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QUALITY OF SOCIAL SERVICES- THEORETICAL APPROACHES AND PRACTICAL CHALLENGES¹

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***Abstract:** This theoretical article describes and discusses the concept of quality in relation to the evaluation of social work practice. It presents some basic perspectives on quality as well as the transference of the concept of quality in social work practice. The quality in social work practice is a very multifaceted phenomenon and the concept can be approached from different perspectives and with different foci. Due to the complex nature of the practice, interventions cannot be fully standardized and their effects on the life of people are not always evident. We hope that the present article can be useful for those who initiate, conduct, and utilize evaluation of social work. Furthermore, we hope that it can contribute to an increased awareness of the importance of studying quality of social services.*

***Keywords:** quality, social service, standards*

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