

Customer Contact Styles Questionnaire Ccsq

The Gestalt Journal The Construct Equivalence of the Customer Contact Styles Questionnaire (CCSQ7.2) for Proctored and Unproctored Administration Groups An Introduction to Psychological Assessment in the South African Context Dissertation Abstracts International Theories of Psychotherapy and Counseling Developing the College Curriculum Comprehensive Dissertation Index Is Japanese Management Culturally-specific The ETS Test Collection Catalog Theories of Psychotherapy & Counseling Practice Issues for Clinical and Applied Psychologists in New Zealand A Guide to the Basics of Law Practice Questionnaires and Inventories The Personnel Administrator EEE The American Journal of Psychiatry Sociological Abstracts International Yearbook of Educational and Instructional Technology The Management Style of the Chief Accountant Masters Abstracts International Alex Hyra Cheryl Foxcroft Richard S. Sharf Arthur W. Chickering Bradley William Hall Richard S. Sharf Harry Love Beryl P. Crowley Lewis R. Aiken Leo P. Chall Association for Educational and Training Technology Eugene F. McKenna The Gestalt Journal The Construct Equivalence of the Customer Contact Styles Questionnaire (CCSQ7.2) for Proctored and Unproctored Administration Groups An Introduction to Psychological Assessment in the South African Context Dissertation Abstracts International Theories of Psychotherapy and Counseling Developing the College Curriculum Comprehensive Dissertation Index Is Japanese Management Culturally-specific The ETS Test Collection Catalog Theories of Psychotherapy & Counseling Practice Issues for Clinical and Applied Psychologists in New Zealand A Guide to the Basics of Law Practice Questionnaires and Inventories The Personnel Administrator EEE The American Journal of Psychiatry Sociological Abstracts International Yearbook of Educational and Instructional Technology The Management Style of the Chief Accountant Masters Abstracts International *Alex Hyra Cheryl Foxcroft Richard S. Sharf Arthur W. Chickering Bradley William Hall Richard S. Sharf Harry Love Beryl P. Crowley Lewis R. Aiken Leo P. Chall Association for Educational and Training Technology Eugene F. McKenna*

the advent of the internet in personnel selection has brought with it many opportunities challenges and concerns the opportunities afforded

to the employer include among others increased security a reduction in the resources needed reduced geographical constraints reduced time to hire immediate scoring and a lowering of costs owing to these benefits the use of the internet for psychological testing will continue to become more prevalent in personnel selection over the next few years the use and acceptance of the internet has encouraged organisations and assessment practitioners to make use of internet delivered testing as the preferred mode of administration especially in view of the benefits that it offers to the employer as well as to the candidate internet delivered testing brings with it a few concerns and many organisations are still making use of the paper and pencil version of an instrument even though it is available in an online version this is because of concerns over measurement equivalence as the paper and pencil version is seen as a safer and more accepted mode of administration there are also many test publishers that would like to take advantage of the practicability of internet delivered testing by converting their current selection procedures to an internet format this conversion cannot simply be assumed and needs to be examined and documented for each instrument the primary purpose of this study is to determine the construct equivalence of the customer contact styles questionnaire ccsq 7 2 when it is administered via paper and pencil in the presence of a proctor and when it is administered online in the absence of a proctor the aim is to determine whether the online version of the ccsq 7 2 can be considered equivalent to its paper and pencil counterpart without loss of psychometric property the results of the study revealed that the mode in which the ccsq 7 2 is administered does not compromise scale reliabilities and that the relationship between scales of the ccsq 7 2 are not affected by modes of administration it can thus be said with confidence that the online version of the ccsq 7 2 can be considered equivalent to its paper and pencil counterpart without loss of psychometric property copyright

this is the updated edition of the successful guide to measuring and assessing human behaviour within a complex multi cultural environment it explains the main concepts of assessment explains the types of measures that are used to assess human behaviour and examines how such measures are to be used it investigates how measures are developed and adapted so that they are culturally appropriate and free of bias this book remains the only good south african text on the topic which explains the fact that it has become entrenched in psychology departments across the country

case examples and therapist client dialogues show how each of 12 major theories can be applied to common psychological disorders such as depression anxiety and borderline disorders or to modes of treatment such as individual couples families and groups each theory chapter

follows a similar organizational scheme covering goals assessment the therapeutic relationship techniques research current trends time limited approaches and multicultural and gender issues comparison critique and theoretical integration are provided in the final chapter comprehensive in scope yet succinct in its description and explanation of individual theories sharf s book introduces students to the systematic theories for each major theory presented in the text basic information about background personality theory and theory of psychotherapy provides a way for students to understand the application of the theory using case summaries and client therapist dialogues sharf demonstrates how twelve theories can be applied to individual therapy and to common psychological disorders such as depression anxiety and borderline disorders sharf shows how each theory can be applied to work with groups sharf also describes how each theory can be applied to families as well as providing a description of family systems theories in chapter 13 family therapy

questionnaires inventories the use of questionnaires and inventories as a means of obtaining useful information about populations individuals products and events has existed since the nineteenth century but it wasn t until the twentieth century and the development of modern statistical methods and more recently the advent of digital technology that they came to be considered indispensable tools in a wide range of fields including the behavioral and social sciences education health and business questionnaires and inventories is written for researchers and practitioners in the above mentioned disciplines and for all others who rely upon these important tools of the trade written by a well known authority in the field it is a complete how to guide to the construction administration analysis and interpretation of all types of questionnaires and inventories after a concise review of the historical origins and theoretical underpinnings of assessment tools and rating scales dr aiken presents chapters providing detailed hands on coverage of the construction administration scoring and interpretation of questionnaires psychological inventories and population surveys following chapters feature in depth discussions of the statistical analysis of data as well as test reliability and validity the final two chapters are devoted to the critical assessment of most commercially available questionnaires and inventories questionnaires and inventories includes many features designed to help readers quickly master the skills they need to construct their own assessment tools including helpful chapter end summaries bibliographies quizzes and practice exercises perhaps the most valuable didactic tool is the diskette which contains a power house of programs that readers will find invaluable in designing constructing administering scoring and evaluating all types of questionnaires and inventories questionnaires and inventories is an indispensable tool for practitioners in the behavioral and social sciences as well as for market research professionals attitude and product

researchers and political pollsters it is also an excellent supplemental text for upper level graduate courses in psychology education sociology health studies political science and other disciplines

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