

Performance Skills Index for Contact Centers

Sample Questions

Section 1

Companies are getting more interested in how job applicants react to employment tests. The outcomes of these reactions are important. For example, positive reactions enhance the company image. There is also the perception that employment tests “level the playing field” by allowing people without specific job experiences to be considered for the job. That is, the test can show employers their readiness for the job although they may lack job experience.

Which statement must be true?

- “Leveling the playing field” is a typical goal for employers
- Negative reactions to employment tests will diminish company image
- Employment tests can affect people’s perceptions in a positive way
- Candidate reactions to employment tests are typically positive
- Employment tests assess for work experience

Section 2

I like to try things and see what happens

- Disagree
- Somewhat disagree
- Somewhat agree
- Agree

I am more interested in practical solutions to problems than in inventing novel solutions

- Disagree
- Somewhat disagree
- Somewhat agree
- Agree