

Sample Test Material for:

Direct supervision of staff

Test material will be presented in a job simulation exercise format.

For more information about this format, please see the section titled *More Information on Job Simulation Exercises* that follows the Sample Job Simulation Exercise.

Test Task: You will be given **Background** information on a fictional agency organization and work unit and asked to assume the role of a first-line supervisor. You will then be presented with a series of situations. Each situation will be followed by a list of choices that represent possible responses one could make. You will need to read the information presented and select the best choice(s) to take to collect relevant information and/or resolve the problem(s) in the situation described.

SAMPLE JOB SIMULATION EXERCISE:

Background and Section A:

BACKGROUND

Assume you are a new supervisor in a unit that has an assignment to provide seminars to the public about your agency's programs. Alex, who reports to you, held the first session last Friday. On Monday, you receive an e-mail from your supervisor who indicates that the Commissioner has received complaints from participants at the seminar who indicated that there were not sufficient seats and handouts for the participants at the Friday session. Alex is currently holding the second session with a different group at the seminar site, which is located outside the office.

Continue now with SECTION A.

SECTION A

You would now: **(Choose UP TO TWO.)**

1. Leave a message on Alex's desk for him to see you tomorrow.
2. Call your supervisor to find out more about the incident.
3. Talk to the Commissioner's staff about the complaints.
4. Go to the seminar and talk to Alex immediately.
5. Contact someone else from your unit to find out more about the incident.
6. Contact the seminar site and leave a message for Alex to call you.

- Mark 'A' on your answer sheet if you are **selecting** that choice or action.
- Mark 'B' on your answer sheet if you are **not selecting** that choice or action.
- You **must** mark A or B for **each** choice presented.

This is the end of the Sample Background and Section A.

The Solution to Section A is found on the following page.

Solution to Section A from the Sample Job Simulation Exercise:

In the preceding sample Section A, the most important thing to do is to collect more information about the problem. The *most helpful* steps to take to begin to collect more information about the problem are choices 2 and 6. Each of these choices is valued at +1. Choices 1, 3, 4, and 5 reflect steps that are either inappropriate or a waste of time, and these choices are valued at 0.

Listed below are all the choices presented in sample Section A and their assigned values:

1. Leave a message on Alex’s desk for him to see you tomorrow. **0**
2. Call your supervisor to find out more about the incident. **+1**
3. Talk to the Commissioner’s staff about the complaints. **0**
4. Go to the seminar and talk to Alex immediately. **0**
5. Contact someone else from your unit to find out more about the incident. **0**
6. Contact the seminar site and leave a message for Alex to call you. **+1**

Scoring Section A from the Sample Job Simulation Exercise:

Section A is a “**Choose UP TO TWO**” section. There are **two** positive choices in this section, choices 2 and 6, which are valued at +1. There are four other choices in this section, choices 1, 3, 4, and 5, and they are valued at 0.

In a “Choose UP TO TWO” section, only two of the candidate’s choices are scored. Choices with a value of 0 are scored before choices with a value of +1.

Some of the possible scoring outcomes include the following:

- A candidate would receive the maximum credit for this section (+2) if the two choices valued at +1 were selected and none of the choices valued at 0 were selected (i.e., if the candidate marked ‘A’ on the answer sheet for choices 2 and 6, and ‘B’ for choices 1, 3, 4, and 5.)
- A candidate who selected two choices, one valued at +1 and one valued at 0, would receive a section score of +1, the sum of the two choices.
- A candidate who selected *only one choice* would receive the score associated with that choice (i.e., either +1 or 0).
- If a candidate selected **more than** two choices, only two choices would be scored. The choice(s) valued at 0 would be scored first, then the +1 choice(s) up to a maximum of two choices total.
- A candidate would receive a section score of 0 if **no** choices were selected.

End of Sample Job Simulation Exercise

MORE INFORMATION ON JOB SIMULATION EXERCISES:

Job simulation exercises present candidates with situational judgment problems, similar to those encountered on the job, and many possible answer choices.

Each answer choice is numbered. Candidates must select the best answer choice(s) presented and, on the separate scannable answer sheet, mark 'A' for the choice(s) selected and 'B' for the choice(s) not selected. Candidates must mark each and every answer choice as either one they are selecting or one they are NOT selecting.

In the preceding Sample Job Simulation Exercise, each choice has a value of +1 or 0. In sections that specify the number of choices to select (e.g. Choose ONLY ONE or Choose UP TO THREE), only that number of choices are scored. In these sections, a candidate's choices with a value of 0 are scored before the candidate's choices with a value of +1. If a candidate has selected more than the specified number, only the number of choices specified are scored.

To compute subtest scores for a job simulation exercise, candidate section scores are totaled and scaled according to the range of possible points for the subtest (e.g., 0 to 15, 0 to 30, etc.)

Directions for Job Simulation Exercises:

The job simulation exercises will present you with situations that are similar to those you might encounter on the job. The job simulation exercise will start with **Background** information that will tell you about the job setting and your role in that setting. The Background may also include some job-related issues, situations, and/or resource materials for you to consider.

You will then be given a series of situations in simulation Sections. Each Section will present the situation and choices representing possible responses one could make in that situation. You are to read the information and select the best choice(s) to take to collect relevant information and/or resolve the problem(s) in the situation presented.

The job simulation exercise will start with **Section A**. The Sections will continue in alphabetical order (Section B, then Section C, etc.) to the end of the exercise. Each Section will present you with choices, and you are to select the most appropriate choice(s) from among those presented.

Instructions for Selecting Answer Choices:

Each section will include an instruction on **how many** choices to select in that section. The instructions may tell you to:

- choose a specific number of choices, e.g., **“Choose ONLY ONE.”**
- choose **“up to”** a maximum number of choices, e.g., **“Choose UP TO THREE.”** (Candidates may choose fewer than three, but should not choose more than three.)
- choose as many choices as are appropriate, e.g., **“Choose AS MANY as are appropriate.”**

Follow the instructions to each section carefully. Failure to follow the instructions may result in a lower score.

Instructions for Marking Answer Choices:

In order to be scored, all your answers must be recorded on a separate, scannable answer sheet. Using a No. 2 pencil, you are to mark 'A' for the choices you select and 'B' for the choices you are not selecting. The following instructions will appear at the end of each Section:

- Mark 'A' on your answer sheet if you are **selecting** that choice or action.
- Mark 'B' on your answer sheet if you are **not selecting** that choice or action.
- You **must** mark **A or B** for **each** choice presented.

You must mark either **A** or **B** for each choice presented because your answer sheet will be optically scanned by a machine that reads the darkest filled-in circle next to a choice number as your selection for that choice number. Marking **A** for choices you select and **B** for choices you do not select will ensure that your choices are recorded accurately.

Complete instructions on how to mark your answer sheet will be provided with your test materials on the day of your test. Be sure to follow these instructions carefully to ensure that your answers are scored correctly.

End of More Information on Job Simulation Exercises