

PublicServicePrep Comprehensive Guide to Canadian Public Service Exams

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The Situational Judgment Test

The Situational Judgment Test (SJT) is an attempt to test your ability to solve problems in situations that you will encounter at work. The primary competencies that are being evaluated are:

- **Teamwork** - Willing to act with others by seeking their input, encouraging their participation and sharing information. Commitment to helping others improve their skills.
- **Judgment** - The ability to analyze situations and events in a logical way, and to organize the parts of a problem systematically.
- **Interpersonal Relations** - Developing contacts and relationships both within and outside your area of employment is extremely valuable. With government jobs, you will have to work with a wide cross-section of the community with diverse backgrounds, cultures and socio-economic circumstances. You must have the ability to adapt your approach to each situation.

There are several points you should keep in mind when working through these scenarios.

- The government will want all inappropriate actions and behaviours discussed and acted upon. If the inappropriate behaviour continues, it must be reported to a higher authority.
- Instances of racism, sexism and discrimination cannot be tolerated.
- Customers and the public deserve to be treated fairly and professionally at all times.
- Managers expect orders to be followed with suitable judgment on the part of the employees.
- Cooperation and collaboration are vital to an organizations well being. Constructive criticism is acceptable but personal insults should not be tolerated.
- Employees must recognize and understand the dynamics of organizations, including the formal and informal cultures and decision-making processes.
- All people in the organization must act with integrity and honesty at all times.
- You will be answering the majority of questions (unless stated otherwise) with minimal authority and only have powers to persuade and influence.

Answering Questions

For the SJT you will be given a scenario and asked for the most effective and the least effective response. When selecting an answer choice for the most effective, first determine if there is a problem to solve and then disregard any options that do not contain important steps to solving the problem. When asked what the least effective solution to the problem would be, select the option that makes the situation worse or ignores the problem completely.