

# test center

by People Systems

## Document Control/ Records Management Technician 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 : ◆

	Low	Below Average	Average	Above Average	High
<b>Agreeableness</b>			◆		
<b>Conscientiousness</b>			◆		
<b>Customer Service / Responsiveness</b>		◆			
<b>Detail Mindedness</b>				◆	
<b>Emotional Stability / Resilience</b>				◆	
<b>Intrinsic Motivation</b>					◆
<b>Orderliness</b>		◆			
<b>Quiet Social Style</b>					◆
<b>Tough Mindedness</b>				◆	
<b>Work Drive</b>		◆			

## Aptitude Assessment

	Percentile Range									
	0-10%	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	Top 10%
<b>General Reasoning</b>							X			

### Explanation of Cognitive Aptitude Scores:

The aptitude scores in this section reflect percentile rankings -- not percent correct on the test. With percentiles, the average is the 50%ile. Half of the people score below this score and half score above it. As another example, if a person scores 80-89%ile on a specific test in this report, it means that they scored as well as or better than 80-89% of the norm group, but not as high as 11-20% of the norm group.

The **Overall Cognitive Aptitude** is an average of the separate aptitude sections given to this candidate.

The lower the Overall Cognitive Aptitude score, we predict that the candidate will have difficulty learning new information and making decisions. For example, if they are well experienced in their occupation, they may be able to continue to perform well practiced tasks adequately, but have difficulty learning new things. As such, they will need additional training time and more support from supervisors. People who produce lower Overall Cognitive Aptitude scores generally prefer tasks that call for specific responses rather than ones requiring insightful solutions. They are also slower in processing information and are often easily overwhelmed by complex problems, especially ones they have not dealt with before.

The higher the Overall Cognitive Aptitude score, the more we predict that the candidate will learn quickly, pick up a lot of new information on their own without needing to be trained, handle a large information load easily, make decisions in an efficient manner, and show a great deal of insight about how to solve new and complex problems.

## Personality Assessment

### Strengths:

- She will usually be agreeable and congenial in her interactions with other people. Unless she is particularly upset about something at work, you can expect her to avoid arguments and contentious interactions.
- She is moderately conscientious and trustworthy in the way she works. Samantha fulfills most commitments and expectations, though she also makes up her own mind about when and how she will do so.
- Care and attention is given to her work to ensure that the final results will meet everyone's expectations. Samantha takes pride in the quality of her work products.
- She has a sound level of emotional stability. Samantha will be able to take most forms of job stress in stride. She will remain reasonably calm during work crises.
- Strongly motivated by the inherent enjoyment of the everyday work experience, Samantha will enjoy coming to work everyday if the tasks and environment fit her preferences. She consistently looks for meaningful assignments and tasks.
- Samantha is quiet and introverted, not needing much social contact. Samantha focuses her energies on what needs to be done and can immerse herself in her work.
- She is very systematic and orderly in her work. Samantha should be good at managing information and keeping things organized.
- She usually relies on logic and factual evidence in assessing situations, problems, and people. Samantha tends to be tough-minded and realistic in her views and decisions.

**Developmental Concerns:**

- She can sometimes be unpleasant or difficult to deal with when interacting with other people . Samantha may need some feedback about being more consistently pleasant and congenial in her interactions with coworkers.
- Samantha may occasionally be unreliable in the way she performs her job. She may sometimes need to be reminded about the need to be more conscientious about doing things as expected.
- She could strengthen her commitment to providing responsive, high-quality service to customers. Samantha needs to work on placing more emphasis on activities that lead to customer satisfaction and retention.
- As an introverted person, Samantha probably will not communicate very often with her manager or peers, so you may need to question her about how things are going or if she has any concerns. People may view her as rather impersonal and aloof from day to day activities in the workplace.
- She may not be particularly good at reading or understanding other people. Samantha could try harder to tune into the feelings of the people she works with and behave in a more considerate manner. She may sometimes have difficulty relating to or understanding people who are tender-minded and feeling-sensitive.
- Samantha may not always work hard enough to meet heavy or unusual work loads. When extended overtime or an irregular work schedule is required, she may not consistently invest enough time and energy into her job to meet its demands.

## 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?

### CUSTOMER SERVICE

- No matter how hard you try, some customers are rude, annoying, or impossible to please. Describe the most difficult customer you have had to deal with and what efforts you made to accommodate him or her.
- Describe a situation where you went above and beyond your job description to make a customer satisfied. [Probes: What did you do? What was the outcome? How often has this type of thing happened in the last year?]
- Tell me about a time when you had to reconcile competing demands from the customer with company demands or needs.
- Tell me about a time when a customer gave you a difficult problem to solve.
- There are limits to how far an employee should go to try to satisfy customer demands and requests. Describe the criteria you use to decide when that limit has been reached.

### 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

- Tell me about a time when you organized the elements or parts of a project into a larger whole and came up with an integrated system.

- Describe how you use details to make plans and develop long-term strategies.
- Tell me about a time when you were so focused on details that you got bogged down and spent too much time on a task or assignment.
- Describe your approach to doing long-range planning and strategic development on your job.

#### TOUGH-TENDER-MINDED

- Describe a time when you made an important decision based primarily on an objective analysis of facts and data. (Compare the candidate's answer on this question with answers to the next question in terms of level of detail and enthusiasm.)
- Describe a time when you made an important decision based on your personal feelings, values, and intuition.
- Describe a situation where you dealt with an employee (or peer) who was consistently negative in meetings or when interacting with other employees. What did you do? What were the results?
- Describe a time when someone at work responded emotionally to something you said or did. How did you respond? What was the result?

#### 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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