

Multitasking Ability Assessment Fact Sheet

Overview

Details

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.

Job Level	Entry-level
Job Family/Title	Call Center Representative, Clerical, Customer Service, Dispatcher
Average Testing Time (minutes)	20 minutes
Maximum Number of Questions	38 total questions; 20 Problem-Solving items, 18 Information Retrieval items
Number of Sittings	One
Designed for Unproctored Environment	Yes
Question Format	Multiple Choice
Product Category	Job Performance & Fit
	Job Family/Title Average Testing Time (minutes) Maximum Number of Questions Number of Sittings Designed for Unproctored Environment

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

	= Inbox	📼 Inbox		
	From	Pr Received	Subject	
Contractor and and advantation stations	Viscent Rate		Te happy to announce	
Problem Solving: Question 1 of 20	Kim Sellers	R+ 6/30/3809 12/31 PM		
	Larry Meyer	6/30/2009 K2.30 PM	Charges	
You have matced a pattern in the number of				
continent complaints that you've socieved aver the pest six days. If you have received 2, 4, 3, 5, 4, 8		J. J.		
complaints over the past six days, how many	Th: PatSa	nders.	From: Vecant Raca	
complaints do you metrice on the servesth day?	Subject: In her	py to environce		
	It is not observed.	to before our of that first	a Woods has been promoted to manager	
,	the second se		congratulate her when you see her.	
U.	and the second			
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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.

mail Sessi **Example** Job ID: 371157 Library Name: Multitasking Ability Beta Blast Started: 8/6/09 9:12 AM Job Title: Multitasking Ability Beta Blast Reports Completed: Candidate: Sg Tester ExternalCode: Email: sgutierrez@previsor.com Phone: Hiring Team: Default Hiring Team (previsor) State/Pro Percentile Score 10 20 30 50 60 70 80 90 40 Multitasking Ability 45 Problem Solving 63 Information Retrieval 28 Multitasking Ability Definition This is a measure of the ability to adeptly work on more than one task simultaneously. This trait is characterized by maintaining efficiency and effectiveness when interrupted or switching between tasks. Significant Finding This candidate is likely to effectively switch his/her attention between two or more tasks or sources of information. He/she is generally expected to be able to complete multiple work addivities involving overlapping time demands with few errors, and will often be able to work effectively on several unrelated work: addivides within a specified time pendot. Problem Solving Definition This is a measure of the ability to efficiently and effectively use numerical and analytical reasoning to solve problems while being interrupted with other tasks or sources of information. This component is characterized by the ability to draw upon relevant data and information to find solutions to problems while also attending to unrelated, incoming information. Significant Finding This candidate has average numerical and analytical reasoning abilities and is likely to be able to be able to solve most problems correctly, even when a second task competes for his/her time. He/she is likely to perform numerical calculations with relatively few errors and is likely to be able to identify and analyze the relevant information provided, while also attending to a separate task. However, this candidate may struggle when solving more difficult numerical calculations and analyzical problems. Information Retrieval Definition This is a measure of the ability to effectively read, recall, and/or retrieve information. This component is characterized by the ability to recall or retrieve information and details from previous email content in a timely manner in order to respond to current emails, while also being able to attend to problem solving tasks throughput. Significant Finding This candidate has below average communication skills and is likely to have difficulty responding correctly to emails when a second task competes for his/her attention. He/she is likely to forget and/or not fully process information and/or ineffectively retrieve information that has been presented through previous email messages and will not be able to correctly respond to current emails.