

THE ROBERTS PERSONALITY AND MOTIVATION QUESTIONNAIRE (RPMQ)

WHAT IT DOES

The RPMQ is a brand new self-report personality and motivation questionnaire specifically designed for non-managerial positions. It provides an assessment of typical preferences on 19 personality and motivational dimensions relevant to effective performance in call centre personnel, telesales, administrative and IT support staff roles.

The RPMQ is an integrated questionnaire that explores BOTH personality and motivational dimensions.

Whilst other questionnaires may give an insight into underlying personality traits and behavioural preferences, the RPMQ continues KCP's approach of always including the critical fourth dimension of values and motivation.

The RPMQ is available in paper-and-pencil forms and computerised (PC, Web and PDA) versions. The latter provide the additional benefit of summaries of potential strengths and limitations and predictions about performance against pre-defined competencies.

THE RPMQ SCALES

Interpersonal Orientation	Task Orientation	Personal Orientation	Work Orientation
Sociable	Proactive	Resilient	Results
Confident	Innovative	Positive	Change
Convincing	Systematic	Energetic	Self-directing
Empathetic	Detailed		Work
Team-focused	Reliable		
Flexible			

Response Style

Self-Critical

WHAT IT DOESN'T DO

The RPMQ is a personality questionnaire and therefore provides no indication of cognitive ability.

SUITABILITY

RPMQ has been designed specifically for use with non-managerial populations. It is appropriate when assessing white collar respondents from call centre personnel, customer service advisors, administrative and clerical staff, and IT support personnel.

ADMINISTRATION

The RPMQ is an untimed questionnaire. Respondents are, however, encouraged to complete the questionnaire as quickly as possible. Typical completion times are of the order of 30 minutes.

ACCESS TO THE RPMQ

The RPMQ is a substantive personality questionnaire. Users must hold the BPS Certificate of Competence (Level B - Intermediate).

For interested users who are not yet qualified, KCP is a BPS Verified Assessor and offers both Level A and Level B training at highly competitive rates.