



SIOPSA

SOCIETY FOR INDUSTRIAL &
ORGANISATIONAL PSYCHOLOGY OF SA

People Assessments in Industry (PAI) Study on Assessment Tools in Industry

2018



About PAI

PAI background

- Established in 1998 to proactively engage various stakeholders interested in psychological assessment in South African industry.
- Functions as an interest group of the Society for Industrial and Organisational Psychology in South Africa (SIOPSA) since 2005.
- **Purpose** of PAI is to ensure testing exists in the South African context as a value adding, ethical and fair practice.

PAI background

- PAI acts as an independent body but seeks to build relationships and to collaborate with such bodies as the:
 - Health Professions Council of South Africa (HPCSA),
 - Association of Test Publishers (ATP),
 - Psychological Society of South Africa (PsySSA)
 - Assessment Centre Study Group of South Africa (ACSG),
 - the International Test Commission (ITC),
 - Business SA, test users and test takers who have similar interests with regards to assessments in the workplace.

PAI Committee

- David Bischof – (Organisational Management Technology - Evalex)
- Nompumelelo Malatji-Angoma (The South African Reserve Bank)
- Jaco de Jager (Top Talent Solutions)
- Thuli Lebuso (Department of Trade and Industry)
- Nadene Venter (Independent Consultant)
- Dr Paul Vorster (Researcher)
- Kevin Distiller (Organisational Management Technology - Odyssey)



Recent developments

Lets start at the beginning....

According to the Health Professions Act (no. 56 of 1974), *instruments that measure psychological constructs must be used, interpreted and controlled by psychologists. Furthermore, only individuals registered with the Professional Board of Psychology (HPCSA) may use psychological tests.*

Chapter 5, point 55 in particular states that - ***A psychologist shall ensure that tests used have been classified by the board and that the provisions of any applicable legislation, such as the Employment Equity Act, 1998 (Act No. 55 of 1998), have been complied with.***

The Amendment to Section 8 of The EEA

- Amendments of Section 8 of to the Employment Equity Act No 55 of 1998 (this Act has been updated to Government Gazette 37871 dated 25 July, 2014)
 - Psychological testing and other similar assessments of an employee are prohibited unless the test or assessment being used-
 - Has been scientifically shown to be valid and reliable;
 - Can be applied fairly to all employees;
 - Is not biased against any employee or group;
 - **[Paragraph (d) amended by section 4 of Act No. 47 of 2013]**
 - Has been certified by the Health Professions Council of South Africa established by section 2 of the Health Professions Act, 1974 (Act No. 56 of 1974), or any other body which may be authorised by law to certify those tests or assessments

SIOPSA/PAI events to date 2011-2018

- SIOPSA participated in the public consultation process regarding the proposed amendments to the Employment Equity Act which included:
 - Written submission to the Department of Labour (Feb 2011),
 - Written submission to the Portfolio Committee on Labour (Dec 2012),
 - Oral submission before the Portfolio Committee on Labour at the Public Assembly (August 2013): opposing the proposed amendments to section 8 of the Employment Equity Act

SIOPSA/PAI events to date 2011-2018

- Rationale to this opposition:

- The promulgation of the proposed amendments would likely lead to “an unsustainable situation as the current classification systems is not supported by all stakeholders and is insufficient to cater appropriately for psychological testing and “other similar assessments”.
- A suggestion was made on the establishment of a considered and comprehensive test classification framework that differentiates appropriately between the different types of assessments, their uses, and subsequent users, administrators and the like.

Other unanswered questions

- Potential implications:
 - Which types of assessments would be included in the clause '*Psychological or other similar assessments*' and thus, which would require future classification?
 - Which assessments do not require classification?
(how will interviews, 360-degree assessments, AC/DCs be treated?)
 - Clarity on the process, timelines, criteria and costs of the test classification process?
 - Guidance on a suitable response to members and respective client organisations as regards the most appropriate course of action in cases where instruments are used that require classification, but are not classified, for what ever reason?

The ATP court case

- Background

- Judgment was delivered on 2 May 2017 by Judge Mali in the application brought by the Association of Test Publishers (“ATP”) in regard to the amendment to section 8 of the Employment Equity Act of 1998 (EEA)
- The amendment act added another sub-clause to section 8. The addition of section (d) stated that such testing would be prohibited unless it had been “certified by the HPCSA or any other body which may be authorised by law to certify those tests or assessments”

The ATP court case

- The court found in favour of ATP's application and granted the following order:
 1. That the Proclamation 50 published in Government Gazette 37871 on 25 July 2014 is **null and void and of no force or effect** to the extent that it brings into operation the amendment of section 8 (clause "d") of Employment Equity Act, Act 55 of 1998 in terms of section 4 of the Employment Equity Amendment Act, 2013, Act 47 of 2013.
 2. That Section 8 of the Employment Equity Act, Act 55 of 1998 as it pertained on 31 July 2014 continued (clauses "a" to "c"), and continues, unabated as from the aforesaid date.
 3. That this order be published by way of one notice in the Government Gazette, and a notice in each of the Sunday Times, Rapport and City Press.
 4. That the respondents are ordered to pay costs of this application, costs to be paid jointly and severally the one paying the other to be absolved. Costs to include the cost of Senior Counsel

HPCSA media statement

- **HPCSA – Media Statement – 15 August 2-17** – *‘This, effectively means that, for now, psychological testing or similar assessment on an employee do not need to be certified by the Health Professions Council of South Africa. The Professional Board for Psychology (“the Board”) has decided not to challenge the High Court’s decision in this regard’.*

Regulations on the use and control of psychological tests have been approved by Council, thereafter the following steps are to be followed:

- Minister to promulgate for commenting for a period of three months
- After three months the Minister will submit the comments to the Board for consideration
- The Board will advise the Minister on comments that were considered and not considered with reasons
- All Professional Boards should comment of the regulations
- Final regulation sent to Council for approval
- Once Council has approved, they will submit to the Minister for final promulgation

What does this all mean??

- Despite the removal of clause d from EEA, **The judgment still means that** employers and/or psychologists and psychometrists still need to comply with **the provisions of the** EEA act section 8 (a), (b) and (c) which state that the use of Psychological testing and other similar assessments of an employee are prohibited unless the test or assessment being used-
 - ✓ Has been scientifically shown to be valid and reliable;
 - ✓ Can be applied fairly to all employees;
 - ✓ Is not biased against any employee or group;
- The above prohibition holds true for all testing of employees irrespective if it is a Psychological test or not being used. All tests measuring a Psychological construct must be registered with the HPCSA and can only be used by a registered person with the HPCSA.

What does this all mean???

- The registration of a Psychological test with the HPCSA as published and Gazetted by the HPCSA is not a certification of the compliance of the EEA or any other evaluative “certification”. The HPCSA is indicating that the test measured a psychological construct and as such is classified as a Psychological test that must be controlled and used by a HPCSA registered person
- Once the objective and rational criteria for the “certification” of psychological test has been agreed and published the HPCSA will be able to certify test with evaluative statements.
- There is now clarity with regard to ‘**other similar assessments**’, which do not need to be registered



Our core focus

Research team

- David Bischof - PAI Chairperson (Organisational Management Technologies)
- Kevin Distiller (Odyssey and previous HPCSA test evaluator)
- Jaco de Jager (Top Talent Solutions)

Research background

- Development of a survey to determine:
 - Occupational contexts / areas of practice within which psychometric tests and other similar assessments are used;
 - The extent to which tools currently appearing on the List of Classified and Certified Psychological Tests (Board Notice 93 of 2014) are used in the above contexts / areas of practice;
 - The extent to which tools not yet appearing on the List of Classified and Certified Psychological Tests (Board Notice 93 of 2014) are used in the above contexts / areas of practice; and
 - Any related practitioner concerns.
- Initiate stakeholder dialogue to have a better understanding of the challenges facing assessment practitioners in South Africa

Research background

- Survey constructs:
 - Gender
 - Category of HPCSA Registration
 - Race
 - Age
 - Employment Status
 - Which of the following assessments on the current HPCSA List of Accredited tools do you make use of?
 - Which of the following assessments on the list of Tests that have been classified as tests under development do you make use of?

Research background

- Survey constructs (continued):
 - Which psychometric tools do you use that are not on the gazetted list?
 - When you use psychometric tools that are not on the gazetted list, for what purpose do you use them?
 - When conducting assessment for selection or development, what do you use in combination with psychometrics / what do you view as a best practice approach
 - Overall, how satisfied are you with the current List of Classified Assessments?
 - Why do you use the tools that you do?

Research background

- Survey constructs (continued):
 - Views on the amendments of Section 8 of the Employment Equity Act No 55 of 1998, (This Act has been updated to Government Gazette 37871 dated 25 July, 2014) and the impact of these amendments to industry and the HPCSA?
 - What would you like to have provided by the HPCSA to facilitate your job as a professional?
 - Additional Comments

Population targeted

NUMBER OF PRACTITIONERS: HPCSA REGISTER

		GP	WC	KZN	NW	MP	EC	FS	LIM	NC	Int	TOTAL
PSYCHOLOGIST	Industrial	1046	289	141	65	42	32	28	14	8	30	1695
	Clinical	1152	781	328	118	61	178	115	97	28	51	2909
	Clinical (CS)	56	37	19	11	9	5	8	10	1	0	156
	Counselling	678	379	232	32	21	189	91	14	18	36	1690
	Educational	851	312	164	31	47	58	29	23	7	18	1540
	Research	142	51	21	16	5	16	2	0	0	2	255
8245												
INTERN PSYCHOLOGIST	Industrial	133	50	26	7	9	8	4	4	1	1	243
	Clinical	94	36	34	20	12	25	11	22	3	6	263
	Counselling	56	10	28	3	4	26	6	4	1	3	141
	Educational	72	29	35	1	8	4	3	2	2	0	156
	Research	46	12	15	3	0	4	2	1	0	0	83
	Psychology	15	6	1	0	1	0	0	1	0	0	24
910												
PSYCHOMETRIST		1040	388	90	63	90	70	112	80	34	20	1987
REGISTERED COUNSELLOR		634	450	271	59	87	131	80	185	28	5	1930
3917												

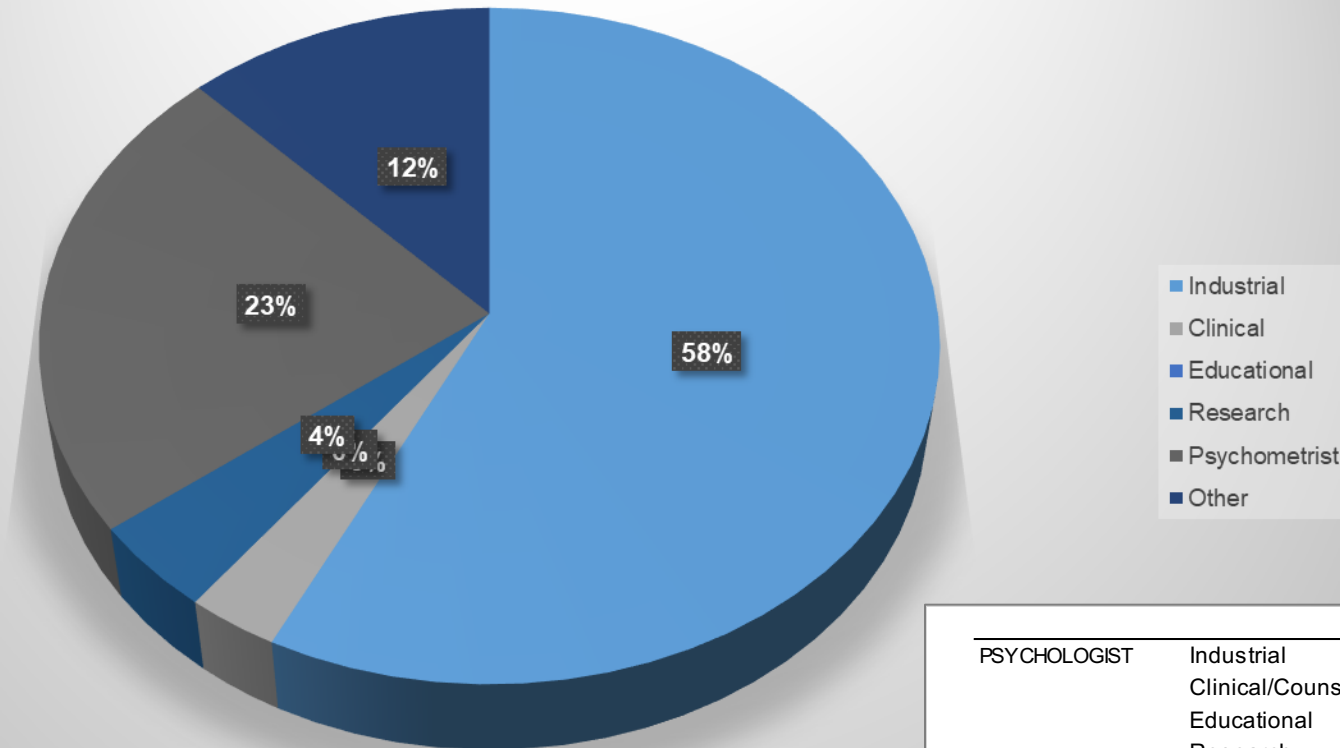
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Response demographics

Number of respondents

Breakdown per category



	n
PSYCHOLOGIST	Industrial
	Clinical/Counselling
	Educational
	Research
PSYCHOMETRIST	38
OTHER	20
SKIPPED QUESTION	2
TOTAL RESPONDENTS	166

Number of respondents

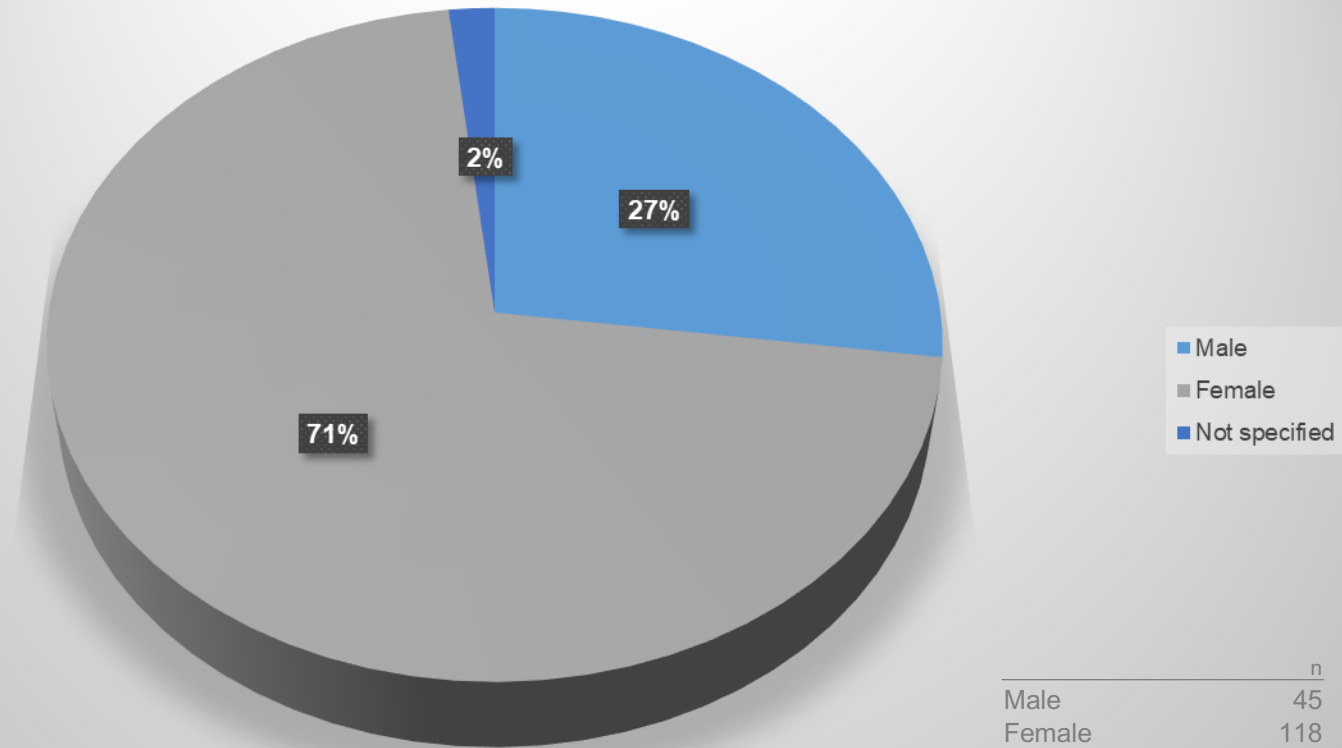
Large population - only 166 respondents $\therefore$ small sample - views based on those that responded

Reasons for low response?

Clinical/Educational response?

Gender

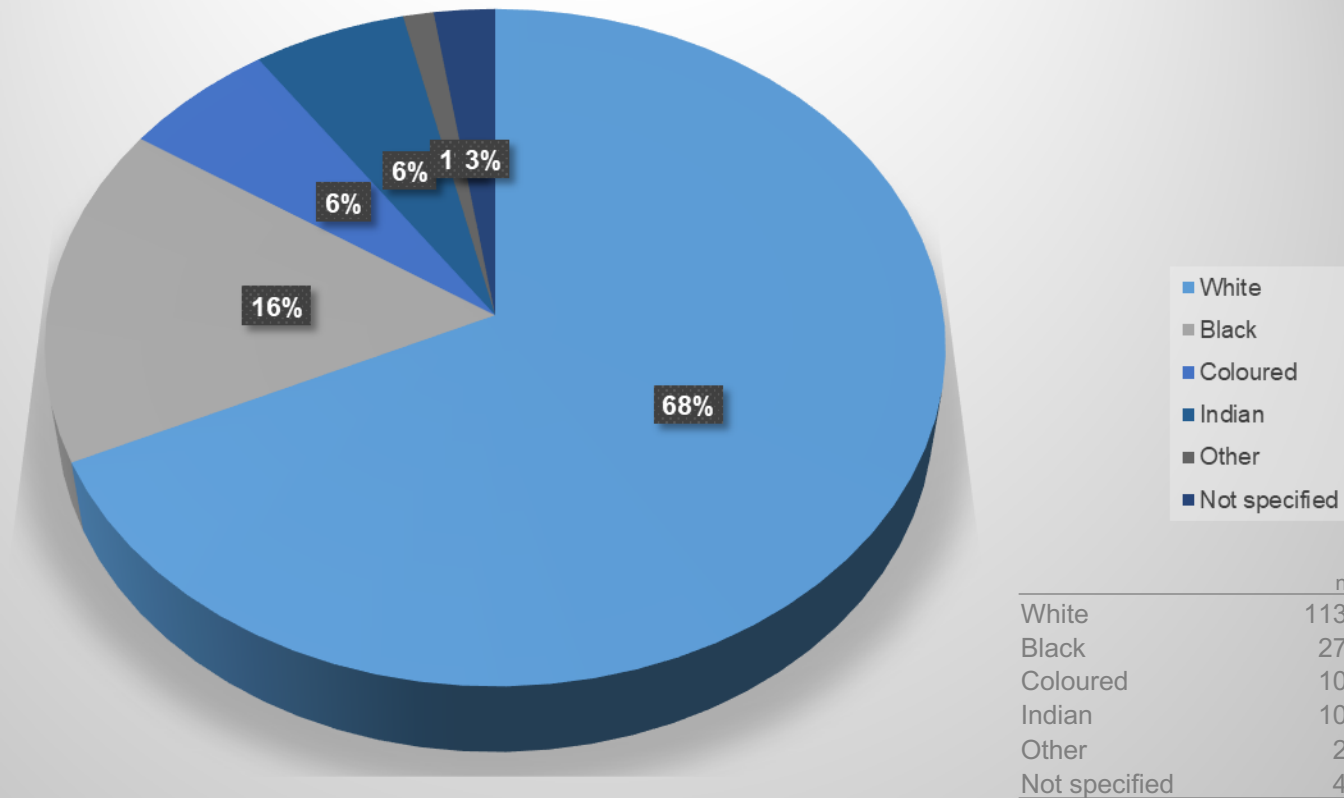
Gender breakdown



	n
Male	45
Female	118
Not specified	3

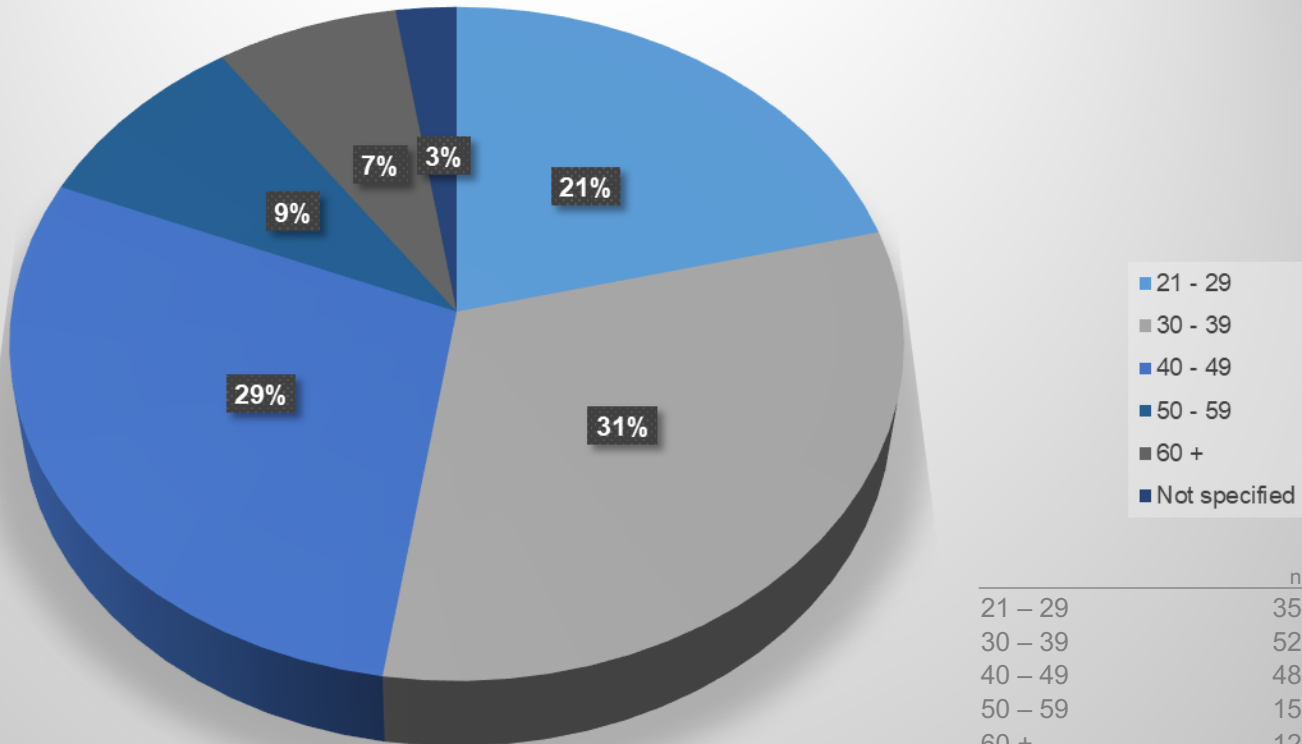
Race

Race breakdown



Age

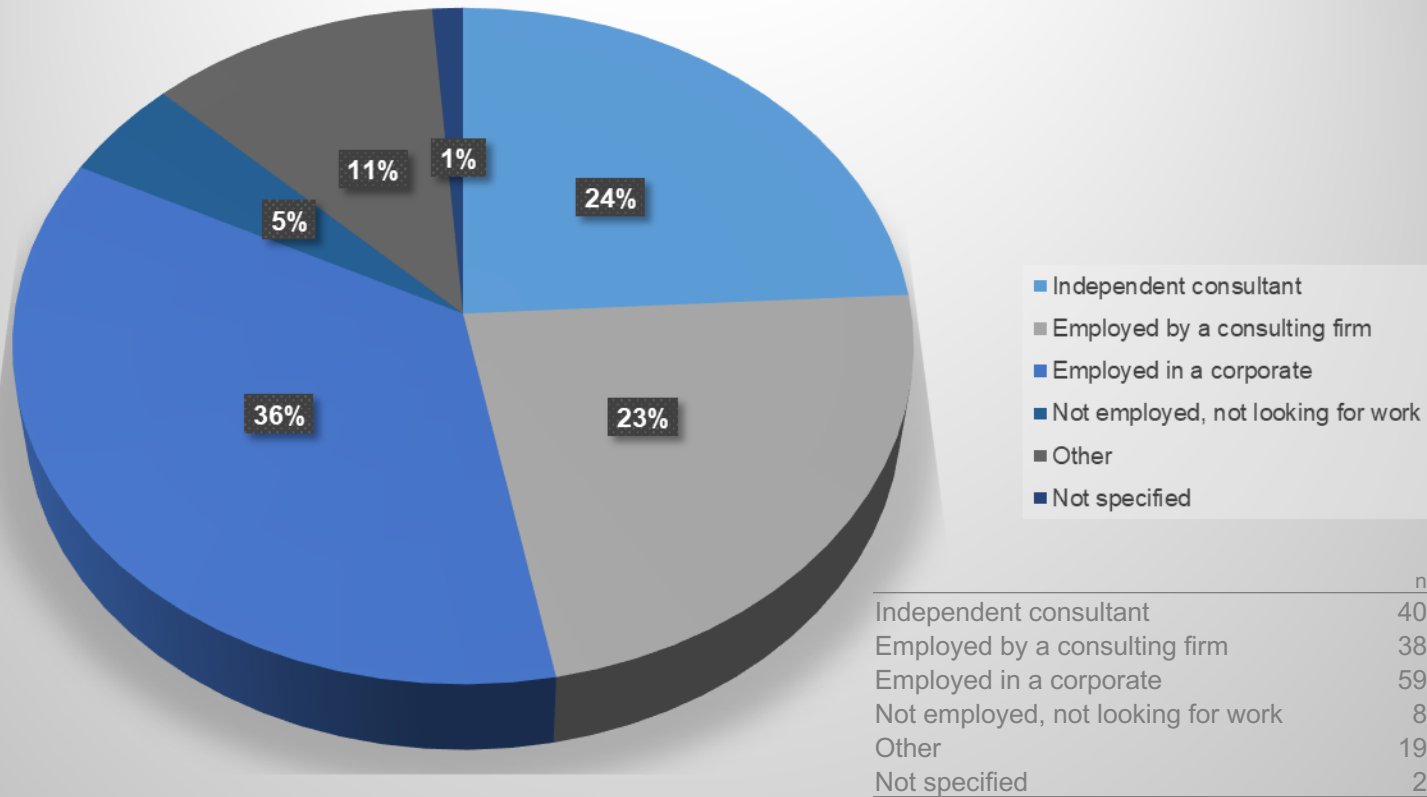
Age breakdown



	n
21 – 29	35
30 – 39	52
40 – 49	48
50 – 59	15
60 +	12
Not specified	4

Employment Status

Employment categories



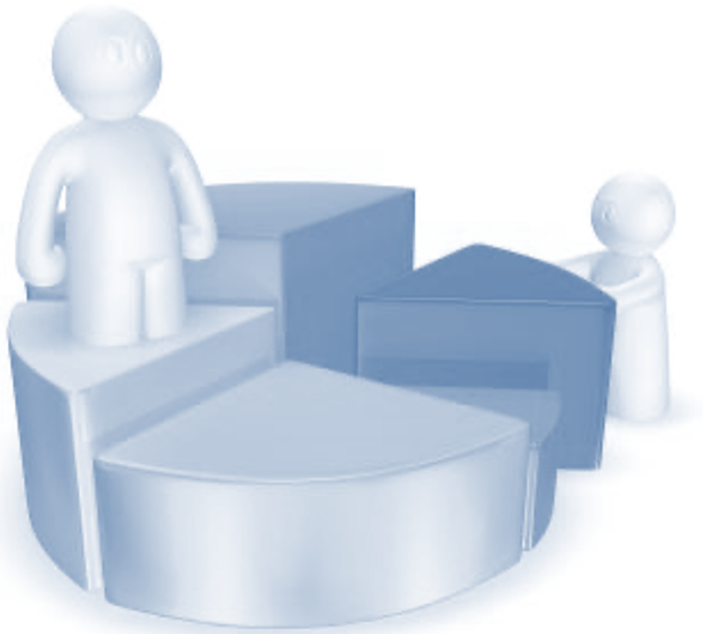
Sample characteristics

Small sample ... tentative interpretations

Sample largely reflects composition of
practitioner base

Mostly corporate and consulting

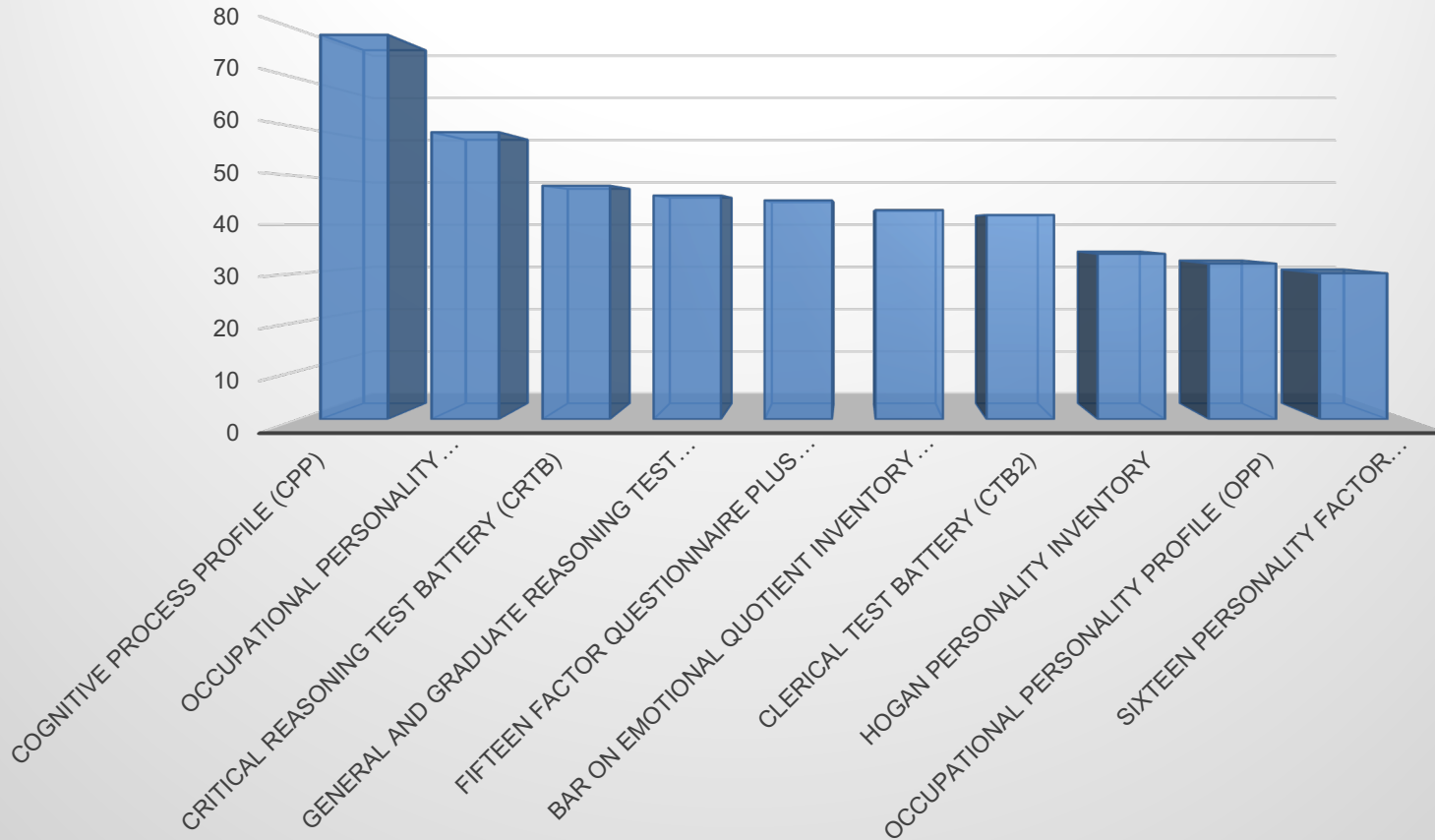
Lack of Clinical and Education voice



Survey results

Listed tests used

Top 10 tests used, on list

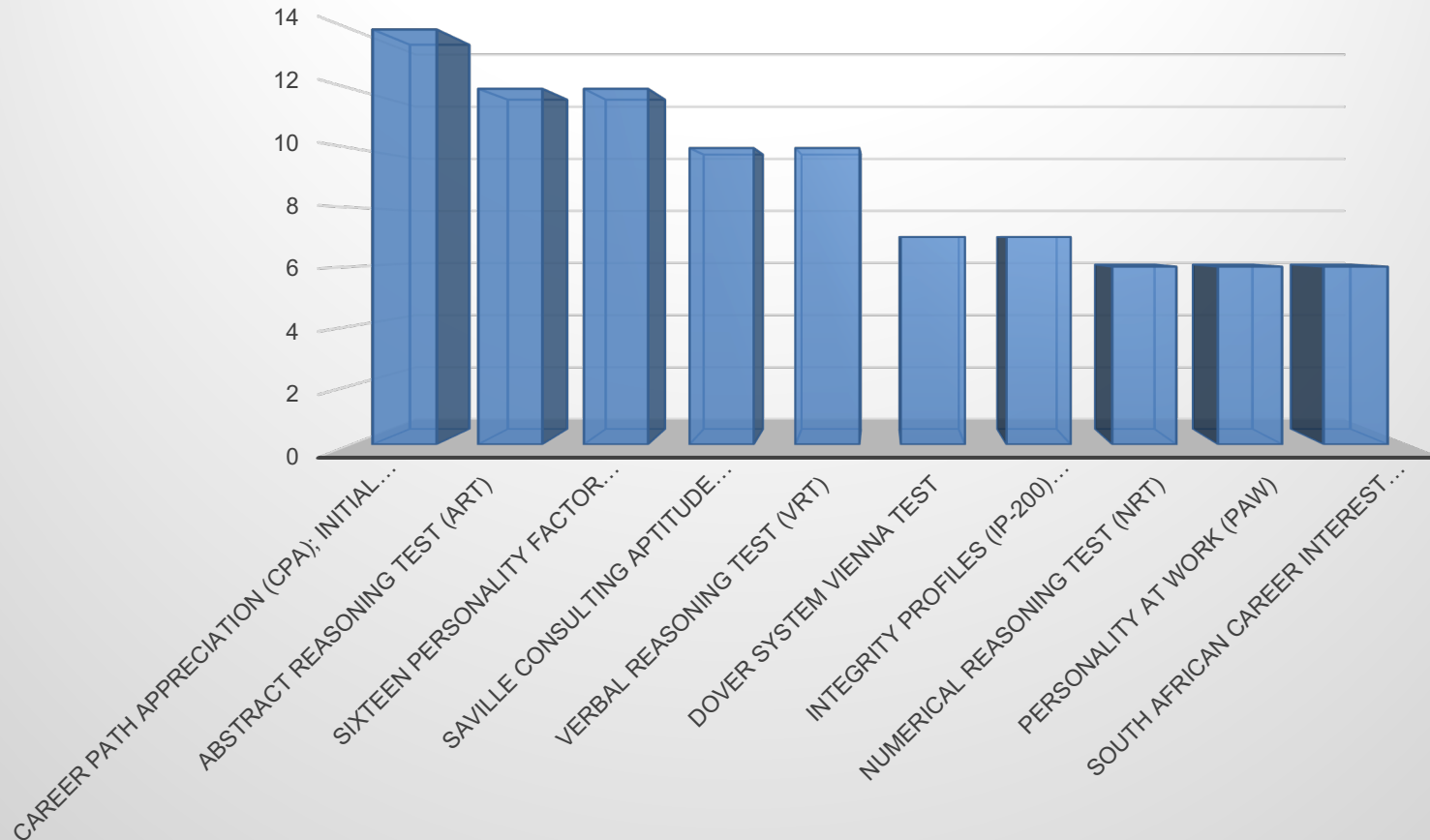


Listed tests used

Mainly personality and cognitive
Mostly well-known assessments
Balance online / face-to-face

Listed tests (under development) used

Top 10 tests under development used



Listed tests (under development) used

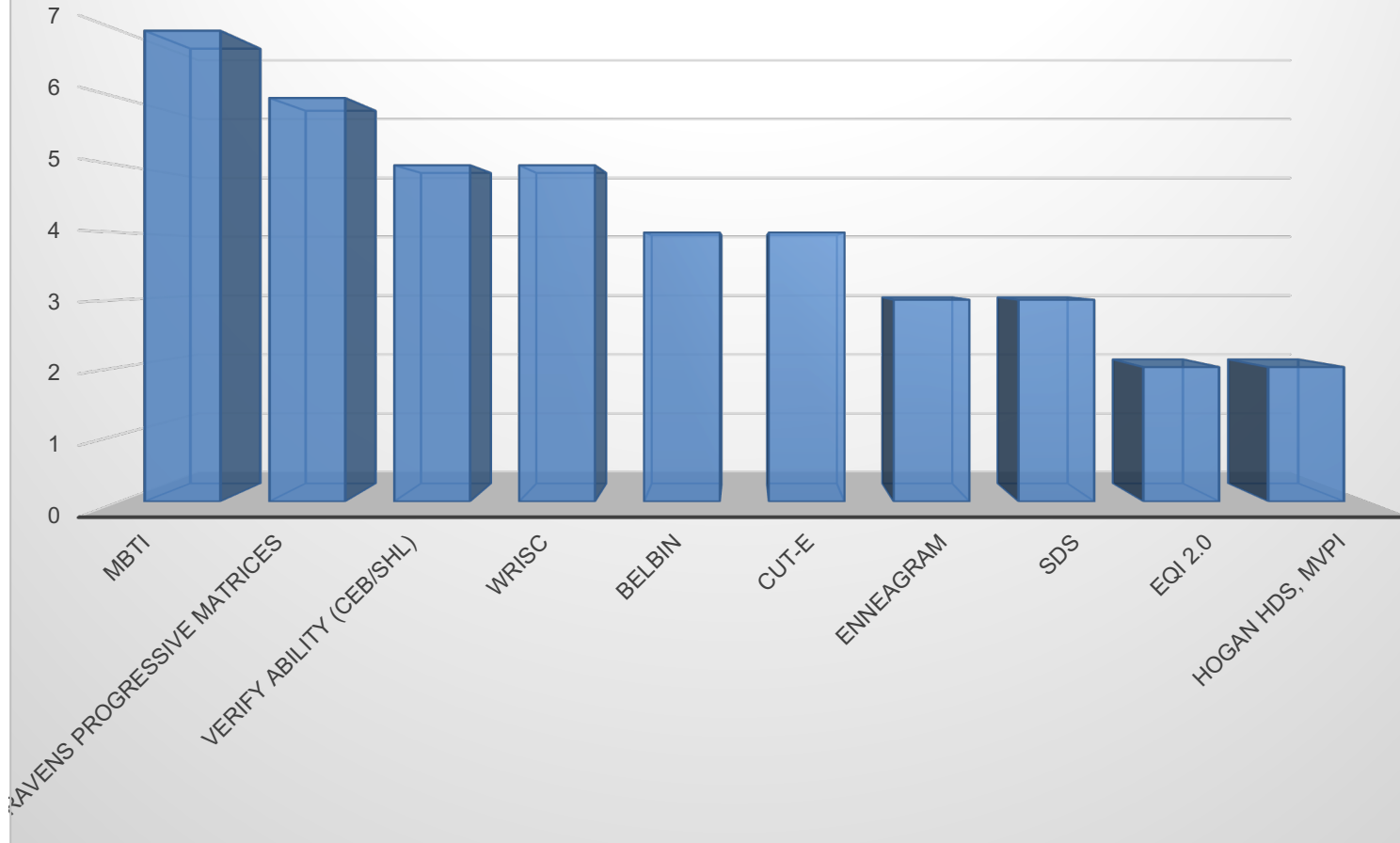
Personality, cognitive, interest, psychomotor,
integrity

Top 10 listed tests on both lists ... assessments
that can inform business decision-making

Levels of work assessment clearly popular
(also noted in qualitative comments)

Non-listed tests used (open- ended question – no list of tests was provided for practitioners to select from)

Top 10 tests used, not on list



Non-listed tests used

Assessments targeting other areas of functioning ('softer stuff') now more prominent
Some 'older' assessments still widely used
(MBTI, Ravens, Belbin, SDS)
Reliance on publishers with a good name /
trusted publishers
Availability of SA norms/research
Not a lot of 'fly-by-night'

Listed tests not used / barely used

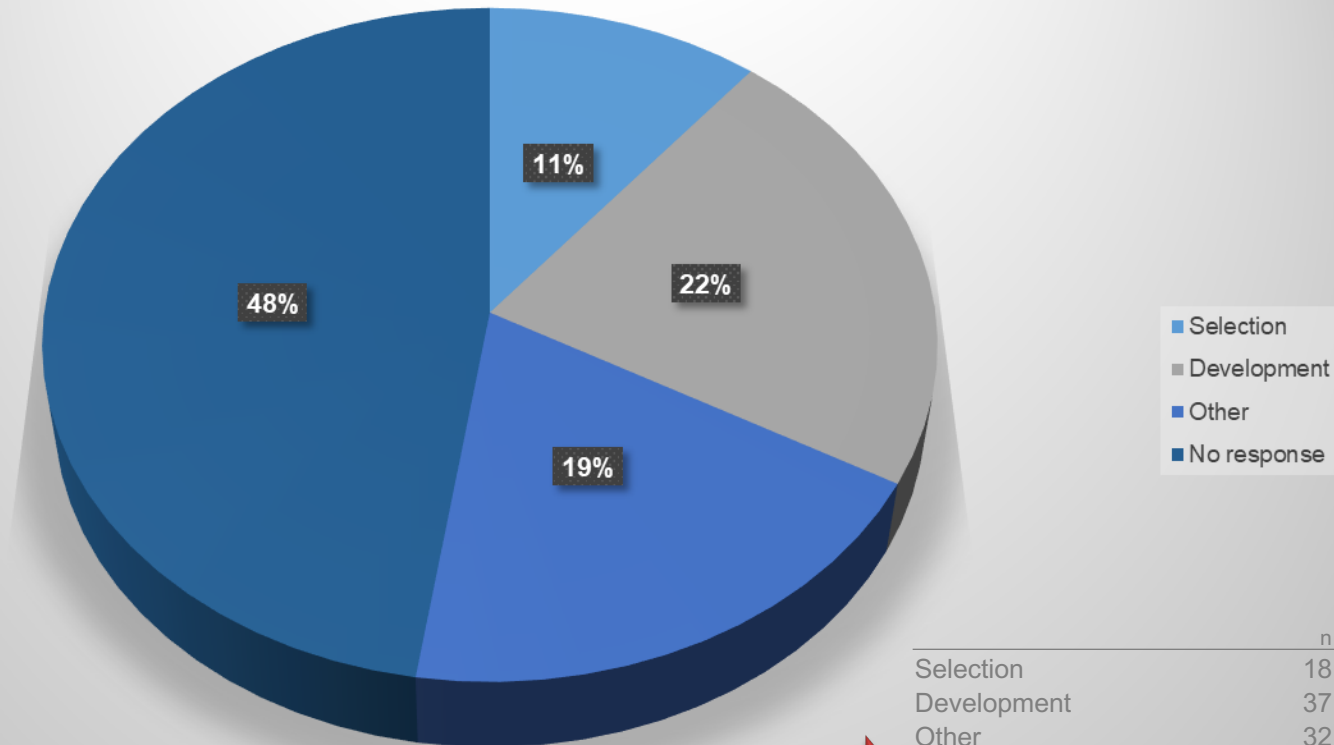
- Jackson Personality Inventory - Revised (JPI-R)
- Neo Professional Development Report (NEO-PD-R)
- Neo Personality Inventory-Revised (NEO-PI-R)
- Potential Index Batteries (FIB) (previously Pro-Index)
- Profile XT
- School-readiness Evaluation by Trained Testers (SETT)
- Self Scoring Interest Blank

- Structure of Intellect (SOI Tests)
- Herbst Test
- Impact 3.0
- Luso Zakheni Attitude Tests (non-pressurised) IBM Test (pressurised)
- Neo Five Factor Inventory (NEO-FF-I)
- Orpheus Personality Questionnaire

Interesting that a number of internationally popular FFM assessments are barely used here

Purpose of assessments

Purpose of test use



	n
Selection	18
Development	37
Other	32
No response	79

WHY ?

Best practice use of assessments

● Test are best used in combination with:

- Job profiling
- Interview / CBI / Targeted Selection
- Personal/professional history
- Career experiences interviews
- Employee tenure, performance data
- Assessment Centre / simulation exercises
- Combination of different psychometric tests, behavioural assessment
- Case studies / technical case studies
- Work sample
- Capability assessment / achievement testing
- SJTs
- CV screening
- Reference checks (work, social)
- Documentary verifications (vetting)
- Medical fitness
- Biographical self report questionnaire
- Narrative report
- 360 assessment
- Labour market data / market demand analysis 
- High potential measures
- Risk to business indicators 
- Feedback / development discussion
- Coaching program

Best practice use of assessments

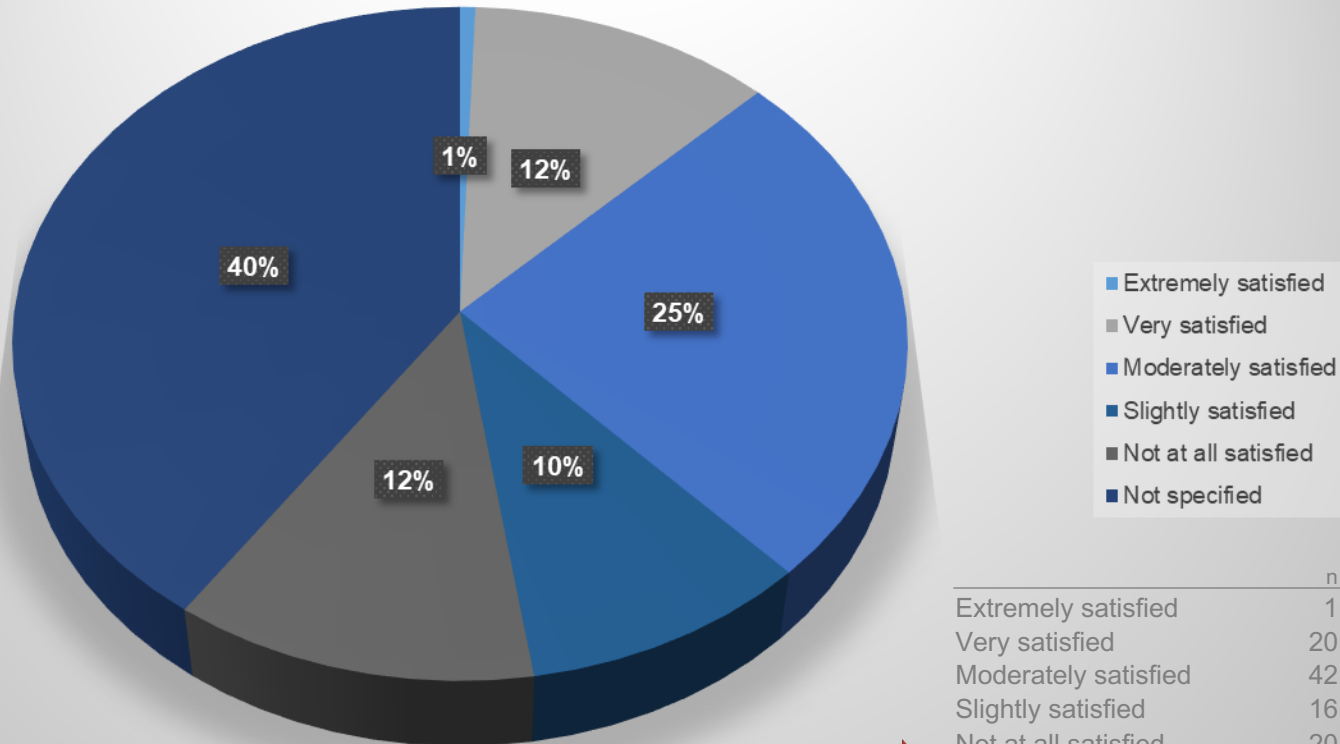
Comprehensive range of responses
Good coverage of published best practice
guidelines

Comments suggest strong utilitarian focus ...
test results must matter

Suggest that assessments are strongly
entrenched in some occupational settings

Satisfaction with HPCSA list

Satisfied with list of classified tests



	n
Extremely satisfied	1
Very satisfied	20
Moderately satisfied	42
Slightly satisfied	16
Not at all satisfied	20
Not specified	67

WHY?



Qualitative comments

Views on the list, recent developments

- Amendments of Section 8 of to the Employment Equity Act, No 55 of 1998 and resultant developments:
 - Necessary, but concern that HPCSA cannot handle process
 - Gazetted list old and redundant – needs to be updated and aligned with well researched and used tools
 - Requirement for better test classification framework
 - Opportunity for independent 3rd party to get involved in classification with HPCSA conducting final certification
 - Applicable for organisational, but not clinical settings
 - Expertise of the practitioner is as important as the Act

Voices from the floor

Need to use HCSA approved tests

Necessary – greater control over assessments being used, protects public

HPCSA list is old and redundant

Seems fair, happy about it

Would work if list was up to date but huge backlog

HPCSA should certify but manage process better

Clear guidelines need to be in place to identify precisely which category of psychologist can utilize which specific psychological tests.

In principle good to regulate in practice terrible execution

I am just not sure that the HPCSA in its current state can handle it. Maybe a third party and watch dog should be appointed.

Psychometrics committee unable to handle the work load – no infrastructure or technical expertise

Certification process unclear and long

But

Involving 'other bodies' may jeopardize the certification

I believe the HPCSA has no business regulating the way personnel decisions are made in industry

This act only applied to organisational settings. In the clinical environment assessments without SA norms have been used for years

Some tools that are not registered are equally good

Voices from the floor



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(a) - (c) are sufficient to ensure well developed tools proven to be suitable for use in South Africa are used in the South African context. A proper test classification framework similar to the EFPA standards would provide the 'quality mark' the DoL was striving for with the amendment.

There are not enough classified and certified tests on it. One cannot continue research if it is illegal to use uncertified test for selection

Makes testing in SA less attractive and delays growth on the development of assessment instruments.

First three criteria are valid. The last takes away the judgement of the test user; it is near impossible to have a test certified

Need to focus on tools widely used in industry and get rid of those no longer culturally relevant

Sound logic. Unenforceable in a digital world where people have access to a myriad of self-help tools and are looking for quick fixes and will use these. We are the professionals, yet other non-professionals use these 'in-valid' unregistered tests

Culture free testing is a dream not a reality

Expertise of practitioner is as important as the Act

What type and level of investigation is involved in determining whether a measure can be certified/classified? Are they really going to go into depth to determine whether a test is bias or not? Is everyone going to apply the same level of vigilance?

Recommendations of improving testing

- Improved training and accreditation in testing processes and practices – in report writing, test administration and interpretation and feedback (test providers training very expensive)
- More transparent SA and Africa-based research that is industry specific; use of SA norms, local languages (stay abreast of relevant trends)
- Better test usage - proctored vs un-proctored debate; more use of technology; holistic approach
- Encourage cross-provider collaboration for research purposes

What can the HPCSA do?

● Assessments:

- Re-evaluate Psychometrics Committee, more transparency around appointments and performance reviews
- Yearly review of Gazetted List
- Deadline on test reviews and priority classifications
- Reviews on policies and regulations and clear communication and guidance to protect practitioners
- Single standard for test developers, distributors and users
- CPD points for psychometric refresher training
- Bigger focus on neuroscience

What can the HPCSA do?

- Assessments (continued):
 - Better controls for online testing
 - Helpline on testing practices and personnel well versed on testing
 - Clearer guidelines on scope of practice for use tests
 - Public access to test evaluations and research
 - Seek assistance of external independent body for classification

What can the HPCSA do?

- General:

- More structured internship programmes and assistance to prepare for board exams
- More consistency in structure and content of board exam
- More assistance around internships
- More efficient registration process
- Free CPD workshops or regulation of CPD costs
- More accessibility, consultation and engagement instead of tick box stakeholder meetings

What can the HPCSA do?

- General (continued):
 - Better governance and management of the profession
 - Better service delivery
 - Better IT infrastructure
 - Lower fees and transparency around how these are spent
 - More representation by IOP on board
 - More control over non-registered test users



**Summary,
conclusions**

Summary

- ATP court case win has galvanized action regarding finalization of regulations and reevaluation of process
- Survey results largely show that Practitioners are generally unhappy about role of HPCSA in testing and tend to work around this based on available tools and client requirements
- Practitioners feel uniformed about what board does and new developments – initiatives of board are not shared – this is carrying over to general frustrations in the comments
- Scope of practice issue – lot of uncertainty present, the board is not visible enough and not acting as fixed point of reference for practitioners. Lack of clarity, communication and collaboration from the HPCSA

Best practice guidelines

- Guidelines and Ethical Considerations for Assessment Center Operations
- Best practice guidelines for the use of the Assessment Centre method in South Africa (5th edition)
- Bill of Rights (chapter 2 of the Constitution).
- Ethical Rules of Conduct for practitioners registered under the Health Professions Act, 1974.
- Code of Practice for psychological and other similar assessment in the workplace, compiled by People Assessment in Industry (PAI), an interest group of the Society for Industrial and Organisational Psychology of South Africa (SIOPSA).
- Code of Ethics for Assessment Centres in South Africa – Code of Ethics Published by the SA Assessment Centre Study Group (March 2018 – First edition). This code of ethics incorporates relevant information from:
 - Protection of Personal Information Act (POPI) (Act 4 of 2013)
 - Promotion of Access to Personal Information Act (PAPIA) (Act 2 of 2007)

What about the future of assessments?

Gamification

- Unilever – dropped resumes – uses Pymetrics - a mix of game-like assessments, automated video interviews, and in-person problem solving exercises to winnow down the field of 30,000 applicants; Applicants for Unilever’s internships and entry-level jobs now upload basic biographical data using LinkedIn.
- Pymetrics builds custom assessments for companies by testing at least 50 top performers at each employer to determine what set of traits lets them thrive at work. ‘Games’ to measure traits like spontaneity, attentiveness, and flexibility.
- ‘Culturally agnostic’ because they don’t rely on language and that they’re harder to outwit than more traditional tests. The company performs “algorithm audits” to ensure the results are evenly balanced by gender. If the audits find a game is tilted in favour of men or women, the results are de-emphasized in the algorithm.

Big data

- LinkedIn, a platform used by more than 540 million professionals worldwide and virtually all major employers. Implications of including a personality or soft-skills test as part of user profiles?

Robotics

- Call center in the UK needed to hire representatives to respond to customers who speak seven different languages; AI-enabled test where candidates were “interviewed” by a robot. The software evaluated their speech for syntax and grammar, and the company made offers based on the results.

What about the future of assessments?

The Risks!!!

- In 2013, a researcher working for the consulting firm Cambridge Analytica released a personality quiz that people could take on Facebook, with the results indicating how open, conscientiousness, extroverted, agreeable or neurotic they were. The researcher compared the quiz results with what those who took it had liked on Facebook, ultimately determining which interests corresponded with which personality traits.
- The EFPA Test-Review Model: When Good Intentions Meet a Methodological Thought Disorder - Paul Barrett
 - ‘ With the advent of new kinds of assessment now being created by the **“Next Generation” of psychologists** which no longer conform to the item-based, statistical test theory generated last century, a new framework is set out for constructing evidence-bases suitable for these “Next Generation” of assessments, which avoids the illusory beliefs of equal-interval or quantitatively structured psychological attributes. Finally, with no systematic or substantive refutations of the logic, axioms, and evidence set out by Michell and others; it is concluded psychologists and their professional associations remain in denial. As with the eventual demise of a similar attempt to maintain the status quo of professional beliefs within forensic clinical psychology and psychiatry during the last century, those following certain EFPA guidelines might now find themselves required to justify their professional beliefs in legal rather than academic environments’.

Key activities currently underway

PAI event - Reimagining the South African Assessment Landscape – an update on Assessment Practices facilitated by PAI – Monday 7th May

- Outcomes of 2016 PAI breakfast and PAI panel discussion held at the 2017 SIOPSA conference – Mr. David Bischof (PAI Chair)
- High-level overview of the Dutch Committee on Tests and Testing (COTAN) model – Prof. Marise Born (ITC)
- How the British Psychological Society (BPS) testing review system work, lessons learnt along the way and how this could work in South Africa - Prof Deon Meiring (UP) & Charlie Eyre (BPS)
- Discussion and update by the chairperson of the HPCSA Psychometric Committee on the release of the “New test classification guidelines for the Psychological test”: - Mr. Justin August (HPCSA)
- Ideas around how SA could implement EFPA guidelines and best practices – Prof Deon Meiring (UP)
- A critical review of the article ‘When good intentions meet a methodological thought disorder’ by Paul Barrett – reflections on this article (Behavioural Sciences 2018, 8(1), 5; <https://doi.org/doi:10.3390/bs8010005>) – Prof Marise Born
- Panel Discussion – Facilitated by David Bischof - Prof Marise Born, Prof Hennie Kriek, Mr Justin August, Prof Sumaya Laher – discussion on commonalities and differences across various models and how these could be applied to the South African context and questions and comments from the floor

PAI Survey

Thank You...

