

Multitasking Ability

Assessment Fact Sheet

Overview

The Multitasking Ability test is a measure of one's ability to adeptly work on more than one task simultaneously, while maintaining efficiency and effectiveness when interrupted or switching between tasks.

This test is a face-valid, split-screen simulation that is designed to assess multitasking ability. It captures the dynamic nature of the working environment by presenting the candidate with multiple types of items in a timed format. Candidates will be required to complete problem-solving items that are presented on one side of the screen, while at the same time attending to emails that are presented within an email inbox on the other side of the screen.

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| Job Level | Entry-level |
| Job Family/Title | Call Center Representative, Clerical, Customer Service, Dispatcher |

Details

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| Average Testing Time (minutes) | 20 minutes |
| Maximum Number of Questions | 38 total questions; 20 Problem-Solving items, 18 Information Retrieval items |
| Number of Sitzings | One |
| Designed for Unproctored Environment | Yes |
| Question Format | Multiple Choice |
| Product Category | Job Performance & Fit |

Knowledge, Skills, Abilities and Competencies Measured

This test measures multitasking ability; the ability to shift back and forth between two or more activities. The two activities included in this test are tasks which require general problem solving ability and tasks which require reading and retention of information presented in an email format.

Example Questions



The Problem-Solving items are presented on the left side of the screen. The candidate has 60 seconds to complete each of 20 items. The inbox on the right side of the screen contains emails that are received every few moments. Some of these emails will require a response (via a multiple-choice question) that can be answered with the information obtained from reading previous emails.

Example Reports

