GENERAL

situational judgement test sample questions

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Situational Judgement Test Sample Questions: A Complete Guide

Situational Judgement Tests (SJTs) have become a staple in modern recruitment, especially for roles that require strong decision making, communication, and teamwork skills. If you've encountered the phrase "situational judgement test sample questions" in a job posting or training material, you're probably wondering what to expect, how to prepare, and what makes a good answer. This article delivers a thorough, step by step exploration of SJTs, offers a wide range of sample questions, and shares proven strategies to help you excel.

What Is a Situational Judgement Test?

Unlike traditional aptitude tests that focus on numerical or verbal reasoning, SJTs assess **behavioural competence** by presenting realistic workplace scenarios. Candidates must choose the most appropriate response from a list of options. The goal is to evaluate how you would act in real job situations, reflecting the company's values, culture, and expectations.

Key characteristics of an SJT:

- Scenario based questions that mimic everyday work challenges.
- Multiple choice format with several possible answers.
- Scoring based on alignment with the organisation's preferred behaviours.
- Often used in HR, management, healthcare, education, and customer service sectors.

Why Employers Use SJTs

Recruiters employ SJTs for several reasons:

1. Predictive Validity – They correlate well with on job performance, especially for roles that demand interpersonal skills.
2. Fairness – SJTs reduce cultural or language bias compared to traditional written exams.
3. Efficiency – They can be administered online, allowing quick screening of many candidates.
4. Insight into Soft Skills – They reveal how you handle conflict, time management, and ethical dilemmas.

Structure of a Typical SJT

A standard situational judgement test usually contains 20–30 items, each following this format:

1. Scenario – A short paragraph describing a workplace situation.
2. Choices – 4–5 possible actions you could take.
3. Answer – One or more options considered most appropriate.

Scoring can be **single best answer** or **rank order**, depending on the employer's design. Some tests also ask you to rate the effectiveness of each choice, adding another layer of nuance.

Common Themes in SJT Sample Questions

Understanding the themes that recur in situational judgement test sample questions can give you a strategic advantage. Below are the most frequent categories:

- Conflict resolution

- Time management and prioritisation
- Communication and listening
- Ethical decision making
- Team collaboration
- Customer service and client relations
- Leadership and delegation
- Problem solving and innovation
- Adapting to change
- Work life balance and stress management

How to Approach SJT Sample Questions

Success in an SJT hinges on a systematic approach rather than memorising answers. Follow these steps for each scenario:

1. Read Carefully – Identify the core problem and the key stakeholders.
2. Consider Company Values – Think about what the organisation likely prioritises (e.g., teamwork, efficiency, customer focus).
3. Eliminate Poor Choices – Quickly rule out options that are obviously unprofessional or counterproductive.
4. Weigh the Consequences – Evaluate short term and long term impacts of each action.
5. Choose the Most Balanced Response – The best answer usually balances effectiveness, ethical soundness, and alignment with organisational culture.
6. Double Check – Ensure your choice is consistent with the scenario's context.

Sample Situational Judgement Test Questions

Below are 15 carefully crafted sample questions covering a range of themes. Use them to test your reasoning and practice the systematic approach described above.

Scenario: Two team members disagree on the approach to a project deliverable. Their disagreement is affecting the team's progress.

- A) Encourage both to present their ideas in a meeting and let the manager decide.
- B) Offer to mediate a discussion between them and help them find common ground.
- C) Suggest each work independently and merge results later.
- D) Escalate the issue to HR immediately.
- E) Ignore the conflict and focus on your own tasks.

Scenario: You're assigned a report due in two days, but a client meeting has been scheduled for tomorrow that you cannot miss.

- A) Attend the client meeting and finish the report after.
- B) Request an extension from your manager.
- C) Prioritise the report, finish it, and attend the meeting as a brief call.
- D) Delegate the report to a colleague.
- E) Attend the meeting and work on the report during the travel time.

Scenario: You discover that a colleague has been misreporting sales figures to meet targets.

- A) Report the behaviour to your manager.
- B) Confront the colleague and ask them to correct the figures.
- C) Keep quiet to avoid conflict.
- D) Suggest a team meeting to review reporting processes.

- E) Offer to help the colleague adjust the figures to meet the target.

Scenario: A long time customer complains that the product they purchased last month is defective.

- A) Offer a refund and apologise for the inconvenience.
- B) Ask the customer to return the product for inspection.
- C) Escalate the issue to the product development team.
- D) Offer a discount on future purchases.
- E) Provide a replacement after verifying the defect.

Scenario: Your team is working on a high profile project and a key team member is frequently late to meetings.

- A) Speak privately with the member to understand the issue.
- B) Document the lateness and report it to your manager.
- C) Adjust the meeting schedule to accommodate them.
- D) Replace the member with someone more reliable.
- E) Ignore the problem and hope it resolves itself.

Scenario: As a new team leader, you notice that morale is low after a recent project failure.

- A) Hold a team building activity to boost morale.
- B) Provide individual feedback and set clear improvement goals.
- C) Publicly praise the team for their efforts to encourage positivity.
- D) Re assign responsibilities to reduce workload.
- E) Offer a bonus to compensate for the failure.

Scenario: Your department's software system crashes during a critical operation.

- A) Attempt to troubleshoot the issue immediately.
- B) Call the IT support team and follow their instructions.
- C) Shut down the system to prevent data loss.
- D) Notify upper management of the problem.
- E) Continue working with the system, hoping the issue resolves itself.

Scenario: Your company adopts a new policy that requires all employees to work from home two days a week.

- A) Set up a dedicated workspace at home to ensure productivity.
- B) Request an exemption from the policy.
- C) Inform your manager of potential challenges with the new arrangement.
- D) Neglect the policy and continue working from the office.
- E) Share your concerns with colleagues and seek collective solutions.

Scenario: You're juggling multiple deadlines and feel overwhelmed.

- A) Take a short break to clear your mind.
- B) Work late into the night to finish everything.
- C) Delegate tasks to teammates.
- D) Communicate with your manager about the workload.
- E) Skip non urgent tasks to focus on the most important ones.

Scenario: A stakeholder requests an urgent update on a project, but you lack the latest data.

- A) Explain the situation honestly and promise to provide the data by the end of the day.
- B) Provide a rough estimate without data to keep them satisfied.
- C) Ask the stakeholder to wait for the next scheduled update.

- D) Offer to set up a meeting to discuss the project's progress.
- E) Escalate the request to your manager.

Scenario: A team member with a disability faces difficulty accessing a virtual meeting platform.

- A) Suggest alternative platforms that are more accessible.
- B) Offer to provide a one on one session to help them navigate the platform.
- C) Ask the team member to use a different device.
- D) Notify the IT department to investigate accessibility issues.
- E) Ignore the issue and continue with the meeting.

Scenario: You notice a mistake in your report that could affect the company's strategy.

- A) Correct the mistake and inform relevant stakeholders.
- B) Hide the mistake to avoid criticism.
- C) Ask a colleague to double check the report.
- D) Submit the report as is, hoping the mistake goes unnoticed.
- E) Report the mistake to your supervisor and ask for guidance.

Scenario: Your team is brainstorming ideas to improve customer satisfaction.

- A) Encourage out of the box thinking and record all suggestions.
- B) Stick to proven methods to avoid risk.
- C) Assign a small group to refine the best idea.
- D) Vote on the ideas and implement the majority choice.
- E) Discard unconventional ideas and focus on realistic options.

Scenario: Your supervisor insists on a deadline that you believe is unrealistic.

- A) Express your concerns respectfully and propose a realistic timeline.
- B) Accept the deadline and work overtime to meet it.
- C) Discuss the issue with HR.
- D) Ignore the deadline and hope it changes.
- E) Escalate the issue to senior management.

Scenario: You receive confidential data that could impact a client's trust.

- A) Store the data securely and share it only with authorized personnel.
- B) Discuss the information with a colleague for clarification.
- C) Post a summary on the company intranet for transparency.
- D) Delete the data to protect client confidentiality.

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