



29 OCT 2019



On 28 August 2019, you contacted the Ministry of Social Development requesting, under the Official Information Act 1982, the following information:

- *A description of the types of occasions (for example assessing job applicants at point of recruitment, assessing staff as part of a management of change process) that your agency has used psychometric testing of job applicants/employees between 1 July 2017 and 30 June 2019.*
- *The total cost of the use of psychometric testing to your agency (for the avoidance of doubt this includes the cost of third parties arranging for the testing on your behalf) between 1 July 2017 and 30 June 2019.*
- *If your agency has engaged external organisations to conduct or analyse any psychometric testing during this period, the names of those organisations.*

The Ministry does not routinely use psychometric tests as part of recruitment decisions and has not used psychometric testing for assessing employees as part of any change of management process between 1 July 2017 and 30 June 2019.

For the period 1 July 2017 to 30 June 2019, the Ministry has used a 'Customer Service Representative' testing tool post interview, in some select Customer Service Representative recruitment rounds. This purpose-built testing tool assesses an applicant's capability against the described competencies of the position and is considered a psychometric test. It is used for standardised testing at the preferred applicant stage of the recruitment process. The results of the test are only one part of the decision-making process.

The tool has not been implemented Ministry-wide and is being assessed as a proof of concept before long-term use can appropriately be considered for client facing roles.

The aim of the Customer Service Representative testing tool is to provide a fair recruitment process, reduce recruitment costs, improved time savings (to the applicant and the Ministry) and provide an enhanced applicant experience.

In response to your request for the external organisations the Ministry has engaged with, I can advise that between 1 July 2017 and 30 June 2019, the Ministry has used Talegent to establish and provide psychometric testing for these select Customer Service Representative recruitment rounds.

The creation of the Customer Service Representative testing tool cost \$2,000 (excluding GST). The test costs \$75 (excluding GST) per person and has been used to test 195 people. This number includes demonstration testing to two of the Ministry's Recruitment Partners, and approximately 15 of the Ministry's hiring managers.

Between 1 July 2017 and 30 June 2019, the test cost a total of \$11,975 (excluding GST), excluding the \$2,000 creation cost.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

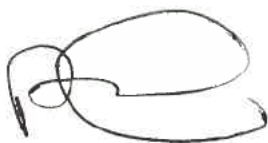
- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding psychometric testing within the Ministry of Social Development, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely



Penny Rounthwaite
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