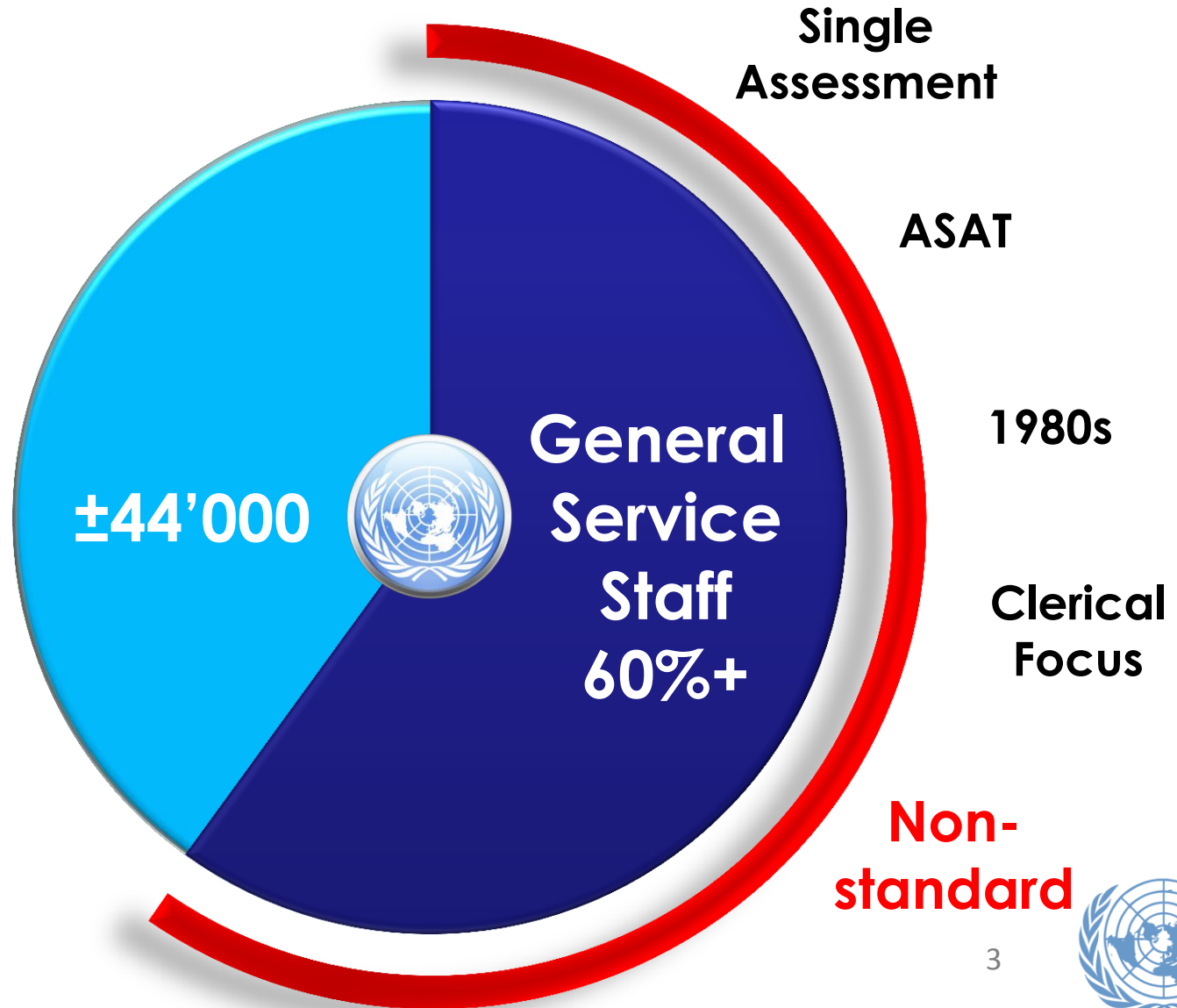# United Nations

The Global General Services Test Rollout

Special Interest Group for the Public Sector
ATP – Budapest
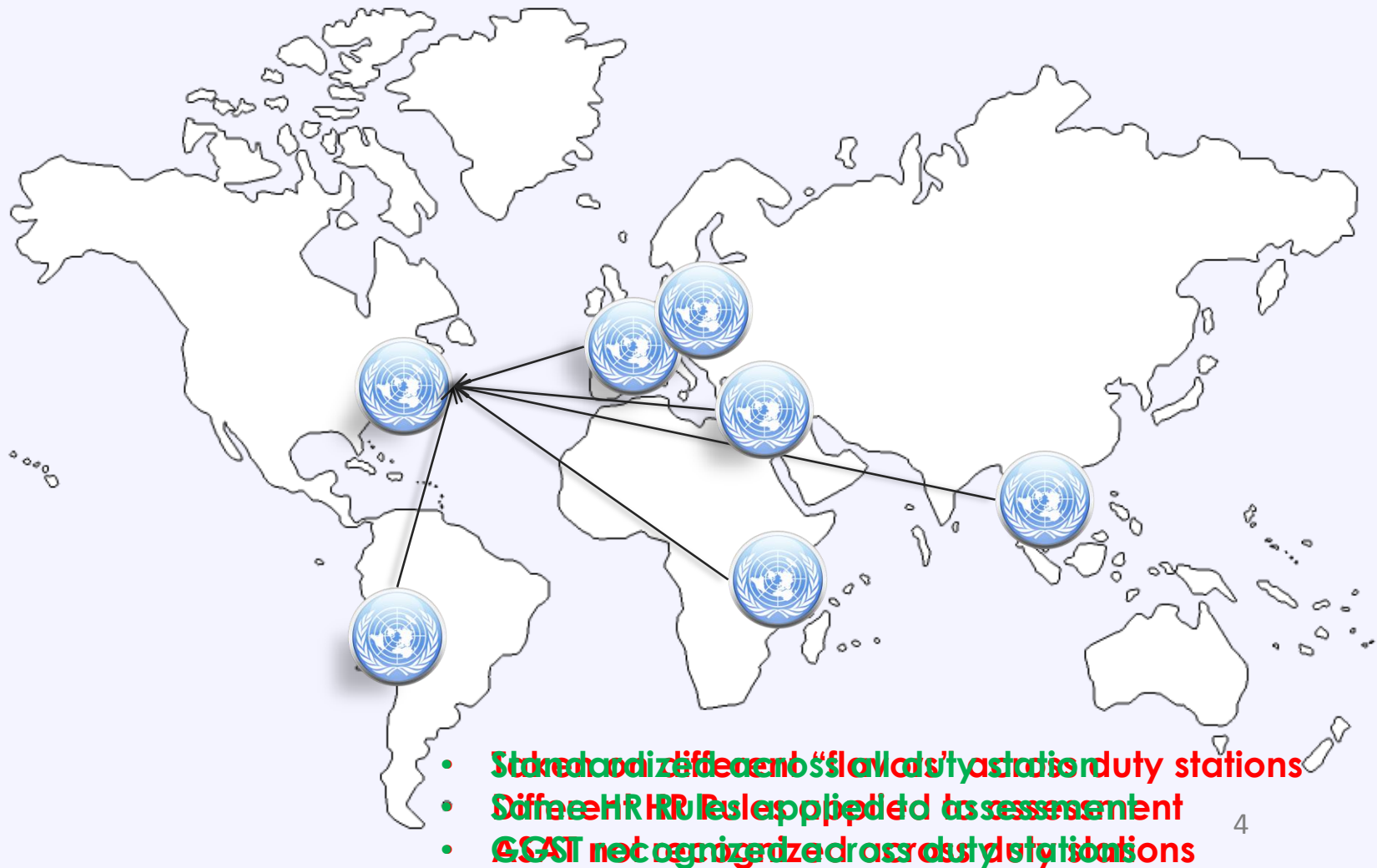*Sep 2014*

Background

Context - UN Secretariat Staff

±44'000

General Service Staff 60%+

Single Assessment

ASAT

1980s

Clerical Focus

Non-standard

- Standardized assessment; different "flavors" across duty stations
- Different HR Rules applied to assessment
- GSAT not recognized across duty stations

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Change Process

Stakeholders Identification

GGST Stakeholders

Hiring Managers

Applicants

HR Offices

Testing Section

Change Process

	Research & Development	Test Development	Test Pilot	Test Rollout
Testing Section	Plan and conduct a job analysis covering a sample of GS positions.	Develop test items, test structure, test instructions, etc.	Build a version of the test in new online testing software	Finalize the new test versions
Hiring Managers	Testing section interviews and consults with HMs as part of the job analysis process	Interview HMs to obtain critical incidents to focus test content	Ask HM to volunteer serving staff for pilot	Publish article on HR portal and intranet about new test.
HR Offices	Consult with HR Office about new test to establish their needs	Consult with HR Offices on test structure and feasibility	Ask HR Office to assist in piloting the new test in all duty stations	VTCs with all duty stations HR Offices outlining the rollout of the new test
Applicants				Update UN careers website plus FAQs etc. to inform future applicants

Stakeholder Needs – Job Analysis Phase

- **Undertook a Content Analysis of a representative sample of published GS job opening to identify the most frequently mentioned KSAs.**

- **Interviewed a represented sample of Hiring Managers to establish their needs for GS staff.**

- **Generated a "high level" GS KSA profile which the test would be modelled on.**
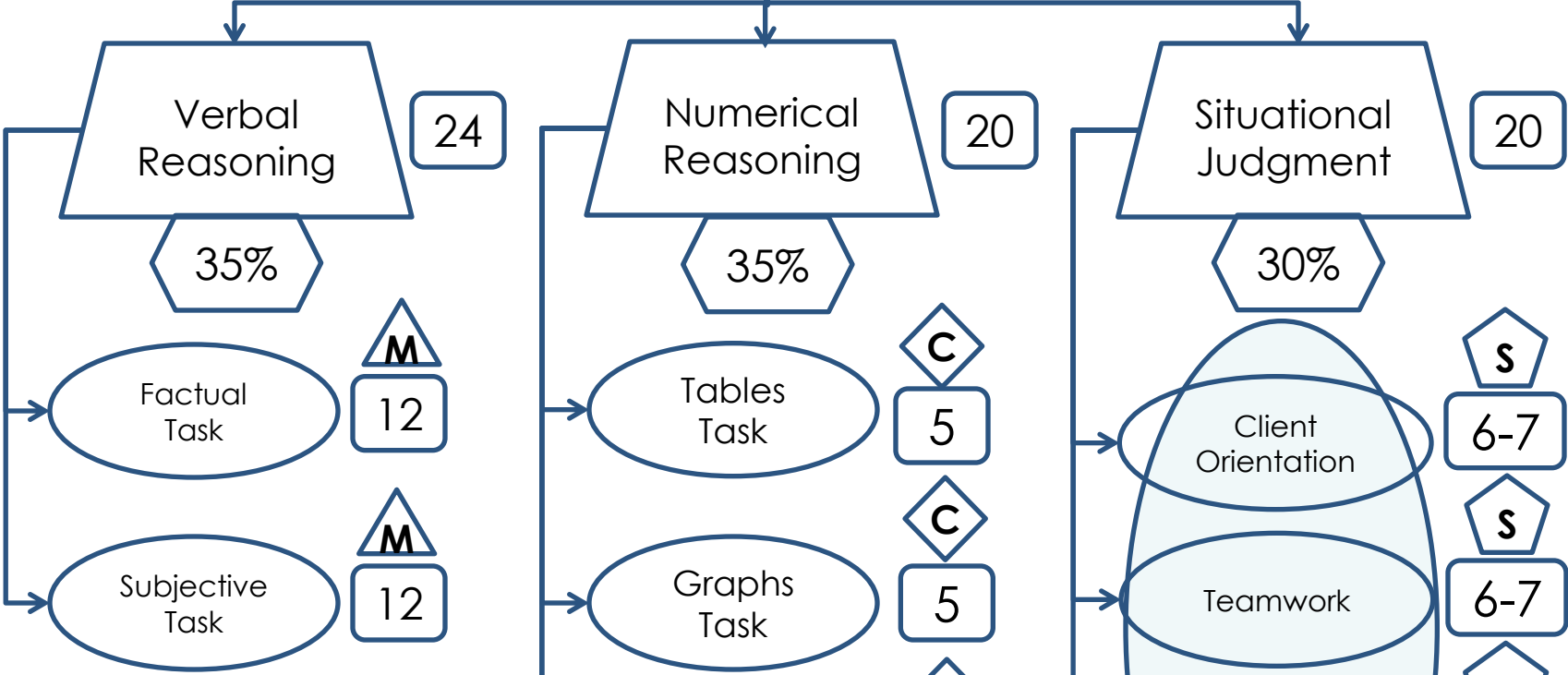
Test Content Development Phase

- **GGST = GMA x SJT**

- **General Mental Ability**
  - Verbal Reasoning – multiple match items
  - Numerical Reasoning – multiple choose items

- **Situational Judgment Test**
  - Based on UN core values and competencies

- **Weighted Score to determined passed**

Validation Stage

- A first version of the test was piloted in April 2014 in order to fine tune the relevant test parameters such as level, length, contents and timing of the test.

- The test was given to:
  - a representative sample of current staff
  - in **9 UN entities** in 6 duty stations **(UNHQ, ECA, ECLAC, ESCAP, UNOG, UNOV, UN Women, UNDP, UNICEF)**
  - from **32 countries**
  - aged between **25-60 years**
  - of which **75%** were female

Change Communications phase

iSeek
The UN Intranet | GLOBAL

Launch of the new Global General Service Test

Tuesday, 22 July 2014, New York | DM / OHRM/DM

The first truly global standardized test for General Service staff selection was launched at UNHQ on 15 July 2014. The Global General Service Test (GGST) replaces the Administrative Support Assessment Test (ASAT) and will be progressively rolled out in all Offices Away from Headquarters (OAHs) from September 2014.

Read more about the GGST on the **it's for real** website.

Talent Management
it's for real!

FAQs: Global General Services Test (GGST)

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July 22, 2014
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Why was the new test developed?
In 2010, the Staff Management Coordination Committee (SMCC) requested the harmonisation of the selection test used for General Service (GS) staff across the Secretariat. Consequently, after an extensive period of research and development, the Global General Services Test was built by a team of assessment specialists who extensively analysed a broad cross-section of GS positions.

Do you have an HR question?
Contact us

Please note that emails are not responded to individually. However, as many queries as possible are turned into Frequently Asked Questions which are posted on the FAQs page of this site.

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Change Outcome

Organizational Outcomes

- A new truly global selection test and policy in line with the 'One UN' vision.

- New Test welcomed by staff, in particular Hiring Managers.

- Improved predictive validity resulting in higher quality selection of GS staff.

- Positive and professional recruitment experience for incoming GS staff assisting employer brand.

Lessons Learnt

Lessons Learnt

- **Broad consultation upfront with relevant stakeholders (HMs and HR Offices).**

- **Be prepared to be flexible to meet stakeholder needs.**

- **Phased rollout.**

- **Communication, Communication, Communication!**

Q&A

Gracias

Merci

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www.un.org   http://careers.un.org

谢谢

Thank You

Спасибо