

Productivity Index



For Andrew Jackson

Administrator: Ben Franklin

U.S. Call Center (LIMRA Demo)

Date Tested: 10/17/2007

Test Accuracy Interpretation

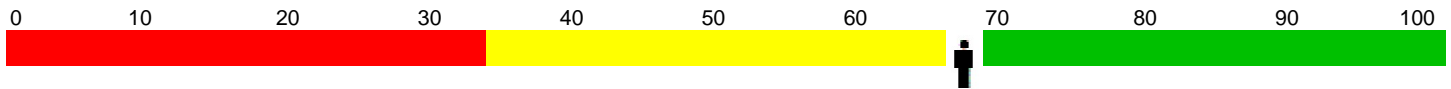
Results can be interpreted with confidence. All Productivity Index accuracy indices fell within the expected ranges.

Test Results

Individual Summary

Personal Productivity Score: Strong (67%)

Best



Productivity Indicators

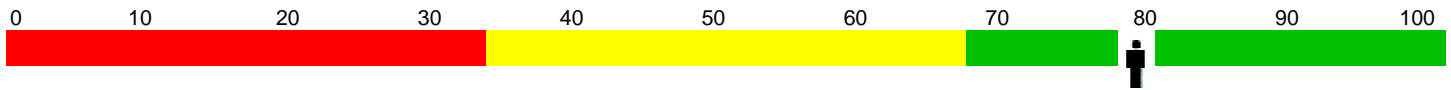
Work Effort & Persistence: Moderate (47%)

Best



Service & Support: Strong (79%)

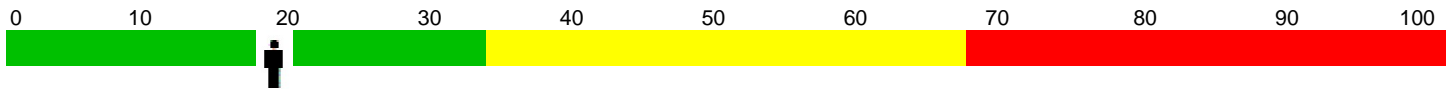
Best



Risk Factors

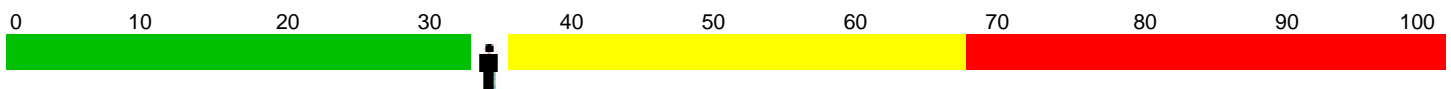
Counterproductive Work Behavior: Low Risk (19%)

Best



Turnover: Moderate Risk (34%)

Best



High Productivity / Low Risk Moderate Productivity / Moderate Risk Low Productivity / High Risk

Questions? Call us at 1-888-785-4672 or email us at exsel@limra.com.

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Work Effort & Persistence: 47%

Work Effort & Persistence

Interview Questions

- A** Please think of a time when you had a lot of trouble completing an assignment. How did you handle the problems, and how did they affect the result? When you are ready, please describe the situation, your actions, and the result.
- B** Regardless of the specific job, people often face problems that can get in the way of completing work. What types of problems have been the most difficult for you to deal with in the past? Please provide specific examples.
- C** Sometimes it is easy to become distracted when you are working on something, especially if you are doing the same thing over and over again. Tell me about a time when you were working on a task like this. What did you do to keep your focus? Please describe the situation, your actions, and the outcome.
- D** When a task is very hard, at what point is it better to give up rather than fight through all of the problems? Please provide a specific action of a situation like this from your past. Please describe the situation, your actions, and the outcome.

Interview Rating

Effort and persistence are demonstrated as one maintains focus on goals and strives to overcome the challenges that arise in day-to-day work activities.

Poor

1

2

3

Average

4

5

6

Excellent

7

Fails to respond to obstacles and factors that affect workflow. Displays minimal effort and loses interest in tasks quickly. Becomes frustrated when challenges arise, and is easily distracted. Abandons goals quickly. Doesn't take work seriously.

Maintains focus despite distractions. Maintains effort and persists as long as no significant obstacles are present. May abandon goals if pursuing them would result in personal inconvenience.

Plans for obstacles that affect workflow. Analyzes situations to identify the best way to overcome challenges. Establishes goals and works diligently to achieve them. Abandons goals only when they are unreasonable given available resources and constraints.

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Turnover: 34%

Turnover

Interview Questions

- A** In what ways does this position match your personal strengths and weaknesses? In what ways would this position be challenging for you? There are things that you might like about this job, while at the same time there may be other things that you might not like. What do you like about this position? What concerns do you have? How does this position fit in with your goals or interests?
- B** I would like to ask you a few questions about the way you like to approach your work. Do you prefer work in which you know exactly what you are supposed to do each day, or do you prefer work where things change regularly because of business needs? Do you prefer to work alone, or with other people? Do you prefer to have your work supervised closely by a manager, or do you prefer to be more on your own?
- C** Do you like work where focusing on details is important, or do you prefer work where the details aren't so important? Do you like work that requires you to be doing many different things at once, or do you prefer work that allows you to focus on one thing at a time? Do you prefer work where you can be creative, or do you prefer work that requires you to follow a set of standard procedures?
- D** What would cause you to look for another job? What types of things have caused you to look for work in the past? What would your previous supervisor say was the reason you left your last position? How long would you plan to stay with our company?

Interview Rating

Turnover often occurs due to lack of person-job fit with respect to the knowledge, skills, abilities, and other characteristics that are required for successful job performance.

Poor

1

Lacks goals and a sense of direction. Fails to anticipate obstacles. Lacks knowledge of the job and is unable to articulate its positive and negative features. Lacks an understanding of the organization. Appears likely to quit over relatively minor issues.

Average

4

Demonstrates person-job fit with respect to the important components of the job. Displays inability to articulate the negative aspects of the job, but understands the positive features. Appears likely to quit if faced with significant challenges.

Excellent

7

Demonstrates strong person-job fit in terms of knowledge, skills, abilities, and other characteristics. Maintains a realistic perspective on the positive and negative aspects of the job. Remains committed to the organization under difficult circumstances.