

## **ABSTRACT**

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**The congruence personality types and the conventional environmental with work motivation by customer service call center inbound in cellular provider X; (Widya Risnawaty, M. Psi & Dra. Ninawati, MM). Bachelor degree in Psychology, Tarumanagara University (66 pages; P1-P3; L1-L40).**

This research is a correlational study between the congruence personality types to the conventional environmental and work motivation by customer service call center inbound in cellular provider X. This is a significant between the congruence personality types and the conventional environmental with work motivation by customer service call center inbound in cellular provider X. Sample in this research are all of customer service call center inbound in cellular provider X on March 2009. This research use Spearman correlation method and found that  $r(139) = 0.259$  with  $p/\text{sig} = 0,002$  and  $p < 0,01$ . Results indicate that there is a correlation and significant on modest level between the congruence personality types and the conventional environmental with work motivation by customer service call center inbound in cellular provider X. There are other factors that significant with working motivation.

Key words: personality types, conventional environmental, work motivation, customer service call center inbound.