

# ESQ Call Center

## Report for: **Sam Sample**

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The results reported on the next page are based on the above job candidate's responses to the **Employee Screening Questionnaire - Call Center (ESQ-CC)**.

This report is based on professionally conducted research and advanced scale construction techniques. Studies have shown that the ESQ-CC is a valid predictor of job performance. However, the scores reported should be interpreted as probabilities, not certainties, because human behavior cannot be predicted with 100 percent accuracy.

This report is designed to be used in conjunction with other information gathered during the candidate screening process. A final decision on this job candidate should be based on a combination of the results reported in the ESQ-CC and other sources, such as the job candidate's job knowledge, general intellectual ability, specific skills and aptitudes, and conduct during a job interview.

**IMPORTANT:** The scores presented in this report are **percentile scores**. Each percentile score indicates the proportion of people in the comparison group who received the same or a lower raw score. A percentile score of 50 is average, and indicates that half the people in the comparison group received the same or a lower raw score. Thus, a percentile score of 50 on **Overall Risk of Counterproductive Behaviors** indicates that the candidate is no more likely to engage in counterproductive behaviors than the average person.

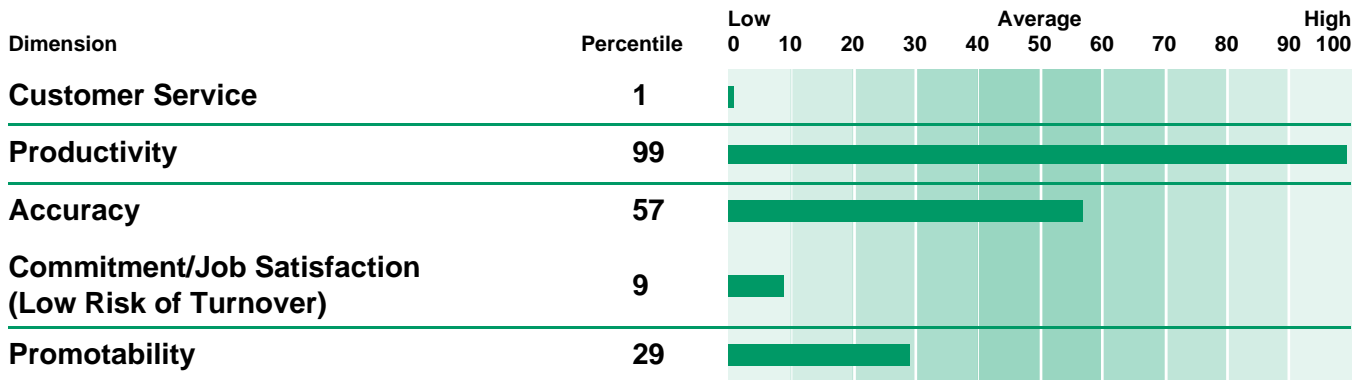
**This report should not be shown to the job candidate. User assumes all liability resulting from the release of this confidential information to unauthorized persons, including the job candidate.**

### Notes:

There were no unscorable responses.

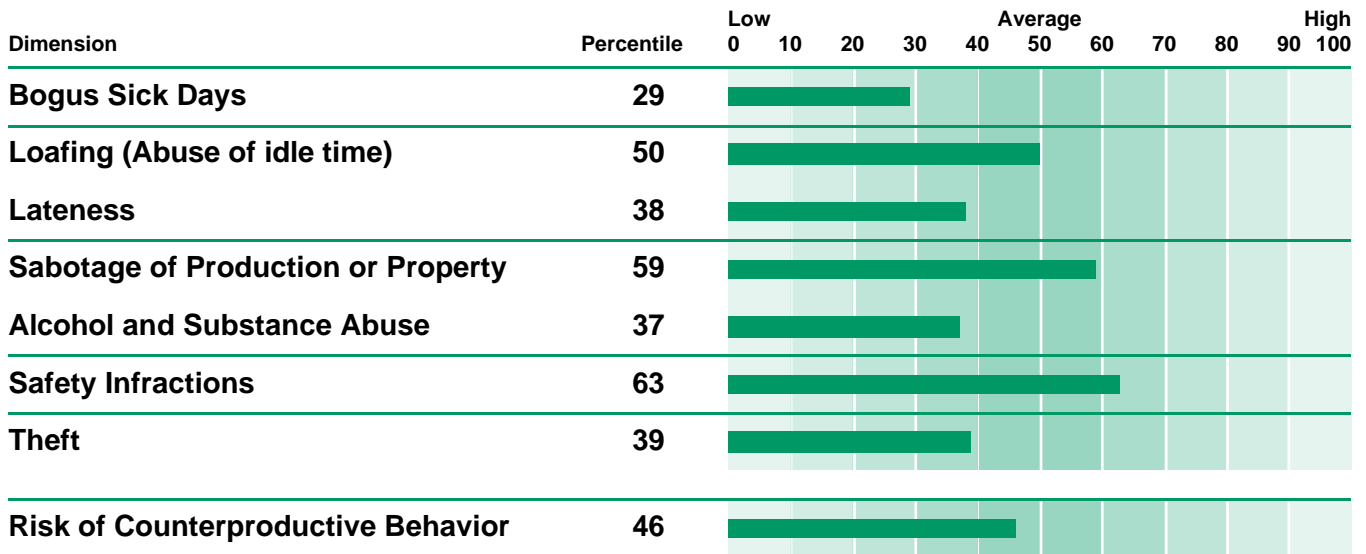
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### Positive Work Behaviors



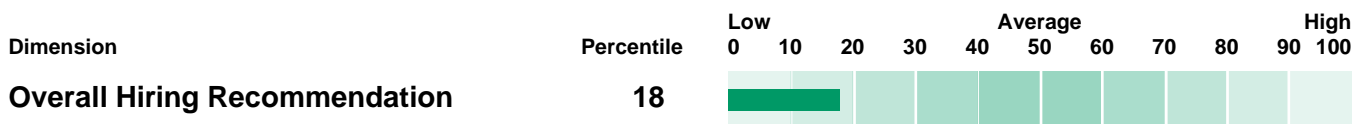
Higher scores are more desirable.

### Risk of On-the-job Delinquent Behaviors



Lower scores are more desirable.

### Overall



Higher scores are more desirable.

Explanation of percentile score - Percentile refers to the proportion of people in a comparison group of job applicants who received the same or a lower test score than the applicant.

## Descriptions of High and Low Scorers on Performance Dimensions of the ESQ-CC

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### High Scorers

### Low Scorers

#### Customer Service

Enjoys interacting with customers and takes initiative in seeking ways to be helpful. Fulfills customer needs considerately and dependably. Concerned with maintaining a good reputation among customers and clients. Tends to act in a deliberate and organized fashion in order to meet customer needs.

Will not approach clients to seek out ways to be helpful. Can be disagreeable and argumentative and is indifferent about their impression on customers. Often fails to follow through on promises or remember commitments.

#### Productivity

Maintains high standards of work and aspires to reach challenging goals. Tends to be persistent and unrelenting in work habits. Is not easily distracted by idle pursuits or by socializing with coworkers. Feels a strong obligation to put in a solid day's work.

Produces a limited quantity of work. Is easily distracted by socializing or other idle pursuits.

#### Accuracy

Demonstrates care and attention to detail when performing the job. Well organized.

Work may contain errors, omissions, and oversights because of insufficient attention to detail, failure to check work or distractions.

#### Commitment/Job Satisfaction

Enjoys working with others, and tends to be considerate, optimistic, likeable, and cooperative. Feels a strong sense of duty toward employer and co-workers. Predisposed to respond positively to supervision, job resources, and challenging aspects of work.

Likely to experience diminished satisfaction with one or more aspects of the job. Unlikely to incorporate the organization's goals into working patterns and personal goals.

#### Promotability

Engages in behaviors that demonstrate leadership, independence of judgment, dependability, and interpersonal skill.

Unlikely to be seen as suitable for a leadership role because of some combination of personality characteristics.

#### Risk of Counterproductive Behavior

Displays the risk of engaging in on-the-job delinquent acts such as alcohol and substance abuse, bogus sick days, lateness, loafing, sabotage of employer's production or property, safety infractions, and theft.

Shows high personal integrity. Is unlikely to engage in delinquent behaviors.

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### Overall Hiring Recommendation

The Overall Hiring Recommendation is based on an aggregation of scores for Positive Work Behaviors and low scores for Risk of On-the-job Delinquent Behaviors. This is a general recommendation. The employer is free to weigh certain characteristics higher than others, depending on job requirements, and make a hiring decision accordingly. It is important to emphasize that while the ESQ is a valuable tool for identifying superior job candidates, these results should not be interpreted in isolation. We strongly recommend that you consider the information in this report in conjunction with other candidate data (structured interviews, cognitive ability, past performance, relevant experience, etc) before extending an offer of employment.