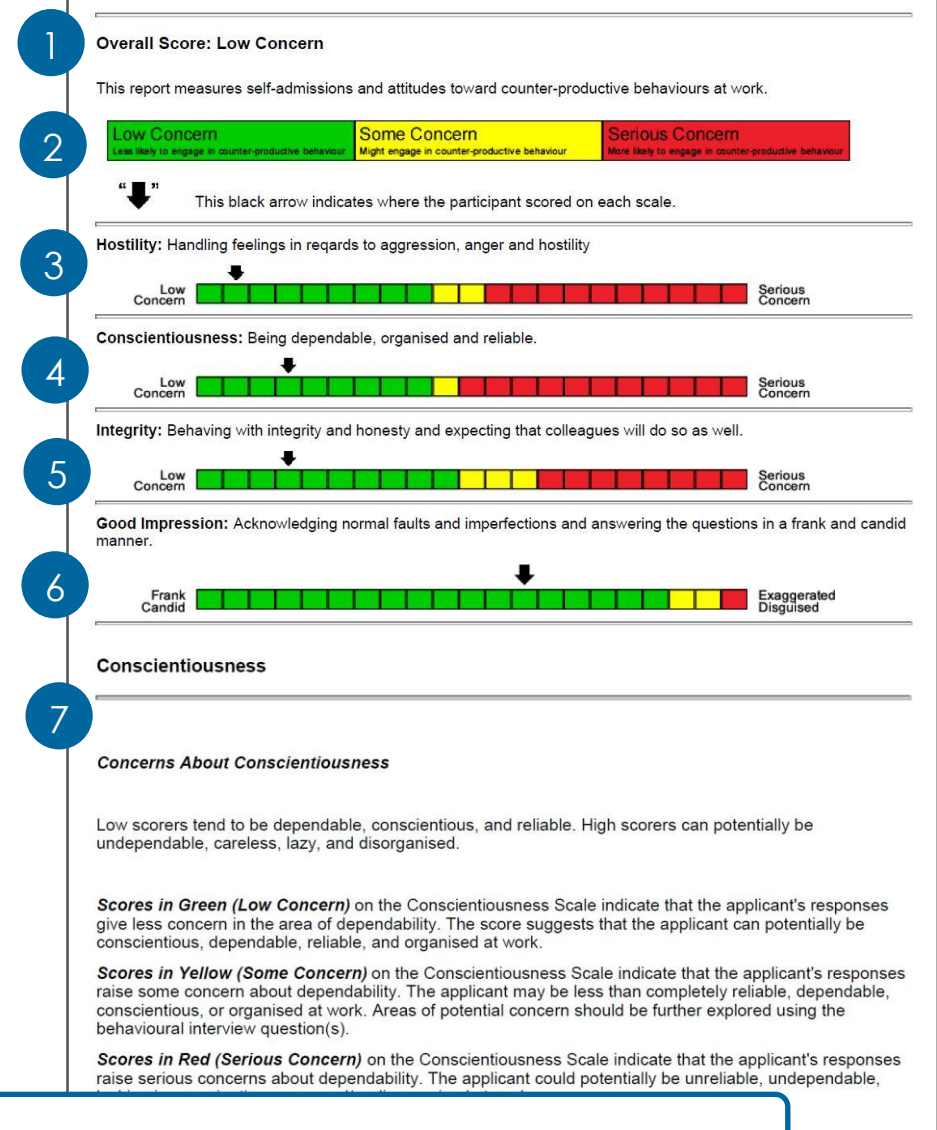


# HOW TO INTERPRET THE CARE ADVANTAGE ATTITUDE REPORT

- 1 Overall Score**  
Provides you with a quick summary of the average attitude scores.
- 2 Scoring Key**  
Provides you with a description as to what the applicants score means on the score chart.
- 3 Hostility (Aggression)**  
Describes the degree to which the person is not able to suppress angry feelings but rather expresses anger physically or verbally to co-workers and thus could pose a risk in the workplace.
- 4 Conscientiousness**  
Describes the degree to which the individual lacks persistence, work motivation, and organisation, ranging from being lackadaisical and careless to being highly disciplined and dependable.
- 5 Integrity**  
Involves the degree to which the person is likely to engage in pilferage, short-changing customers, falsifying expense accounts, lying to protect him- or herself, exaggerating one's job qualifications and other acts of dishonesty.
- 6 Good Impression Scale**  
A validity scale that measures the degree to which the person has responded truthfully or is responding in such a way as to make a good impression.
- 7 The Attitude Narrative Report**  
For each of the scales a further explanation is provided including a description which helps to understand and interpret the applicant's score.



## Some background to the Attitude Assessment

The Attitude Assessment is a proven tool for use in the hiring process and can increase the probability that those individuals selected will become effective, contributing members of the workforce. Assessment results provide personnel involved in the hiring process with a user-friendly, on-line instrument to estimate the probability of workplace deviance. The Attitude Assessment is designed to provide employers and recruiters with a brief,

inexpensive screening tool that explores an applicant's potential for counter-productive work behaviours and attitudes. Each applicant's scores on the content scales that are included in his or her assessment are standardised to indicate the degree to which a score should be regarded as a matter that poses low concern, poses some concern, or poses a serious concern.

### Hostility

Hostility – individuals who are not able to suppress their angry feelings in the workplace, and express them either verbally or physically, pose a real risk to organisations. The popular tendency is to focus on acts of extreme hostility reported on the evening news, but the problem of workplace aggression is far more pervasive.

### Conscientiousness

Employers regularly complain about employee poor work habits. Tardiness and absenteeism are rampant problems in today's workforce.

The Conscientiousness scale taps attitudes and behaviours about dependability, reliability, personal standards for one's work performance, and related issues that are clearly critical to the success of most organisations.

### Integrity

Honesty in the workplace is another problem that poses risks for employers. Employee theft of inventory, euphemistically termed "shrinkage," is estimated to total 1.7 percent of total inventory.

Besides shrinkage, however, there are other issues of honesty in the workplace to consider, such as shirking responsibility for one's actions by lying, exaggerating one's qualifications for a job, falsifying expense accounts, and the like. The advantages of identifying and screening out applicants who are likely to engage in such dishonest behaviours should be obvious to employers

### Good Impression Scales

Responses to personality tests can easily be faked. That is, the "correct" answer to many, if not most, personality test items is transparent. It does not take rocket science to determine that it is not in an applicant's best interests to admit to being angry, avoiding responsibility, or being late for appointments, especially when the test is being used as part of a job screening process. Interestingly, however, it is the "obvious" items that are invariably found to be the more valid ones, as compared to more "subtle" items that attempt to ask the same kinds of questions in a more roundabout fashion. Thus, those of us who develop personality tests tend to ask fairly direct questions, and then include a scale that attempts to identify those individuals who are extreme in their efforts to make a "good impression".

The Good Impression scale on the Attitude Assessment is a measure of this type of distortion in the test-taking approach, indicating undue defensiveness. It is composed of items that inquire about behaviour that is "too good to be true;" for example, "I have never told a lie, even to spare the feelings of a friend." If a respondent answers too many of these items in the direction of making a good impression, then one must question whether this individual's profile on the Attitude Assessment accurately reflects his or her potential for good on-the-job performance.

At the very least, an Attitude Assessment test profile with a very high Good Impression scale score needs to be reviewed with considerable caution. At the same time, it is important to understand that high Good Impression scores are themselves indicative of a particular set of personality characteristics. These include being highly socially sensitive, finding it difficult to accept any blame, and being very eager to win social acceptance.

