

College: **Charles University in Prague**

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Abstract of the thesis

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The name of the thesis: **Selected personality traits associated with social inclusion of clients selected contact center**

Abstract

The aim of my thesis is to specify the personality feature of contact center's clients and their association with the degree of social inclusion. A sub-objective is to identify the most common personality feature and associated with the use of addictive substances.

The theoretical part of my thesis is particularly engaged in theme of personality definition, personality structure, selected personality theory, Jung's concept of personality, an indicator of personality types of Myers and Briggs, social exclusion and social inclusion, lifestyle drug users, research on the personality types of drug users.

In the research part of my thesis there are mediate the answers to research questions with the assistance of the statisstic analysis SPSS of the data. Data collection methods used are the MBTI questionnaire and selected questions from the questionnaire EuropASI.

In discussion I consider the suitability intend MBTI questionnaire for the target group, the possibilities and limits of using a questionnaire and the possibilities of the application of knowledge in relevant organization.

Key words

personality feature- social exclusion- social integration- drop-in centre- drug users