

Situational Judgement Questionnaire – example question

Note that the actual test items contain video information and audio content.

How to complete this assessment

This assessment presents you with a series of work situations involving people, and asks you to make judgements about several possible courses of action. Each situation includes some video and audio content from characters in that scenario.

This is an assessment of how well you can make decisions and judgements in realistic work situations that involve dealing with other people.

Your task is to rate **how effective** each action would be on the scale below.

- **Counterproductive** - An unacceptable action that would make the situation worse
- **Ineffective** - A poor action that would not help the situation
- **Partially effective** - A useful action that would be of some help to the situation
- **Effective** - A good action that would help to resolve the situation

Example question with correct answer (actual items contain video information and audio content)

You are leading a team on a National Survey project and share the use of important IT equipment with another department. A colleague from your team, Kamala, approaches you to discuss the use of the equipment.

Kamala: “Recently our team has been unable to use the IT equipment for our project as the other department has been booking a lot more time with it. I hear that they have recently undertaken more work which means they’ve booked more time with the equipment. There are also some other teams that have similar equipment that aren’t in use right now.”

Rate the effectiveness of the following actions:

- A. Contact the manager of the other department and request they find alternative IT equipment.

Correct answer: Ineffective - A poor action that would not help the situation

Rationale: restricts the use of shared IT equipment, but the other team may be able to acquire additional resources

- B. Speak with the manager of the other department about your concerns, share a contact who has similar IT equipment that is currently underused.

Correct answer: Effective - A good action that would help to resolve the situation

Rationale: holds open dialogue with the other manager and provides constructive alternatives to help

- C. Ask your colleagues to tell the manager of the other department that your project takes priority.

Correct answer: Ineffective - A poor action that would not help the situation

Rationale: may free up some resources, but places the burden on other colleagues

- D. Ask your colleagues to book as much time as possible with the equipment to make sure the project is done.

Correct answer: Counterproductive - An unacceptable action that would make the situation worse

Rationale: limits the work of the other team, does not open dialogue with other team