

03 April 2022

Social Wellbeing Agency

OIA team

Tena koe,

Official Information Request as it relates to a Masters of Applied Management qualification.

The questions below will inform a research report that I am carrying out to complete a Masters of Applied Management through the Southern Institute of Technology (SIT). To validate this you are welcome to contact SIT. ^{9(2)a} [REDACTED].

Please send your responses to - ^{9(2)a} [REDACTED]

You will see that the questions below are related to an area of human resources – interviewing and candidate selection. In particular, I am interested in ‘Behavioural Event Interviewing’ (BEI) which is the type of interviewing in which candidates are asked to cite previous experience of a work situation, their role and then the outcome. This had led to the ‘STAR’ acronym to define this type of interviewing.

Recognising the size of your organisation please consider the question as applied to leadership/management roles within the middle to senior management levels of your organisation.

Under section 12(2) of the Official Information Act I am seeking answers to the questions below.

1. Would a candidate applying for a leadership/management type position in your organisation be required to do a task before the interview? (i.e. a phone screen, pre-test, etc) Or would the candidate have to complete a task after the interview such as - an aptitude test, numeracy/literacy or psychological profiling? Or are the interview and reference checking essentially the total recruitment process?
2. How are applicants chosen to be interviewed? (See the options below from a to c)
 - (a) A representative from Human Resources goes through the candidate pool of CV's received?
 - (b) A representative from HR and the hiring manager go through the candidates?
 - (c) The hiring manager acting alone selects who is to be interviewed?
3. Does your organisation use ‘BEI’ type interviews for middle/senior leadership/management interviews?
4. If the answer to the above is ‘no’ how would you describe the type of interviews that are carried out?
5. Is a representative from HR on the interview panel? (Never/Always/Some times?)
6. For ‘BEI’ style interviews does each panel member score the candidate and then these scores are combined to tally up to a grand total score?
7. Could a candidate who scores lower than the top scorer (e.g. came in second) still be considered the preferred candidate?
8. What are some of the factors or conditions that might give rise to the above in question #8 above? (I.e. – team fit, personality, how panel felt about them?) Other factors?
9. Are those in your organisation who do the interviewing trained in the BEI interview method?

10. Once a candidate has been selected and employed by your organisation do you keep a record of how long he/she stays with the organisation? (length of tenure)
11. Or do you keep records of how that candidate is tracking regards their role? (good performance appraisals, improvements plans? Unsatisfactory performance?)
12. Have you ever surveyed applicants who have been interviewed as to how they feel about the BEI interview process? If so, please share these results.
13. Does your organisation ever use recruitment firms to source candidates? (I.e. this approach is sometimes use for specialist positions or senior management type roles)
14. The candidate pool since Covid – March, 2020. In your view has the pool of candidates changed or got smaller since March, 2020. Has it taken longer to recruit for roles or have some roles remained vacant? Have there been other flow on effects since Covid impacted in March 2020?

If you have any questions or need further clarification please email me on [REDACTED] or you are welcome to call on [REDACTED]

I look forward to your replies.

Yours sincerely

[REDACTED]

by the Proactive Social Release Authorised Agency

27 April 2022

9(2)(a)

Tēnā koe 9(2)(a)

Official Information Act Request

Thank you for your email of 3 April 2022, in which you requested information about how we interview and select candidates, specifically our use of behavioural event interviewing.

We have decided to grant your request and answers to your 14 questions are below:

1. *Would a candidate applying for a leadership/management type position in your organisation be required to do a task before the interview? (i.e. a phone screen, pre-test, etc) Or would the candidate have to complete a task after the interview such as - an aptitude test, numeracy/literacy or psychological profiling? Or are the interview and reference checking essentially the total recruitment process?*
We normally interview shortlisted candidates and conduct background checks of our preferred candidate. We may phone screen if we have several candidates who meet our selection criteria to determine our shortlist.
2. *How are applicants chosen to be interviewed? (See the options below from a to c)*
(a) A representative from Human Resources goes through the candidate pool of CV's received?
(b) A representative from HR and the hiring manager go through the candidates?
(c) The hiring manager acting alone selects who is to be interviewed?
HR can help with long listing; this involves checking requirements of the role (for example the right to work in NZ and meeting minimum criteria for the role). The appointment panel, chaired by the hiring manager, conducts the shortlisting to select who will be interviewed.
3. *Does your organisation use 'BEI' type interviews for middle/senior leadership/management interviews?*
Yes
4. *If the answer to the above is 'no' how would you describe the type of interviews that are carried out?*
N/A
5. *Is a representative from HR on the interview panel? (Never/Always/Some times?)*
Sometimes
6. *For 'BEI' style interviews does each panel member score the candidate and then these scores are combined to tally up to a grand total score?*
Yes
7. *Could a candidate who scores lower than the top scorer (e.g. came in second) still be considered the preferred candidate?*
Generally the top scorer is the preferred candidate, if not the preferred candidate would need to be agreed by a majority of the interviewing panel.

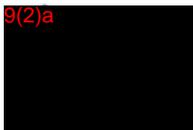
8. What are some of the factors or conditions that might give rise to the above in question #8 above? (I.e. – team fit, personality, how panel felt about them?) Other factors?
N/A see above answer.
9. Are those in your organisation who do the interviewing trained in the BEI interview method?
We don't provide formal training, our managers are experienced and supported by HR who are skilled in this area.
10. Once a candidate has been selected and employed by your organisation do you keep a record of how long he/she stays with the organisation? (length of tenure)
Yes, we monitor our average tenure on a monthly basis.
11. Or do you keep records of how that candidate is tracking regards their role? (good performance appraisals, improvements plans? Unsatisfactory performance?)
Performance is monitored through our performance management framework.
12. Have you ever surveyed applicants who have been interviewed as to how they feel about the BEI interview process? If so, please share these results.
No.
13. Does your organisation ever use recruitment firms to source candidates? (I.e. this approach is sometimes use for specialist positions or senior management type roles)
Yes, sometimes do for specialist roles.
14. The candidate pool since Covid – March, 2020. In your view has the pool of candidates changed or got smaller since March, 2020. Has it taken longer to recruit for roles or have some roles remained vacant? Have there been other flow on effects since Covid impacted in March 2020?
We have noticed a decrease in candidates recently and that it takes a bit longer now to recruit than it did prior.

If you are not satisfied with this response, you have a right to seek an investigation or review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or by calling 0800 802 602.

Please note that this response, with your personal details removed, will be proactively published on our website 30 days from today.

Nāku iti noa, nā

9(2)a



Josh Logan
Advisor, Office of the Chief Executive
Social Wellbeing Agency | Toi Hau Tāngata