



PPI Research Reports

Providing Service Scale Peer Ratings Study

Research Design: Fifty-one persons who had completed the *PPI* asked two or more peers (coworkers and other acquaintances) to complete an anonymous online behavioral survey. Using this forty-four item behavioral survey, each peer provided his/her perceptions of the individual who had completed the *PPI*.

Analysis: We analyzed the resulting data to determine how other people describe individuals who score high on the *PPI Providing Service* scale. The *PPI Providing Service* scale is designed to identify persons likely to provide friendly and reliable service to internal and external customers. If the *PPI Providing Service* scale does indeed identify this kind of candidate, we would expect that other persons would see individuals with high *Providing Service* scores as cooperative, consistent, friendly, and organized.

Results: Peers described individuals with high *Providing Service* scores as follows. All results were statistically significant, and represent factors that distinguish persons with high *Providing Service* scores from those with low *Providing Service* scores.

- Likes to cooperate with others
- Makes plans & follows through on them
- Tends **not** to be moody
- Tends **not** to be cold and aloof
- Tends **not** to be disorganized
- Is talkative

Summary: Results confirmed our expectations that other persons would view individuals with high *Providing Service* scores as cooperative, consistent, friendly, and organized. *PPI Providing Service* scores accurately identify key traits associated with service potential, not only from an individual's own perspective, but also from the perspective of others.

For more information about A & M Psychometrics or the *PPI*, contact us at info@ppicentral.com or 918.583.9635 (Western Region).