percentage evaluation in case of the category "less", where (62.0%) of respondents from CG stated that the motivation strategies strengthened their self-confidence less; in case of EG the value was (40.00%).

H2 Differentiated-motivation programs participate in increasing of interest of homeless people in finding of a job.

Table 6. Are you interested in finding of a job?

Are you interested in finding of a job?	yes	%	no	%	I am happy with this way of life	%	others	%	Total	
									Number	%
Experimental groups 1-6	55	91.70%	0	0.00%	5	8.30%	0	0.00%	60	100%
Controlled groups 1-6	28	46.70%	0	0.00%	32	53.30%	0	0.00%	60	100%

Legend: %-relative number, χ^2 Chi-squared test, Df-degree of freedom, p-level of importance

$\chi^2 = 85.0$ Df = 1 $p = 0.000$

Table 6 presents that in case of EG (1-6), where DMP was applied, (91.70%) of probants answered that their interest in finding of a job was increased and (8.30%) of probants stated that they are happy with their current way of life. In comparison with CG (1-6) we recorded the following data: (46.70%) of respondents stated that they want to find a job and (53.30%) of respondents stated that they are happy with this way of life. We can state that DMP influenced the probants more than respondents who did not participate in this program and used motivation strategies managed by the social worker. From these results we can also confirm reaction of the probants who perceive training with the lecturer as very stimulating and beneficial for their lives. Statements of 32 respondents who chose the possibility "I am happy with this way of life" is very interesting. Here we can see the phase of resignation and hopelessness from their current situation. Based on the value of Chi-squared (28.5) and its respective signification ($p = 0.000$) we can state that there is statistically significant difference between the experimental and controlled groups. It means that DMP held by a coach was more effective and more probants were motivated to find a job than the respondents in the controlled groups who did not participate on this program.

Table 7. Can you state in what the motivation program/motivation strategies helped you to find a job?

Can you state in what the motivation program/motivation strategies helped you to find a job?	I am more communicative	%	I am more responsible	%	I have energy to go on	%	in nothing	%	Total	
									Number	%
Experimental groups 1-6	32	53.30%	4	6.70%	24	40.00%	0	0.00%	60	100%
Controlled groups 1-6	0	0.00%	0	0.00%	36	60.00%	24	40.00%	60	100%

Legend: %-relative number, χ^2 -Chi-squared test, Df-degree of freedom, p-level of importance

$\chi^2 = 62.4$ Df = 3 p = 0.000

Table 7 contains answers of probants and respondents to the question by which we asked: How did the motivation program/motivation strategies help you? The probants and respondents answered as follows: (53.30%) of probants from EG (1-6) think that they are more communicative after participating in DMP and (40%) of probants state that the program gave them energy to go on. In comparison, CG (1-6) did not participate in DMP and so we based on motivation strategies carried out by the social worker working in the asylum/shelter. The first category "I am more communicative" was marked by no respondent, similarly it is with the second category "I am more responsible". However, (60.00%) of respondents chose the category "I have energy to go on" and (40.00%) of respondents marked the answer "in nothing". Based on the value of Chi-squared (62.4) and its respective signification ($p = 0.000$) we can state that there is statistically significant difference between the experimental and controlled groups. The differentiated-motivation program held by the coach strengthened the probants in development of communication in the labour market and gave them the energy and strength to go on. It cannot be stated that only DMP performed under the guidance of the coach is important. Also the motivation strategies presented by the social worker fulfil their positive purpose. The statistical indicator in the category "I have energy to go on" marked by (60.00%) of respondents show that the social worker tries to support a client in his/her fight to succeed and find a job. The answer "in nothing" was very significant for us, as far as it was marked by 24 asked respondents. This answer indicates also efficiency of the motivation strategies presented by the social worker, which the respondents perceive as very weak providing them no help. This attitude can be also caused by the fact that the respondents got used to this way of life, any activities and help is put on social workers who should find jobs for them.

H3 Differentiated-motivation programs increase interest of homeless people to change their attitude to life

Table 8. Did the motivation strategies encourage you to change your attitude to your life?

Did the motivation strategies encourage you to change your attitude to your life?	yes	%	no	%	Rather yes	%	Rather no	%	Total	
									Number	%
Experimental groups 1-6	5	8.30%	0	0.00%	31	51.70%	24	40.00%	60	100%
Controlled groups 1-6	0	0.00%	4	6.70%	20	33.30%	36	60.00%	60	100%

Legend: %-relative number, χ^2 -Chi-squared test, Df-degree of freedom, p-level of importance

$\chi^2 = 11.0$ Df = 2 p = 0.004

Percentage answers gained in separate categories were almost identical. The Table 8 shows an answer to the question in which we wanted to find out whether the motivation strategies encouraged a respondent to change his/her attitude to life. The probants in EG 1-6 answered as follows: (8.3%) of probants marked the answer yes, (51.7%) of asked marked the answer "rather yes" and (40%) of probants marked the answer "rather no". When comparing with CG 1-6 answers to these categories are almost the same. Based on contained results we can state that the motivation strategies affect a person positively, while it is necessary to take each person as individuality. Based on the value of Chi-squared (11.0) and its respective signification ($p = 0.000$) we can state that there is statistically significant difference between the experimental and controlled groups.

Table 9. Are the motivation strategies presented by the social workers effective in order to achieve change of your attitude towards life?

Are the motivation strategies presented by the social workers effective in order to achieve change of your attitude towards life?									Total	
	yes	%	no	%	Rather yes	%	Rather no	%	Number	%
Experimental groups 1-6	0	0.00%	32	53.30%	4	6.70%	24	40.00%	60	100%
Controlled groups 1-6	0	0.00%	20	33.30%	0	0.00%	40	66.70%	60	100%

Legend: %-relative number, χ^2 -Chi-squared test, Df-degree of freedom, p-level of importance

$\chi^2 = 10.08$ Df = 2 p = 0.005

The Table 9 shows that (53.30%) of respondents in the experimental groups stated that motivation strategies presented by the social workers are not effective in order to change their attitudes towards the life and (40.00%) of probants chose the answer "rather no". The category "rather yes" was chosen only by 4 probants. In comparison with the controlled group, (33.30%) of respondents marked a category "no" and (66.70%) of the respondents stated the possibility "rather no". Based on the results it can be stated that the motivation strategies used by the social workers do not have to depend on success and personality of the social worker, but on a client and his/her willingness to change his/her attitude to life. Based on the value of Chi-squared (10.08) and its respective signification ($p = 0.000$) we can state that there is statistically significant difference between the experimental and controlled groups. DMP held by the coach was more effective in case of the probants who changed their attitudes to life than in case of respondents in the controlled groups, where they participated in the motivation strategies held by the social worker. It means that we accept the hypothesis no. 3 and so it can be stated that the motivation strategies, applied by DMP or via social workers, contribute to increase of interest of homeless people living in the asylum/shelters to change their attitude towards life.

H4 Differentiated-motivation programs for homeless people are more effective than consultations which are currently provided in the asylum.

Table 10. Do you think that DMP (differentiated-motivation program in EG) and motivation strategies in CG could help a client staying in the asylum/shelter return back to normal life in the society?

Do you think that DMP (differentiated-motivation program in EG) and motivation strategies in CG could help a client staying in the asylum/shelter return back to normal life in the society?									Total	
	yes	%	no	%	Maybe yes	%	I do not know	%	Number	%
Experimental groups 1-6	15	25.00%	0	0.00%	45	75.00%	0	0.00%	60	100%
Controlled groups 1-6	0	0.00%	57	95.00%	0	0.00%	3	5.00%	60	100%

Legend: %-relative number, χ^2 -Chi-squared test, Df-degree of freedom, p-level of importance

$\chi^2 = 72.5$ Df = 2 p = 0.000

The Table 10 shows that respondents in EG 1-6 indicate positive opinion which was demonstrated in number of "yes" categories (25.00%) and "rather yes" (75.00%) chosen by homeless people living in the asylum/shelter. In comparison with the opinion presented in CG, where (95.00%) of respondents clearly chose the answer "no", it is evident that the respondents, who did not participate in this program, still have negative attitude towards its efficiency. A new form of help was not understood by them; they did not see solution of their situation in DMP,

but rather in the question of housing, family background and work. According to the value of Chi-squared (72.5) and its respective signification ($p = 0.000$) we can state that there is statistically significant difference between the monitored groups. In this question the probants in the experimental groups and the respondents in the controlled groups have different opinion on efficiency of DMP which could integrate them into the society. The results can be also influenced by the fact that the lecturer who held DMP in the asylum/shelter could more efficiently motivate the probants to change their way of thinking than the social worker who cannot have such skills.

Table 11. What could be improved in provision of consulting services by social workers in asylum/shelters?

What could be improved in provision of consulting services by social workers in asylum/shelters?			Personal-individual approach		Nothing, my experiences are positive		I cannot judge		Accompanying		More time		I do not have experiences		Total	
			%		%		%		%		%		%		Number	%
Experimental group 1-6	26	43.30 %	0	0.00 %	0	0.00 %	24	40.00 %	10	16.70 %	0	0.00 %	60	100 %		
Controlled group 1-6	16	26.70 %	0	0.00 %	0	0.00 %	32	53.30 %	12	20.00 %	0	0.00 %	60	100 %		

Legend: %-relative number

Based on this question it can be stated that (43.30%) of probants in EG 1-6 marked the possibility "personal-individual approach", while this answer was marked by (26.70%) of respondents in CG. Regarding the other possibilities, (40.00%) of probants marked the answer "accompanying" and (53.30%) of respondents from CG also marked this answer. Only 12 respondents (20.00%) in the CG 1-6 marked the answer "more time". The contingent table contains the answers of probants and respondents who have almost the same opinion on what could be improved in provision of consulting services by the social workers. The most important answer in EG 1-6 and CG 1-6 was the category "accompanying", as far as both probants and respondents have a feeling that they need someone who would help them to establish in the labour market, encourage them and rely on. Based on the results we can state about the hypothesis No. 4 that DMP is more effective for homeless people living in the asylum/shelter than the consulting services currently provided in the asylum/shelter. We accept this hypothesis.

2.5 The Most Important Conclusions Are Listed Below

We consider the research carried out with homeless people by using of DMP method as unique in Slovakia. Only few researches are carried out in this field. Results of most of the researches are focused on a problem of housing and health condition. We consider obtained results as very encouraging for the practice, which leave a space for further research studies. The results of the research point out on selection of suitable interventions for the practice, as well as on a need to set a new type of help, it means to innovate. This information could be also used as a good impulse for submitting of new projects focused on work with this target group. New information in the field of work with homeless people living in the asylum/shelters could contribute to better and more complex orientation in this issue.

Man as a biological creature becomes a full human being only after he/she acquires knowledge, norms, values and other elements of culture of the society in which he/she lives and receives customary ways of behaviour during the process of socialization. Ontological process changing a man into a member of society is called socialization. It can be defined as "full and consistent dedication of an individual into objective world of society or part of the society."

The term re-socialization means a process of re-integration of an individual into the society but also:

- re-education by social support,
- re-education by reconstruction of a person,
- re-education by re-learning,
- re-education by inter-personal approach.

During the process of re-socialization, the client is in social interaction with other persons, what helps him/her to learn and acquire his/her new social role, deepen, understand and acquire behaviour accepted by the society. The individual can agree with the process of re-socialization or can intentionally oppose-openness of a new environment and relations to old environment are of great impact.

The goal of each re-socialization program is to help a homeless person to find new meaning of life, to restore family relations or to find new partner or friend, to obtain adequate housing and to have finances for its maintenance. Help which starts with the first visit of organization providing help must be directed to achieve this goal. A basic presupposition of successful re-socialization process is that we do not perceive a client as an object of care, but as an active subject who is co-responsible for solving of existing problems, who participates on their elimination and minimization, who mobilizes his/her own sources, skills and possibilities and who enters into this process voluntary, actively and who is motivated.

Within the process of re-socialization, the client undergoes several re-socialization phases. In ideal case, the following phases shall follow:

- 1) **phase-adaptation**-it takes place during the first months of the client stay in re-socialization centre; it is performed by active participation of the client on activities of respective re-socialization centre and the care is focused on re-education; during this phase the client is provided with maximum information about the whole community and principles and he/she has got his/her own therapist,
- 2) **phase-confrontation**-it takes place in the subsequent months; this phase is focused on inter-personal regulation of an individual (personality, relationship, emotions, will and attitudes of the individual); the client has to fulfil his/her work duties arising from his/her position; during this phase the therapist has to work with the client and if possible, also cooperate with close people who can help the client to return back to society.
- 3) **phase-decisive**-it takes place in the third quarter of stay of the client in the centre; it concentrates on implementation of processes focused on total physical and psychological rehabilitation of the individual and on achievement of the highest level of personal and physical development of the client and his/her work performance; during this phase, the client has more responsibilities not only for himself/herself, but also for the whole community and clients in lower phases of rehabilitation; the clients are responsible for checking of things of new incoming clients.
- 4) **phase-preparatory**-it takes place during the last (contact) phase of stay of the client in the centre and during the first weeks after his/her return back to normal life, it is performed by strengthening of positive habits and self-regulatory mechanisms; the client concentrates on his/her life after leaving the re-socialization centre, he/she prepares for leave and tries to find out a job.

Nowadays, there is a trend that a social worker working with homeless people concentrates on their re-socialization. Important connecting element of all re-socialization activities is a deep individual work. The social worker working with the client has to be qualified in order to achieve the most possible effective results. On the basis of a long-term work with the client, the social worker starts to know his living conditions and background and tries to gain his/her confidence. Then the client is more open to solve his/her situation. The social worker can help him/her to elaborate a sequence of steps, to determine goals that can be really achieved and to motivate him/her in gradual fulfilment of these goals. The social worker cannot solve set tasks instead of the client; he/she can just help if asked by the client. The social worker should meet the client at least once per two weeks to access the progress. One social worker should look after ten clients maximum, but in deep. However, activities of the social workers are much wider. Among other things, they also provide common consulting services to homeless persons within the following fields:

- **Work:** Motivating of the client to find a job, preparation of the client (curriculum vitae, phone calls, preparation for an interview), finding a suitable job, contacting of an employer. Verification of successful integration of the client into the employment.
- **Housing:** Assessment of possibilities of the client, finding of suitable housing, also after leaving the shelter, help with provision of housing allowance.
- **Social welfare:** Based on assessment of the status of the client, finding out of social welfare possibilities

(material need benefit, compensation contributions, pensions) and help with their provision by the authorities.

- **Basic documents:** Providing the client information about the way how to get basic documents (birth certificate, change of permanent residency, identification card) and communication with the authorities.

- **Health and addictions:** Solving of health problems of the client-both mental and physical (change or finding out of a general practitioner, contributions, therapy, and disability).

- **Personal problems and family life:** Individual consultations with the clients with the aim to find out possibilities of solving of their personal and family problems (partnership, relationship parent-child).

- **Legal problems:** Informing the clients about possibilities of legal protection in the field of civil and criminal law, particularly executions, divorce, maintenance, paternity.

3. Limitations

Besides the limits proven later we assume that the findings obtained in the real experiment can be used for further research and can help to implement new knowledge into practice in the work with homeless people. At first, the research file can be considered as a limiting factor, because our file consisted on people living in the same region. Situation in other regions can be different what could cause significant contradictions in findings. Beside the fact that data collection was limited, we know that we cannot generalize collected data to the entire population. It is also necessary to take current economic situation of the country, as well as impact of economic crisis into consideration. We think that these factors had the greatest impact on our file. Due to economic crisis, employees were repeatedly dismissed from employment and working positions were cancelled. Great limit is also a lack of research studies focusing on issue of homelessness, where a research would concentrate on implementation of motivation elements in order to achieve re-socialization of homeless people. This information can be obtained only from performed projects and very limited number of researches.

4. Conclusion and Discussion

Regarding the research file, the obtained research data cannot be generalized, as far as the aim was not to generalize the results. This must also be taken into account when determining the conclusions.

In the first question we wanted to find out what the positive impact of the social work that can be used by homeless people is. When verifying this question we defined a presupposition (H1) Differentiated-motivation programs have positive impact on successfulness of re-socialization of homeless people. We found out that it is necessary to strengthen a team of specialists working with this marginalized group. We had one coach and one volunteer in our case. Their work was different, because during one day they spent 3 hours with them. Motivation program was carried out twice a week and they discussed about work and life achievements and success, as well as about failures. During our research it was proven that one motivation hour is very short time. We assume that if we met with the probants more often, the results would be significantly different. It was confirmed that to work with this kind of social group, it is necessary to have a wider staff (priest, psychologist, doctor). When comparing percentage results obtained in the experimental groups and controlled groups we can state that we increased resolution of these people to find out jobs by motivation program. By our research we found out that people living in the asylum shorter where more successful in finding of job than the people staying in the asylum for longer time. Their strength and motivation is weakened what can be affected by resignation or illusion of comfortable life not realizing further consequences. However, we must also take into account creating of possibilities and new jobs, so homeless people can establish in the labour market. Nowadays we can again see reduction of jobs what will have impact on increase of unemployment, and so less possibilities to find a job.

In the second research question we tried to find out what the interest in work or in travelling to work is in case of homeless people? When verifying this question we defined a presupposition (H2) that: Differentiated-motivation programs participate in increasing of interest of homeless people in finding of a job. We accepted the hypothesis 2, as far as the research results confirmed us successfulness of DMP applicability in increasing of interest of homeless people in finding of a job. In case of this hypothesis, we based not only on results from the research, but also on results from experiences reflected by organizations working with this group of people. In comparison with our results obtained in this research we came to conclusion that not only individual help is necessary, but also a group form of help is very effective. Probants reflected their feelings as follows: *"I became a friend with other people", "Problems of other people, their existence and acting opened my eyes"* and similar statements often repeated. We monitored successfulness in the labour market in our research for the period of 3 months and for the period of 6 months in the labour market.

We asked the social workers the same question. They expressly confirmed us the fact that people who come and meet them from the beginning of their stay in the asylum and are shorter here (for about 2 months) are much more interested in changing their situation than people staying in the asylum for longer time, who meet with failures effecting their mental condition. These people finally feel that they are useless and redundant. They start to think about their life failures, start to wander outside, meet people from even lower layers of society (most of them are people who were in the shelters, but who fell to the bottom and did not want to come back), who do not want to return to normal life or accept rules of the society, and they finally start to live with them and leave the asylum/shelters. Interest in finding of a job changes into interest in alcohol, wandering, begging, up to their death.

By the last research question we wanted to find out whether the differentiated-motivation programs are more effective in the process of re-socialization of homeless people. In connection with this goal we wanted to find out in our subject of research whether "Differentiated-motivation program increases interest of homeless people in changing of their attitude to life" (H3). We considered re-socialization through a concept of establishment in the labour market which is directly related to change of attitude to life. Based on the obtained results we refused the hypothesis 4, and so we can state that in case of experimental groups motivation strategies used by the social workers or differentiated-motivation program held by the coach do not contribute to increase interest of homeless people in changing of their attitude to life resulting in re-socialization. We realize that this statement can be influenced by a whole set of stimuli affecting the homeless people. For example health condition, inner mood, frustration or a sense of inferiority affect the mental condition of a person. On the other side we realize that it can be affected by a motivation program within a short period. In case of homeless people interventions must be longer, as far as mental condition of a homeless person is affected by different life history. It is also necessary to take into account individuality of each person. Social workers drew our attention to the fact that learning of homeless people to good practice and healthy life style is long-term and very exhausting. But it is not possible to take care of such person 24 hours a day. The homeless person is an adult who decides on his/her own. He/she chooses what is the best and the most acceptable for him/her. We can provide just guidance to him/her, but we do not know the final effect. And it is even harder in case of older homeless person. Lešková (2009, p. 114) notices that "The biggest group among the homeless people is formed by men at the age of 30 to 50. However, during the last years still more women, or even families with small children have become homeless. Number of homeless men may be equal to two-thirds up to three-quarters of total number of homeless people depending of a country. A risk group is particularly young people at the age of eighteen to twenty-five. Many young people are suddenly in the street after they have to leave orphanages, or due to bad family situation (alcoholism of parents, very bad financial situation), but also because of drugs. "Young people from orphanages often listen to us, or even they are able to make many things by themselves. It is easier to form them. On the other hand older people have difficulties to adapt to new things required by current very fast era.

H4: Differentiated-motivation programs for homeless people are more effective than consultations which are currently provided in the asylum. Based on the results we can state about the hypothesis No. 4 that DMP programs for homeless people are not more effective than the consulting services currently provided in the asylum/shelter. In general, work with people is extremely wide issue, and we can deal with more aspects than just motivation. It can be stated that motivation of homeless people is also very important for subjective value. We think that a priority element of work with this target group of people is targeted motivation focused on change of their way of life. We are aware of the fact that determination of difference in successfulness between the consulting services and differentiated-motivation program can be affected and depend on current economic situation in the country. Of course this fact is also reflected in the statement from several studies according to which unemployment-particularly long-term unemployment can cause loss of working skills and ability to learn, loss of self-confidence and motivation. It can have harmful psychological consequences and in marginal cases it can lead to extreme reactions such as criminality, or even suicide (Kvapilová, 2007). In regard to multi-dimensional character of long-term forms of unemployment, strategies focused on their prevention are effective only if they have complex and integrated character. There is no medicine against long-term unemployment and its reduction requires interventions at the levels of different public policies focused on:

- better focusing of active measures taken in the labour market on the segment of long-term unemployed people,
- harmonization of vocational education with needs of the labour market,
- strengthening of importance and tasks of lifelong education,
- equality of opportunities and especially equality of opportunities in access to the labour market,
- strengthening of motivation stimuli to return back to the labour market.

In order to fulfil this character of complexity and integrity, it is also necessary to take into account homeless people.

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