

## TEST FACT SHEET

# Communication Test

The Communication skills test evaluates skills in communicating clearly and effectively using professional etiquette. This English communication skills test assesses both written and verbal communication, as well as non-verbal cues and active listening.



### Covered skills

- ✓ Understanding and interpreting written communication
- ✓ Listening actively and interpreting non-verbal cues
- ✓ Communicating clearly in business contexts
- ✓ Using professional communication etiquette



### Test type

Situational judgment test



### Available languages

English, Spanish, Dutch, French, German, Italian, Japanese, Portuguese, Swedish, Danish, Polish, Norwegian



### Administration time

8 minutes



### Level

Intermediate



### Number of questions

16 questions delivered to test-takers  
88 questions in the question bank



### Use the Communication test to assess

Any role that requires good communication skills to facilitate effective collaboration with others.



### Scoring benchmarks

Benchmarks are available for various education levels (ranging from some high school education to Master's degree or higher), business functions (from administrative to software development), and seniority levels (junior to senior).



# Psychometric properties

Each of the metrics reported below is based on a sample size (*N*) of at least 1,000 candidates, unless indicated otherwise.

**Reliability** Cronbach's alpha coefficient = .71

**Face validity** Candidates rated this test as accurately measuring their skills (average score of 4.37 out of 5.00)

**Criterion-related validity** Candidates with higher scores on this test received higher average ratings from the hiring team during the selection process ( $r = .33$ ).

	SUFFICIENT DATA AVAILABLE TO CONDUCT ANALYSES AND CHECKS	ANALYSES AND CHECKS CONDUCTED	ACCEPTABLE OUTCOME
<b>RELIABILITY AND VALIDITY</b>			
RELIABILITY	●	●	●
CONTENT VALIDITY	●	●	●
FACE VALIDITY	●	●	●
CONSTRUCT VALIDITY	●	●	●
CRITERION-RELATED VALIDITY	●	●	●
<b>GROUP DIFFERENCES</b>			
AGE DIFFERENCES	○	○	○
GENDER DIFFERENCES	●	●	●
ETHNICITY DIFFERENCES	○	○	○

○ Pending    ◐ Minimally acceptable    ● Yes/Acceptable



# Glossary

<b>Reliability</b>	The extent to which test scores are stable, consistent, and free from measurement error. Reliability coefficients between .6 and .69 are typically considered reasonable, values between .7 and .79 are considered acceptable, values between .8 and .89 are considered good, and values above .9 are considered great.
<b>Validity</b>	The accuracy of the inferences or interpretations drawn from test scores. There are several types of validity detailed below.
<b>Face validity</b>	The extent to which a test appears to measure what it is intended to measure, and whether, on the surface, the test feels relevant and appropriate for what it is supposed to be assessing. After completing a test, TestGorilla surveys candidates about the perceived validity and relevance of the test.
<b>Content validity</b>	The extent to which a test covers a representative sample of the skills and knowledge content relevant to the topic in question. TestGorilla uses a standardized test development process and formal test structures to ensure the skills and knowledge necessary for a particular topic are well-represented by the test and the test items.
<b>Construct validity</b>	The extent to which the test accurately measures the construct it is intended to measure.
<b>Convergent validity</b>	A type of construct validity. Convergent validity examines whether constructs that are supposed to be theoretically related to each other are, in fact, related. This is the opposite of discriminant validity.
<b>Discriminant validity</b>	A type of construct validity. Discriminant validity examines whether tests that are not supposed to be theoretically related are, in fact, unrelated. This is the opposite of convergent validity.
<b>Criterion validity</b>	The degree to which test scores are related to scores on an outcome measure of interest (e.g. performance ratings, turnover). Depending on the outcomes and circumstances in question, validity coefficients below .11 are typically seen as less likely to be useful, values between .11 - .35 are considered likely to be useful, and values above .35 are considered very beneficial.
<b>Group differences</b>	The extent to which different groups (e.g. different age, gender, ethnic and/or racial groups) differ significantly from each other in terms of the scores obtained on a test.