

User Manual

Work Types QWSN



User Manual - Worktypes

Everything you need to know to get started with Worktypes.



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1. Introduction

Regardless of their age, education level, or employment situation, all people benefit from having a clear understanding of their professional preferences. According to scientific literature, professional interests are an important determinant of a person's career behaviour. The Q1000 Work Types questionnaire identifies someone's interest in various tasks and activities, as well as professional branches and work sectors.

1.1 Intended Use

Q1000 Work Types (QWSM) maps out a person's work interests in a clear way. Specifically, it identifies the types of work activities that are preferred by the respondent. Thus, the test can be used for career orientation purposes, and it has more of an exploratory function rather than a diagnostic one.

1.1.1 Questions

The questions included in the Q1000 Work Types have been developed according to Hofstee's guidelines (1991). This makes them clear and easy to interpret. In addition, the questions are short, concise, and unambiguously formulated. The candidate can choose between five answer options to indicate the extent to which they agree with a statement. An example of statement is: 'I think it would be attractive to do translation work'. The answer options and their interpretation can be found in the table below.

Answer Options	Meaning
No!	You have no interest in this.
No	You have little interest in this.
?	You are partly interested in this.
Yes	You are interested in this.
Yes!	You are very interested in this.

Table 1.1: Overview of all answer options of Q1000 Work Types

The questionnaires consist of around 70 questions that can be answered within 15 minutes by most candidates. Below, there is an example question.

Work types (QWSN)

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Instructions

Leave test

In my work I want to be creative.

1

No!

2

No

3

?

4

Yes

5

Yes!

Next



1.1.2 Results

The results can be looked at in detail (i.e., down to the question level) to draw conclusions about the user's motivation. In addition, the results of the questionnaire can be used to generate a report. The report shows the scores on Q1000 Work Types and describes the work activities for which there is some or a lot of interest. In addition, the report shows candidate's scores on the Holland Profile (also known as RIASEC profile). This kind of profile is commonly used by career counsellors. The report also gives some examples of professions that are in line with the person's interests. These examples are selected based on the statements that the candidate rated very positively (i.e., with 'Yes!').

Q1000 Work Types requires the candidate to provide a self-description. That is why it is recommended to use the test in combination with other research methods. For instance, you can use the Labour Market Explorer programme to investigate which of the currently available vacancies match the candidate's interests.

1.2 Areas of Application

1.2.1 Career Counselling

If your candidate is interested in receiving vocational advice, the results of Q1000 Work Types can be used to discuss their career options and support them in making a choice.

1.2.2 Placement and Advancement Issues

When (re)assigning employees to different projects, you can use Q1000 Work Types to determine the most attractive work activities for them.

1.2.3 Professional Development

When it comes to development plans, it is important to consider not just the person's qualities, but also their wishes. Q1000 Work Types can help you clarify the candidate's preferences regarding organisational sectors and work activities. This can come in handy when discussing development plans.

1.3 Possibilities and Limitations

1.3.1 Target Group

Q1000 Work Types has been developed as a generally applicable instrument for mapping interests in work activities. The questionnaire is mainly used for adults who are working or looking for (new) work. Our validation studies were also conducted on people belonging to this group. The questionnaire can be used for people with an education level starting from MBO 3-4 and up to university level, or comparable education. The examples of professions in the report are also aligned to the respondent's education level.

1.3.2 Language Proficiency

Due to its clear formulation, the questionnaire is suitable for people with a wide range of education levels and (cultural) backgrounds. We assume a minimum language proficiency of B1 (Common European Framework). If a candidate has a lower proficiency level (i.e. A2+ or lower, or below NT2), this is likely to hinder their understanding of the questions. Therefore, a meaningful interpretation of the test scores is only possible for candidates with sufficient command of the test language.



1.3.3 Certified Users

Before you start using and interpreting the questionnaires, we expect you to have completed the e-learning 'Responsible Test Use' and to have obtained the corresponding certificate. Once you've done this, you'll be able to:

- Interpret test scores based on the reports and on your own analysis of the scores.
- Provide candidates with correct feedback on their results and formulate some advice or statement regarding the research question.
- Explain basic statistical and technical concepts related to candidates' scores, such as reliability and standardisation.
- Explain the possibilities and limitations of the questionnaire and apply this knowledge in practice.
- Become aware of common professional ethics rules and integrate them into your work.



2. Theoretical Background

Q1000 Work Types has been developed based on various scientific insights in the field of work interests, including those by Wijers, Luken and Van der Bom (1991) and those by Holland (1973).

The report includes an overview of the 9 work types measured, as well as a Holland profile. John Holland (1973, 1979, 1997) has drawn up a subdivision of personalities, which is widely used by career counsellors and career coaches. People can be described according to their resemblance to six theoretical types: Realist, Investigative, Artistic, Social, Enterprising, and Conventional. The first letters of each category form the acronym of the model (i.e., 'RIASEC'). Each type of person is characterized by a preference towards different activities, interests, and values. A person's unique RIASEC profile is determined by the extent to which they relate to each of the six types. Below, there is an overview of all work types and their associated Holland profiles.

2.1 Overview of the Work Types

Work Types	Meaning
Control and Enforcement	Activities aimed at providing protection, supervision, and carrying out checks. Keywords: protect, supervise, and control.
Helping and Caring	Activities aimed at helping and caring for people, healthcare. Keywords: helping, communicating, empathizing, and caring.
Learning and Coaching	Activities aimed at teaching and coaching others. Keywords: stimulating and motivating others, transferring knowledge, and offering help with learning.
Design and Create	Activities aimed at beautifying, inventing, and creating new things. Keywords: innovate, invent, and improve.
Research and Development	Activities that focus on the question of how something works and whether something can be improved or changed. Keywords: research, development, and change.
Production and Implementation	Activities that focus on concrete 'do-it-yourself' work, such as building, executing, or repairing. Keywords: build, execute, and repair.
Arranging and Supporting	Activities that focus on arranging and facilitating matters. Keywords: structuring, ordering, and organizing.
Leading and Managing	Activities that focus on providing leadership and determining the general strategy. Keywords: steering, taking responsibility, coordinating, and motivating people.
Selling and Advising	Activities aimed at advising and convincing others. Keywords: persuading, communicating, and taking commercial action.

Table 2.1: Work Types



2.2 Overview of Holland Typologies

Types of People	Meaning
Realistic (R)	This type of person likes activities that involve working with tools, machines, materials, plants, or animals. The realistic type has good technical insight and likes to do manual work and make use of their body strength.
Investigate (I)	This type is keen to understand and influence the physical, biological, and cultural phenomena that surround them. They do this through observation and research. They often possess scientific and mathematical skills.
Artistic (A)	The artistic type prefers flexible and less structured activities, that allow them to express themselves in creative ways. This type of person often possesses artistic skills such as: acting, writing, drawing, painting, or dancing.
Social (S)	This type prefers to do work in which they can interact with other people. They tend to enjoy teaching, developing, caring for, or entertaining others. They often possess interpersonal skills such as: tact, patience, and empathy.
Enterprising (E)	This type of person wants to pursue organisational, political, or economic goals. They tend to be good leaders and know how to convince others of their ideas.
Conventional (C)	The conventional type prefers clear and structured work, which requires a precise and systematic approach. This type of person tends to have good administrative skills.

Table 2.2: Holland typologies



3. Use and Interpretation

3.1 Instructions

Q1000 Work Types can be purchased online. The candidate can find all the necessary information in the instructions screens. In principle, additional instructions are not necessary, but if desired, the candidate can be guided by a test assistant.

3.2 Viewing the Results

There are two ways to view the results of Q1000 Work Types. Under 'Details', you will find the scores per scale. By selecting the option 'View all answers', you can get an idea of the candidate's answering tendencies (i.e. how the answers are distributed over various score categories - 'No!', 'No?', 'Yes', 'Yes!'). For each question, you can see the associated text or statement, candidate's chosen answer, as well as their score. In addition, the results are displayed in the report. More information about the report can be found in the later sections of this manual.

3.3 Scoring

3.3.1 Scores

Q1000 calculates scale scores for each work type. A score is assigned to each question: 1 for 'No!', 2 for 'No', 3 for '?', 4 for 'Yes', and 5 for 'Yes!'. The scores on the questions related to the same work type are added up, then divided by their number. This calculation is used to generate the scale scores. The scale scores can vary between 1 and 5 and represent candidate's average answers.

3.3.2 Category Scores

The report uses category scores. In the scoring table, scores are divided into four categories. The meaning of the categories is as follows:

Category Score	Meaning
1	Little interest
2	Moderate interest
3	Interesting
4	A lot of interest

Table 3.1: Overview of category scores

3.4 Standardisation

For Work Types, one can compare their interests with those of a norm group. The norm group represents a group of people who have completed the questionnaire in a similar situation. Usually, this refers to vocational counselling. We further refer to this comparison group as the '**non-selection norm**'.



In addition, candidates can also compare their scores against an absolute norm. An absolute norm is intra-individual (e.g., candidates' interests in different work types are compared against each other). This means that the person gets their own personal ranking of interests when using this option. To avoid confusing this with a norm group comparison, we refer to this scoring method as **'without a norm'**.

3.5 Reporting

Q1000 Work Types has its own report available. This report can be used independently. However, Q1000 also provides a Labour Market Explorer. With this additional tool, people can search for suitable professions and vacancies based on their scores on Q1000 Work Types and other characteristics measured by Q1000 instruments.

3.5.1 Reporting Work Types

The structure of the Q1000 Work Types report is broadly the same as the one described above. An important difference, however, is that the questionnaire is shorter and that all questions are mandatory. All work types are listed in the report, but only those that interest the candidate are described. The report also includes examples of occupations that are in accordance with candidate's preferred work types.

3.5.2 Holland Profile (RIASEC Code)

Many career advisors like to work according to the Holland profile or the RIASEC code. Thus, Q1000 Work Types also gives information about the candidate's scores on the 6 human typologies identified by Holland. A description of these typologies can be found in Chapter 2 (i.e., Theoretical Background). With these scores, a personal code consisting of three letters can be formed. These letters correspond to the three highest ranked typologies, displayed in descending order (i.e., from the highest to the lowest score). For example, the code RIA indicates that the Realistic type (R), the Investigative type (I), and the Artistic type (A) are the most characteristic typologies for the person. With this code, the candidate can search for professions that are a good match for their interest profile.

Interpretation of Flat Profiles

Sometimes, it can happen that candidates rate all work types very positively. In this exceptional situation, all work types will receive a score belonging to Category 4 (i.e., 'A lot of interest'). The same applies to candidates who rate all work types very negatively. If these 'flat profiles' occur, it is important to find out the causes in a conversation with the candidate. The section on user tips also includes a couple of sample questions that the advisor can ask to get a better understanding of what is truly interesting to the candidate. Conversely, if all scores are low, the advisor can ask further questions and perhaps discover something the candidate takes interest in. The work types that the candidate has rated as very attractive provide a good starting point for career orientation.



4. Research Data

All research data about Q1000 Work Types can be found in the technical manual. The technical manual includes all the psychometric data that has been used to develop and validate the questionnaire. Together, the user manual and the technical manual provide complete information about the instrument. In the technical manual, we go into detail about the characteristics of the scales, norms, reliability, and validity. Below, there is a summary of the findings. The technical manual can be requested from our support department (support.nl@assessiobloom.com or call 088-1004777).

4.1 Norms

Test results are often compared to those of others. The norm groups (i.e., comparison groups) used for this purpose must be suitable for the intended use of the questionnaire, well composed, and sufficiently large. A norm group has been set up for Q1000 Work Types. The data collection for compiling this norm group took place between January 2010 and spring 2014. Participants consisted of over 100 different clients, including municipalities, employment agencies, HRM consultancies, career advice agencies, and mobility agencies across the Netherlands. Thus, we included data from projects with a wide variety of settings, jobs, and job levels. The size of the Q1000 Work Types norm group is 7420 people.

4.2 Reliability

Reliability is one of the most important psychometric characteristics of questionnaires. In a statistical sense, reliability means that when the same person is tested multiple times, there is little difference between their results. The reliability (i.e., internal consistency) of the Q1000 Work Types scales has been extensively investigated. The reliability is expressed in Gutmann's lambda-2. The lambda-2s are high to very high for almost all scales. They are all above .80 and, in most cases, even around .90. Thus, Q1000 Work Types meets the reliability requirements set by the COTAN (i.e., minimum .70 for non-selection purposes).

4.3 Validity

Validity means that the test measures what it is intended to measure. The construct validity of Q1000 Work Types has been extensively researched and demonstrated. First of all, work types are unidimensional constructs. This means that items belonging to the same scale show higher correlations with each other, compared to items belonging to different scales. In addition, the questionnaire presents a good convergent and divergent validity (i.e., the results correlate with very similar constructs and lack correlations with very different constructs). This means that the results of Q1000 Work Types are clear and easy to interpret. For more details regarding validity, see the technical manual.



5. In Conclusion

Studying this user manual and going through the 'Responsible Test Use' certification lays the foundation for the use of Q1000 Work Types.

If you have any questions about the use or interpretation of Q1000 Work Types or our other tools, you can click on the 'Info' button in the platform for more information. Here, you can find a lot of background information, such as instructional videos, manuals, and fact sheets. You can also call on our support department (email: support.nl@assessiobloom.com or call 088-1004777).

Good luck with Q1000 Work Types!



6. Literature

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7. Appendix 1: Mrs. A's Case

Mrs. A is a young woman, currently employed as a temporary worker in the hospitality industry. She has completed a VMBO education (MAVO, VMBO-4) and is looking for suitable further education. However, she does not have a good idea about the courses or professions that would suit her, and would like some advice regarding a possible field of study. The consultant decides to purchase Q1000 Work Types. The table below offers an overview of Mrs. A's results:

Work Types	1	2	3	4
Control and Enforcement	•			
Helping and Caring	•			
Learning and Coaching		•		
Design and Create				•
Research and Development			•	
Production and Implementation			•	
Arranging and Supporting	•			
Leading and Managing	•			
Selling and Advising	•			

Table B2: Mrs. A's scores on Q1000 Work Types, 1 = little interest, 2 = some interest, 3 = interesting, 4 = a lot of interest

Mrs. A seems to prefer *Design and Create*. Upon inquiry, it turns out that she has been interested in artistic education from an early age. She took drawing and painting lessons and completed exams in Art and Design. In her current work, she is mainly interested in arranging the plates beautifully and helping to furnish the restaurant. Therefore, it seems useful to explore this work type in more detail. Her Holland profile is as follows:

Holland Profile	1	2	3	4
Artistic				•
Realistic			•	
Enterprising			•	
Investigative		•		
Conventional	•			
Social	•			
Leading	•			

Table B3: Mrs. A's scores on the Holland profile, Q1000 Work Types, 1 = little interest, 2 = some interest, 3 = interesting, 4 = a lot of interest

Mrs. A's Holland (RIASEC) code is ARE. Together with the advisor, Mrs. A will look for professions using our Labour Market Explorer.

The positions of Photographer and Window Dresser seem particularly appealing to Mrs. A. Together with her advisor, she is looking for a suitable training in this direction.



8. Appendix 2: Definitions

QWSN Work Types (High-level and Mid-level)	
Control and Enforcement	Activities aimed at providing protection, supervision, and carrying out checks. Keywords: protect, supervise, and control.
Helping and Caring	Activities aimed at helping and caring for people, healthcare. Keywords: helping, communicating, empathizing, and caring.
Learning and Coaching	Activities aimed at teaching and coaching others. Keywords: stimulating and motivating others, transferring knowledge, and offering help with learning.
Research and Development	Activities aimed at beautifying, inventing, and creating new things. Keywords: innovate, invent, and improve.
Design and Create	Activities that focus on the question of how something works and whether something can be improved or changed. Keywords: research, development, and change.
Production and Implementation	Activities that focus on concrete 'do-it-yourself' work, such as building, executing, or repairing. Keywords: build, execute, and repair.
Arranging and Supporting	Activities that focus on arranging and facilitating matters. Keywords: structuring, ordering, and organizing.
Leading and Managing	Activities that focus on providing leadership and determining the general strategy. Keywords: steering, taking responsibility, coordinating, and motivating people.
Selling and Advising	Activities aimed at advising and convincing others. Keywords: persuading, communicating, and taking commercial action.

QWSM Work Types (Multimedia)	
Executor (R)	Working with tools, machines, materials, plants, and animals.
Researcher (I)	Discovering, analysing, and solving problems.
Designer (A)	Creating beautiful things, drawing, writing, and making music.
Helper (S)	Helping, caring for others, and interacting with people.
Influencer (E)	Organising, persuading, selling, and doing business.
Controller (C)	Checking, performing administrative work, applying rules and regulations.

Holland profiles are often used as a guide for career choices. Holland distinguishes between six typologies (RIASEC: Realistic, Investigative, Artistic, Social, Enterprising, Conventional). You can find someone's RIASEC code by ordering the scores according to their strength (i.e., from the strongest to the weakest), and selecting the first three letters (e.g., RIS). With this code, it is possible to find vacancies or professions that match the person's interest profile (e.g., by using our Labour Market Explorer). In Q1000 Work Types, the RIASEC code is presented in a separate section of the report. In addition to the 6 Holland typologies, our



questionnaire also measures the aspect of *Leading*. The table below presents the definitions for all these typologies.

Holland Profile Q1000 Work Types (Mid-level and High-level)	
Realistic (R) Craftsmanship and Production	People who score high on this type enjoy having visible results and tend to adopt a practical attitude. Keywords: practical, methodological, hands-on.
Investigative (I) Analysis and Structuring	A high score on this type indicates an inquisitive and curious attitude. These people are interested in new developments, science, and theoretical issues. Keywords: observe, analyse, evaluate.
Artistic (A) Innovating and Creating	People who score high on this type prefer to be involved in designing and creating beautiful things. Keywords: artistic, creative, innovative, original, imaginative, surprising.
Social (S) Guidance and Coaching	Those who score high on this type like to have people around them and want to mean something to others. Keywords: people-oriented, contact-oriented, helpful, empathetic, caring, guiding.
Enterprising (E) Entrepreneurship and Sales	A high score on this aspect indicates someone with a bold and confident attitude, who likes to influence businesses and sees opportunities to achieve success. Keywords: commercial, entrepreneurial, persuasive.
Conventional Monitoring and Inspecting	Those who score high on this have a good overview and ensure that things are always in order. They are quick at organising systems, for example for administration and management, and they work systematically and accurately. Keywords: structured, organised, detail oriented.
Leading Organizing and Directing	People who score high on this type enjoy setting objectives and directing people or businesses. They take charge and like to be given responsibility. Keywords: taking the lead, coordinating.

