



Leadership and Talent Management

Situational Judgement Tests

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Situational Judgement Tests

- Tests assess an applicant's judgement regarding situations they would typically experience in the workplace.
- Job applicants are presented with a range of work-related scenarios and for each are given a list of plausible courses of action.
- Applicants are asked to consider the work-related situation and identify the most effective response and the least effective response.

Example

You are emptying general waste (black) bins in a housing estate when a member of the public brings out a second black bin and asks you to empty it as well for them. Review the following responses A to D and indicate which you believe to be the 'most effective' and 'least effective' responses to the situation.

- A. Empty the bin and return it to the customer.
- B. Apologise and explain that it is Council policy that only one black bin should be emptied per house.**
- C. Empty the bin and return it to the customer but explain that this is a one-off as it is Council policy that only one black bin should be emptied per house.
- D. Keep working but shout over to them that it is only one bin per house.**

Test design and validation

- Job Analysis - Review of Documentation – 1 day;
- Consultation interviews – 15 staff / 1 day;
- Cross-check consultation – 4 staff / half day;
- Finalise score-key – 2 hours;
- Pilot sample job-holders – 6 staff / 1 hour;
- Finalise administration instructions, examples for applicants etc.

Benefits

- Excellent validity – based on work-related scenarios;
- Effective management of high volume recruitment activity;
- Cost-effective;
- Quicker than traditional recruitment method;
- Favourable applicant reaction;
- Transferable use across councils.