

Creating EffectiveHiring® On-line Job Application Questions

The EffectiveHiring® pre-employment application and the search functions associated with it are central to the EffectiveHiring® process. By formulating effective application questions and then searching for specific responses, you can immediately eliminate unqualified applicants and focus on those with relevant skills and experience saving you the time of reviewing each applicant.

To formulate effective questions, keep both the job description and the ideal candidate in mind.

Ask questions that are directly relevant to the open position and design the questionnaire so you can search for candidates whose answers indicate they are qualified in key areas. Search for the ideal answers to the questions you created.

Employee qualifications fall into three fundamental categories. You should address each in the EffectiveHiring® questionnaire. These include:

1. skills and experience
2. education & aptitude (talent)
3. work behaviors and attitudes

Design one or two questions to find out about skills and experience. Ask specifically how many years of relevant work experience a candidate has. Provide the candidates with a list of skills or experience levels (or years) to choose from. Determine if there is only one answer or multiple answers to the questions. Make sure that the experience level for the ideal candidate is one of the available choices. See the example below:

Experience

- Question: How many years of bookkeeping experience do you have?
- Answer choices: less than one year, 1 to 2 years, 3 to 5 years, 6 or more years
- Reason: To determine if the candidate meets the position's experience level requirement

Skills

- Question: With which of the following programs are you proficient?
- Answer choices: Peachtree, QuickBooks, SAP, Great Plains
- Reason: To determine if the candidate is proficient with the required software applications

Design questions that address work behaviors and attitudes. Ask a question or two about how a candidate would respond to or solve a typical workplace problem or situation. In this case, ask open-ended questions. The candidate can write a few sentences to answer the question.

- Question: A customer complains about shipment tardiness. What are the first 3 steps you should take to handle this?
- Answer: Provide a memo answer type that displays an open field in which the job seeker can type her answer.
- Reasons: To determine if the candidate handles situations in a manner that suits both your company and the position, to evaluate the candidate's communication skills and thought processes, and to obtain a writing sample.

There is a wide range of other possible questions to ask; for example, you may want to include some knowledge-based questions.

- Question: What is the correct way to change the settings for an XYZ formatting machine?
- Answer: Provide 4 choices with one correct answer or a text box for a short-written answer
- Reason: To determine if the candidate truly has the knowledge that will be necessary to complete assigned duties

Always keep the following suggestions in mind:

- Include more check box questions than memo style questions on your application. Check box questions take little time for the applicant to complete, and they allow you to use the EffectiveHiring® sort and search function to quickly identify qualified candidates for further review.
- Too many essay style (memo answer) questions can be prohibitive and intimidating to applicants, but an excellent answer to this type of question will distinguish a candidate from the crowd. Include 2 or 3 in your application.
- Although an EffectiveHiring® application questionnaire allows you to ask multiple questions, do not feel you have to. Ask the fewest number of questions necessary to narrow your applicant pool. Candidates will respond more carefully to a concise but focused application.

A good EffectiveHiring® pre-employment questionnaire puts you in the driver's seat. The questionnaire gives you the ability to immediately isolate those applicants who have the potential to be successful in your available position. A candidate's response to your application questions plus the information on her resume provides you with an accurate profile of her qualifications....

Answer Scoring or Dis-Qualifying

Through our ExactHire Applicant Tracking System, ensures that all applicants answer the same required questions, and it provides a consistent layout to recruiters who screen applicant records. Hiring software portals allow employers the chance to ask applicants job-specific screening questions, and then to automatically score and/or disqualify applicants based on their responses to certain questions.