



## Is a person's Keystrokes-Per-Hour (KPH) score in the Data Entry test modules the same as their Words-Per-Minute (WPM) score in a typical typing test?

No. Since Data Entry tests and typing tests measure fundamentally different psychomotor skills on the part of the test taker, these two scores are not directly comparable.

While clerical keyboarding/typing and telecommunicator data-entry jobs appear similar on the surface (i.e., they both use a computer keyboard to input data), they require different sets of psychomotor skills. Studies show that it takes over 1,000 hours of practice to become expert at either typing or data entry. Well constructed work-sample tests, like CritiCall, are designed to measure only the psychomotor skills associated with a particular work-related task, while minimizing the measurement of skills not needed to perform that task.

### Typical Typing Test OPAC Version 5.0

What are the most popular hiring criteria used in today's business world? Most employers ask questions to gauge an applicant's previous experience and abilities. Unfortunately, many job applicants answer positively to almost any skill-related question, whether or not they have the skills. This is simply because most applicants have a great deal of confidence in their abilities.

Most companies cannot afford to have a new employee learn on company time. The solution is pre-employment testing. This testing occurs before the interview process so that employers know the skill level of an applicant before they have an opportunity to develop an impression of that person. Much time spent in needless interviews can be saved if it is determined early in the hiring process that an applicant lacks basic skills vital to a position.

For example, the purpose of clerical typing is typically to enter complete paragraphs read from a printed page, consisting of mostly alpha characters. Research has shown that expert typists, when speed typing, are actually reading several words ahead of the words they are typing in the sentence. When expert typists are not allowed to look ahead at the text in a sentence while typing, their advantage over non-experts is virtually eliminated. Our own studies have found

that some typists who are very quick and accurate at entering complete words and sentences that contain only alpha characters slow down to look at the keyboard to "hunt and peck" when entering unusual combinations of alpha and numeric characters (such as serial numbers or license plates). Traditional typing tests measure an applicant's ability to copy complete paragraphs using almost all alpha characters, with an emphasis on accurate punctuation and capitalization skills. A national job analysis conducted by the Biddle Consulting Group, Inc. found that most dispatchers and call-takers do not enter data in this way.

Instead, dispatchers and call-takers must enter a much greater proportion of numeric characters than people who work in a typical clerical setting. Also, punctuation and capitalization are typically not important to the job. Finally, a large portion of the job requires the employee to enter information heard verbally rather than being read off a

Question # 1 of 1		Data
Last Name	ZACHERY	Last Name--: ZACHERY
First Name	CHRISTINA	First Name--: CHRISTINA
Telephone	509-386-2145	Telephone--: 509-386-2145
Address	725 HOWE	Address----: 725 HOWE
City	NICHOLS	City-----: NICHOLS
Zip	88288	Zip-----: 88288
Vehicle Identification Number	1KLM892FAFR89452	Vehicle ID--: 1KLM892FAFR89
License Plate	AK64JG	Lic. Plate--: AK64JG
Driver's License	M6913924	Driver Lic.: M6913924

**CritiCall's Data Entry Test**

# User's Tip

June, 2003 Tip #1



page, which nullifies much of the extra advantage an expert typist has over a non-expert. In other words, expert typists who can quickly and accurately type complete words they read from a printed page may not be able to quickly and accurately enter data that contains a mixture of assorted letters and numbers (such as license plates, vehicle identification codes, or serial numbers) that are heard verbally. The CritiCall Data Entry test modules, which are specifically designed to measure a person's ability to enter the type of data that telecommunicators enter on a regular basis, are ideal for measuring if an applicant possesses the skill to perform that portion of the job successfully.

WPM vs. KPH Test Scores	
Typing Test (Words-Per-Minute)	Job-related Data Entry Test (Keystrokes-Per-Hour)
Emphasizes upper and lower-case letters	Keyboard is locked in <u>only</u> CAPITAL letters
Emphasizes punctuation	Does <u>not</u> require or score punctuation
Uses complete sentences and paragraphs	Uses short phrases and number/letter sequences
Test taker <u>only</u> copies from a written page	Test taker copies data from a computer screen and/or listens to information via a headset
Allows test taker to "read ahead" to increase entry speed	Data must be entered in "real time"
Dramatically emphasizes alpha character entry over entry of numeric characters	Distributes alpha and numeric character entry in a job-related fashion
Is more job related to clerical positions	Is more job related to telecommunicator positions

In summary, words-per-minute scores are not directly comparable to keystrokes-per-hour scores, since different psychomotor skills are being measured during testing. The scores from a traditional typing test may not accurately indicate a person's data-entry proficiency and traditional typing tests should not be considered an equal alternative for choosing employees for telecommunication positions that require data entry skill proficiency.