



# Civil Service Judgement Test (CSJT)

## Personalised Feedback Report

Application ID: 3176328

### What's included in this report

This report explains how you performed on the Civil Service Judgement Test (CSJT).

It gives you more information on your:

- overall score
- behaviour scores
- consistency ratings
- aspiration and engagement scores
- developmental feedback

It also offers some general hints and tips and you may want to discuss your feedback with someone else, such as a line manager (if you have one).

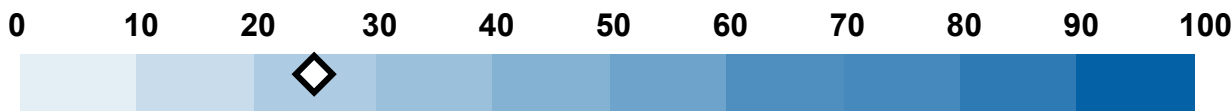
These results show only how you performed on this occasion. If your results do not reflect what you think your capabilities are, this could be due to a number of reasons, including how you felt when you completed the test, for example, feeling nervous or unwell, or if you were distracted.



# Overall Score

Your overall test score is at the **27th percentile**. This means that you scored better than 27% of all the test takers in the comparison group.

The score is based on how you responded to all of the questions presented in the test.



## How we calculate your score

To calculate the percentile score, we compared your test performance with thousands of other people who applied for the same grade of job. Your score shows how you compared to this group.

A percentile is different to a percentage. A percentage tells you how many questions you got correct out of 100, but it does not tell you how well you performed on the test compared to others.

# Behaviour Scores

Your overall performance on the test is based on each of the behaviours you were assessed on.

We measure behaviours to understand the potential for effective performance at a given job level rather than in any particular job.

The test presented problem situations that are commonly found in jobs in the Civil Service and your responses were compared to responses judged to be the most effective.

## What your behaviour score means:

**high** = you demonstrated a strength

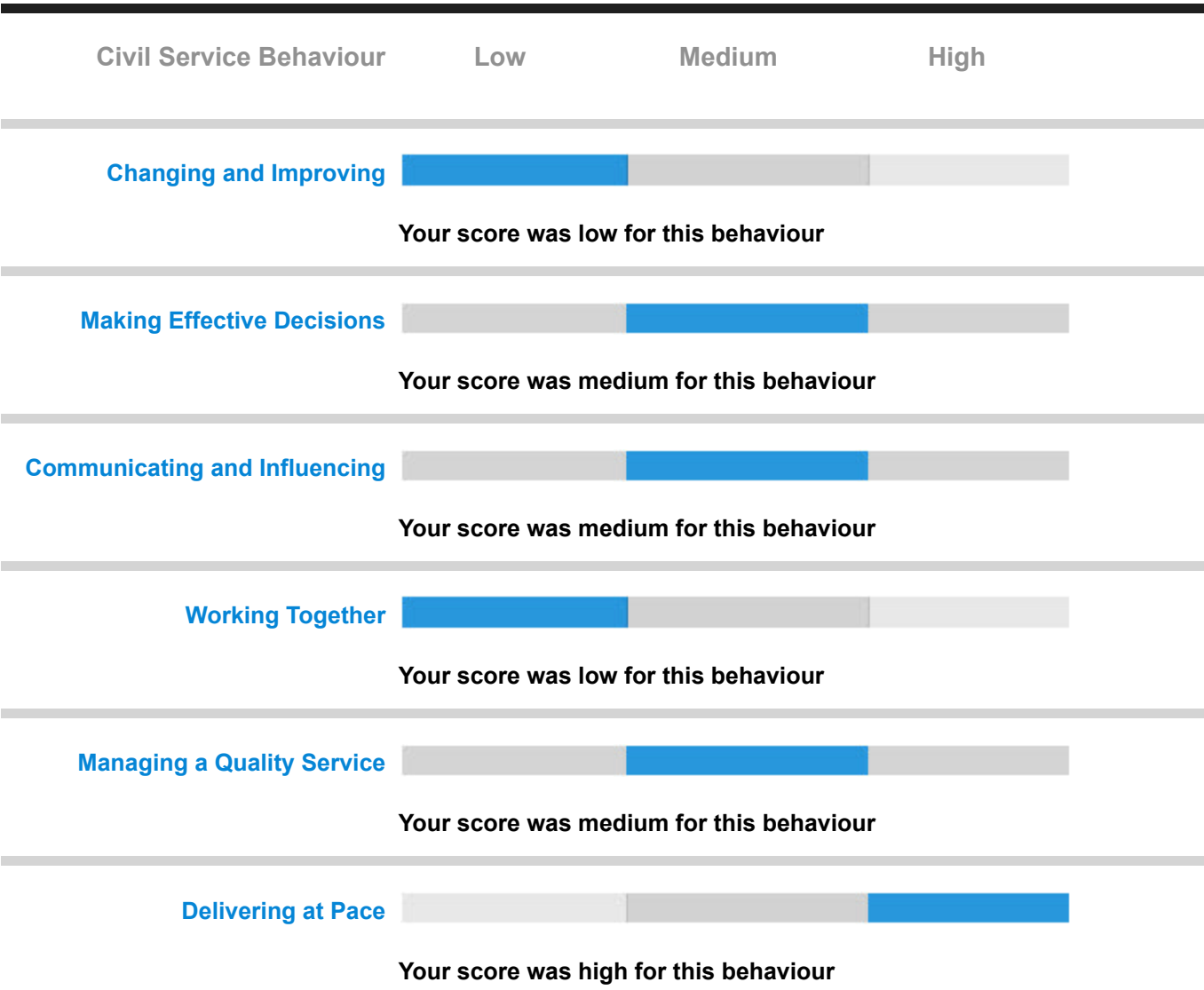
**medium** = your performance was similar to most other test takers

**low** = possible need for development

Please note: we cannot provide more detailed feedback, such as how you handled particular problem situations.



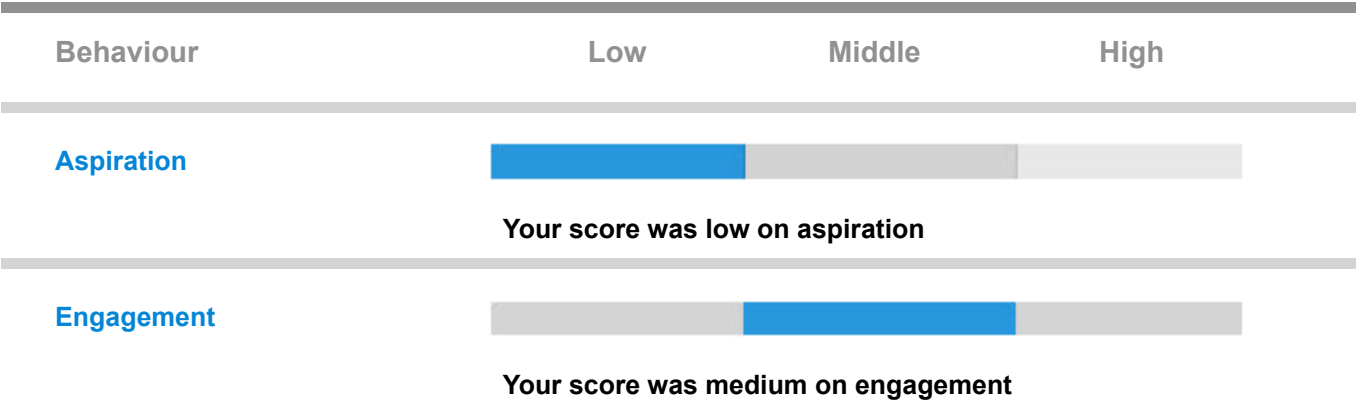
# Your Behaviour Scores



# Aspiration and Engagement Scores

In the test, you were also asked some questions about your your typical aspiration and engagement at work.

Aspiration is about your desire to progress and your motivation to learn and develop.  
Engagement is about the level of commitment you show to an organisation when you work there.



# Developmental Feedback - Behaviours

Based on your results, here are some suggestions to help develop and improve your behaviours. You may also think of other ways to support your own development in these areas.

## Changing and Improving

### Your score was low on this behaviour

People who demonstrate effective performance on this behaviour take the initiative to suggest improvements in their own and team's work. They give constructive feedback and take a positive, open approach to the possibility of change and encourage others to do the same. Likewise, they help others to understand changes and the reasons they are being put in place.

### Ways to develop

- Conduct regular reviews of what and who is required to make a project/activity successful and identify areas of improvement
- Develop your communication skills to help others understand changes and why they have been introduced
- Try to consider new ideas on their own merits and avoid preconceptions

## Making Effective Decisions

### Your score was medium on this behaviour.

People who demonstrate effective performance on this behaviour take responsibility for making effective and fair decisions, in a timely manner. They examine complex information and obtain further information to ensure accuracy. They seek the views of others and get advice when unsure of how to proceed. They also clearly explain, both verbally and in writing, how a decision has been reached.

### Ways to develop

- Try to clearly define the problem or decision that needs to be made
- Try to consider many different viewpoints when making complex decision
- Explore different options and practice balancing the risks and potential impacts of each
  - maybe write a list to help you weigh up the pros and cons
- Seek expert advice from others to help inform your decision
- Practice narrowing down your options to reach a decision



# Developmental Feedback - Behaviours

## Communicating and Influencing

**Your score was medium on this behaviour.**

People who demonstrate effective performance on this behaviour communicate clearly and concisely both orally and in writing. They interact with others in an enthusiastic way and express ideas clearly and respectfully. They listen to and value different ideas, views and ways of working. They also respond constructively and objectively to comments and questions.

### Ways to develop

- Practise active listening
- Be assertive and confident when expressing your thoughts
- Remember to be mindful of your body language
- Be specific about your message and straightforward when describing what you mean
- Actively seek the views of others in meetings to understand different points of view

## Working Together

**Your score was low on this behaviour**

People who demonstrate effective performance on this behaviour develop a range of contacts outside of their own team and identify opportunities to share knowledge, information and learning. They show a genuine interest when listening to others, encourage all opinions and challenges to be listened to and offer support and help to colleagues when in need.

### Ways to develop

- Be proactive in initiating contact with others, showing interest in their work
- Ask open-ended questions to get to know your contact's needs and interests
- Provide value and support to your contacts by offering your assistance and expertise and share relevant information or opportunities that might benefit them



# Developmental Feedback - Behaviours

## Managing a Quality Service

**Your score was medium on this behaviour.**

People who demonstrate effective performance on this behaviour, work with customers to understand their needs and expectations. They are able to set priorities and create plans to meet customer and business needs, with a focus on balancing quality and cost effectiveness.

### Ways to develop

- Work with colleagues to practice your active listening skills and questioning technique
- Consider ways of seeking regular feedback and acting upon it
- Practice ways of communicating clearly both in written and verbal format
- Create plans with clear timescales and share these with others

## Delivering at Pace

**Your score was high on this behaviour.**

People who demonstrate effective performance on this behaviour regularly review the progress of activities in their team. They set clear goals, identify who and what is needed to achieve success, and continually review workloads to identify and manage any barriers.

### Ways to develop

- Practice good time management skills, and setting clear goals and priorities
- Try to be proactive in identifying and solving problems
- Seek feedback from colleagues and mentors to help you identify areas where you can improve





## General hints and tips

There are many different ways that people can improve or maintain their performance on these types of test. Here are some general suggestions:

- Practise doing similar tests online. There are many test providers that will allow participants to take tests for free
- If you are a civil servant, the Government Campus Prospectus online or the Civil Service Learning website are useful resources for further learning support
- If you are external to the Civil Service, visit our pages on [gov.uk](https://www.gov.uk) for further information on our most recommended learning
- Look for development opportunities that focus on techniques and approaches to develop your behaviours
- Look for challenges where you can practise and improve your ability in development areas

