

16th June 2021

[REDACTED]
[REDACTED]
[REDACTED]

Email: [REDACTED]

Dear [REDACTED]

Official Information Act Request for – Psychometric Testing

I write in response to your Official Information Act request received by us 17th May 2021, you requested the following information:

1. **The details of any psychometric testing undertaken as part of staff recruitment, training, resourcing or outsourcing — including as undertaken by outside recruitment firms.**
 - a. **Details including: the types of psychometric test undertaken; copies of the test(s) themselves; statistical distributions of results; information about the staff tested broken down by role, and including designation decisions made upon receipt of the tests; & organisational guidelines and communication pertaining to the analysis of results.**
 - b. **Names of all and any companies used to provide psychometric testing, including subcontractors used by outsourced recruitment agencies.**
2. **All documents and communications pertaining to: decisions made to introduce or modify psychometric testing regimes; initiate use of results in a particular way or change the use of results.**
 - a. **All documents and communications pertaining to financial costs of psychometric testing broken down by year, and including names of entities that psychometric testing related transactions occurred within this breakdown.**
3. **Any documentation or communication pertaining to any cost/ benefit analysis taken to: introduce; modify; or make decisions taking into account the results of psychometric testing.**

I would also welcome any comment or other relevant information that pertains to the spirit of this OIA.

Counties Manukau Health Response:

For context Counties Manukau Health (CM Health) employs over 8,500 staff and provides health and support services to people living in the Counties Manukau region (approx. 601,490 people). We see over 118,000 people in our Emergency Department each year, and over 2,000 visitors come through Middlemore Hospital daily.

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- a. **Details including: the types of psychometric test undertaken; copies of the test(s) themselves; statistical distributions of results; information about the staff tested broken down by role, and including designation decisions made upon receipt of the tests; & organisational guidelines and communication pertaining to the analysis of results.**

CM Health has undertaken Psychometric testing for a Charge Nurse Manager position in our Emergency Department. This was conducted by an external agency and details of the test including copies and distribution of results is withheld to protect the privacy of the natural person under section 9(2)(a) of the Official Information Act 1982. Table 1 below reflects the details of assessment for all candidates.

In relation to communication of the results, from a best practice approach, this is led and facilitated by the external agency conducting the test who are experts and are qualified Psychologists trained to read, interpret and provide the feedback on the results. In addition, they conduct sessions with the manager as well as individual session with the candidates.

ASSESSMENT	DETAILS
PERSPECTIVES (PERSONALITY)	This assessment provides a full spectrum of an individual's natural tendencies and preferences against 10 core behaviours. The assessment measures such things as the ability to build new relationships, comfort with leading others, approach to planning and priorities, natural attention to detail, problem-solving and decision making style, openness to new ideas/comfort with change and ambiguity, the ability to cope with stress and pressure, resilience and drive. (Takes approximately 15 minutes to complete).
EMOTIONAL AWARENESS	Podium's test of emotional awareness includes a set of skills that link to our effectiveness at managing our own and others feelings and emotions. The link between emotional awareness and workplace outcomes such as engagement, stress tolerance, increased discretionary effort, and leadership is overwhelmingly strong.
ACUMEN (CRITICAL REASONING) & GCATA (ABSTRACT REASONING)	Acumen represents a significant shift in the measurement of critical reasoning and differs to traditional tests by presenting information in a range of contemporary formats including text messages, blogs, and project apps. Acumen consists of 25 numerical and 25 verbal items and measures the following abilities associated with critical reasoning: <ul style="list-style-type: none"> • Understanding and identifying key points in complex arguments. • Comprehending trends from statistical data. • Analysing information derived from different sources. • Evaluating the strength of arguments. • Making logical assumptions and inferences. • Drawing conclusions that can be supported. GCATA is an assessment that measures abstract reasoning and is designed to measure how quickly someone can understand and assimilate new and novel problems. Abstract reasoning is generally regarded as the purest form of general mental ability since it is independent of education and cultural background.

Table 1: Data Sourced 28.05.2021 Recruitment Team

- b. **Names of all and any companies used to provide psychometric testing, including subcontractors used by outsourced recruitment agencies.**

CM Health used Opra NZ Limited to conduct psychometric testing for the recruitment mentioned in question 1.

2. All documents and communications pertaining to: decisions made to introduce or modify psychometric testing regimes; initiate use of results in a particular way or change the use of results.

To the best of our knowledge, we do not have any documentation or communication in relation to the question. The decision to conduct Psychometric Testing for this recruitment was made by the relevant Service Manager.

a. All documents and communications pertaining to financial costs of psychometric testing broken down by year, and including names of entities that psychometric testing related transactions occurred within this breakdown.

Attached as appendix 1 is invoice dated 18th Feb 2021. This invoice reflects the cost of testing 3 candidates for Personality, Acumen (critical reasoning, and Abstract Reasoning, Emotional awareness for the recruitment detailed in question 1.

We have redacted a small amount of identifying information, we consider this necessary to protect the privacy of natural persons (s.9(2)(a)).

3. Any documentation or communication pertaining to any cost/ benefit analysis taken to: introduce; modify; or make decisions taking into account the results of psychometric testing.

CM Health does not perform a cost/benefit analysis in relation to interviewing. Psychometric Testing formed part of a robust interview process which included, an interview, presentation and the psychometric test. The feedback on the assessments was done by a qualified Psychologist from Opra NZ Limited.

I would also welcome any comment or other relevant information that pertains to the spirit of this OIA.

We have no further comment to make.

I trust this information answers your request. You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

Please note that this response or an edited version of this may be published on the Counties Manukau Health website. If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider this.

Yours sincerely



**Fepulea'i Margie Apa
Chief Executive Officer
Counties Manukau Health**

Appendix 1 - Invoice