

test center

by People Systems

Administrative Assistant/ Clerical Assessment Report

Candidate: XXXXXXXXXXXX
Username: XXXXXXXXXXXX
Date: XXXXXXXXXXXX

Sample Report

The following pages represent a report based on the results of a psychological assessment. The profile presented below summarizes key results in each area compared against general population norms (indicated by the descriptors Low, Below Average, Average, Above Average, and High) and with norms for high performers in the type of job for which the candidate is applying (indicated by the shaded areas). The candidate's score is indicated by the diamond symbol : ◆

ALL RESULTS SHOULD REMAIN STRICTLY CONFIDENTIAL

	Low	Below Average	Average	Above Average	High
Agreeableness			◆		
Conscientiousness				◆	
Detail Mindedness			◆		
Emotional Stability / Resilience			◆		
Extroversion			◆		
Flexibility		◆			
Impression Management					◆
Integrity	◆				
Intrinsic Motivation					◆
Long Tenure Potential			◆		
Orderliness		◆			
Responsive Service			◆		
Tough Mindedness			◆		
Work Drive			◆		

Test	Percent Correct Score	This score is considered to be:
Filing Aptitude	98% Correct	High Score

Test	Percent Correct Score	This score is considered to be:
Grammar & Spelling Test	92% Correct	High Score

Explanation of this “Percent Correct” Aptitude Score

The scoring for tests like this one is based on a “percent correct” calculation which is total number of correct answers divided by total number of questions on the test. The candidate has ample time to complete each question, so it is possible to achieve a 100% score.

Lower scores suggest the candidate will make a high number of errors on the job. Their basic skills in this topic area are probably lacking. If hired, you need to consider on-the-job training in this topic area.

Higher scores suggest the candidate is less likely to make mistakes of this type on the job. Their skills are adequate to good, so they can probably improve accuracy as they practice tasks on the job - especially if you give them feedback about errors as they occur during job performance.

We offer the following guideline:

0% to 50% correct	51% to 70% correct	71% to 85% correct	86% to 100% correct
Low Score	Below Average	Above Average	High Score

Most companies are simply trying to weed out candidates who would have the most trouble handling job tasks of this nature. If that is the case, you need to think about what is the lowest “Percent Correct” score you will tolerate. If errors are not particularly costly to your operations, then you may be able to accept candidates who score in the Below Average range.

Some companies are trying to enhance the overall quality of their workforce with the use of standardized aptitude testing. If this is the case for your company, then we advise that you accept candidates in the Above Average or High categories. If errors of this nature cause very serious problems in your company, then you should only hire people who score in the High category.

Personality Assessment

Strengths:

- For the most part, she is agreeable and easygoing at work. Scarlett will usually avoid disagreements, conflict, and arguments with other people.
- She can be counted on to perform her work in a reliable and conscientious manner. Scarlett typically honors her commitments and fulfills her obligations.
- She is usually stable and in control of her emotions. Scarlett can handle most normal forms of job stress without lowering her job effectiveness.
- Scarlett tends to be cordial and sincere in her work-based interactions. She won't be swayed by social factors when making decisions or attending to her own job tasks and duties.
- She prefers to set up a standard way of doing things and establish a routine that leads to predictable outcomes. Scarlett supports established organizational conventions and protocol.
- She is attuned to what is the right thing to say and do in social situations. Very observant and shrewd, she tries to evaluate the consequences of her decisions before committing herself to a course of action.
- She is much more motivated by intrinsic rewards on her job than by extrinsic, tangible factors. Scarlett appreciates recognition in the form of praise and recognition of her contributions. She is also attracted to variety and personal responsibility for work outcomes.
- While she can be logical and analytical in the way she appraises problems, Scarlett is also attentive to and respectful of the feelings and emotional states of other people.
- Generally, Scarlett works hard enough to meet most job demands while also achieving a balance between work and the rest of her life. Her work drive registers as being about average.

Developmental Concerns:

- She can occasionally come across to others as stubborn and argumentative. Scarlett could be more consistently agreeable and amiable when interacting with other people on her job.
- Her work may not meet your expectations for accuracy and attention to detail, so Scarlett's supervisor needs to take extra time to review her work for errors and deficiencies. Scarlett needs training on ways to do error proofing.
- High levels of job stress and chronic pressure may undermine Scarlett's ability to handle her emotions in a stable, mature manner. She may need to develop more effective coping skills for such situations.
- In work situations where good communication skills are needed, Scarlett could be more cheerful, outgoing, and sociable. She may need to communicate more readily at times.
- Not particularly adaptable or flexible, Scarlett can become set in her ways at times, which could limit her ability to respond to changing needs and demands in the workplace.
- Those working with Scarlett may find it difficult to get to know her or to fully trust what she says. She could improve her interpersonal effectiveness by being more authentic and genuine in the way she presents herself to the people she works with.
- Scarlett registers as having a low score on our measure of integrity. She may act in ways that others consider to be illegal, unethical, or morally questionable. If hired, Scarlett needs to be educated on the company's definition of proper behavior in work situations, ethical standards, and consequences for violating rules and guidelines.
- She may sometimes need to be more methodical and orderly in the way she performs her job tasks and assignments, especially when trying to manage a large amount of data or material.
- She could strengthen her customer service orientation. Scarlett could be more responsive to the needs and preferences of customers in her job capacity.
- Scarlett does not have a high work drive. She sometimes needs to step up her work intensity and invest more time and energy into her job, especially during highly demanding situations.

INTERVIEW QUESTIONS

After reviewing the assessment results for this candidate, you may want to conduct a structured interview to further explore and clarify some specific concerns. The interview questions listed below reflect areas of concern raised by the assessment results. You should keep asking questions until you have gained confidence in your assessment of the candidate. You can use some or all of these questions when interviewing the candidate. You will probably want to customize these questions to best fit your style and what you already know about the candidate as well as the job for which s/he is being considered. Most of these are behavioral description items which ask the candidate to describe specific behavior on the job. Some additional probes which you might want to use with individual questions are:

- * When did this take place?
- * What factors led up to it?
- * What were the outcomes?
- * What did others in the organization say about this?
- * How often has this type of situation arisen?

EMOTIONAL STABILITY/RESILIENCE

- Tell me about a time when you had to keep on working despite having some problem or concern weighing on your mind. [Probes: How long did it go on? How was it resolved? How often has this kind of thing happened in the last six months?]
- Stress is a natural part of most work environments these days. Describe a situation where some significant form of stress has impacted you on your job and how you dealt with it.
- Describe a situation where you learned to live with something stressful at work.

INTEGRITY

- What would you do if you discovered that a coworker had been taking home office supplies without permission and without telling anyone?
- Under what conditions would it be acceptable to ignore or bend a company rule or policy?
- Describe what you would do if your boss asked you to keep quiet about some data he or she was falsifying for the annual company report.
- Under what circumstances would it be OK to claim a sick day (even though you were not sick) to deal with a personal problem at home?

INTRINSIC MOTIVATION

- Tell me which factors define success for you in a job.
- Describe how your feelings of job satisfaction are affected by how much challenge and variety you have at work.
- Tell me what you would do if your job became repetitive and routine.
- Describe the kind of work that really motivates you.

ORDERLINESS

- All of us learn from our errors and mistakes. Tell me about the most recent error or mistake you learned from. [Probes: What was the error or mistake? What did you learn from it? What did you do to prevent it from happening again?]
- Tell me about a time when your organizational skills paid off and helped solve or prevent a problem at work.
- Sooner or later all employees have to make some trade-offs between working quickly and doing a sufficient quantity of work versus working precisely and doing work of the highest quality . Tell me about an occasion at work when you traded off quality for quantity or when time constraints forced you to compromise on thoroughness or attention to detail. [Probe: How did you feel about having to make such a trade-off?]
- Describe the most significant thing you have done to help yourself become better organized on your job.

WORK DRIVE

- Under what conditions, if any, do you think a company has a right to ask its employees to work long hours? What is the upper limit for you on how many hours/week you are willing to work on an ongoing basis to meet the demands of your job.
- Describe some ways that you think your commitment to your family or personal life away from the job may have limited your advancement opportunities or earnings potential. How do you feel about this?
- What are the potential problems associated with a company expecting too much overtime from their employees or encouraging them to become workaholics?
- Describe how you keep work separate from your home and personal life and how you keep job demands from intruding on your free time.
- Under what situations would you be willing to work overtime and weekends for your job? How long would you be willing to do so?

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