

HOW TO ASSESS AND ADMINISTER THE SELECTION INTERVIEW?

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1.1 Introduction

It is common that many employers have no idea as to what to do when Orang Kurang Upaya (OKU) candidates come for job interviews. As a result, they just simply entertained them and always end up with unfavorable outcome. Perhaps, some employers are really interested to hire OKU staff but they are not able to materialize this due to the psychological barriers as well as lacking experience in handling OKU applicants. On the other hand, OKU candidates also wish to secure jobs but are always unsuccessful because they are not performing during the interview. Therefore, both parties, employers and OKU alike, need proper guidance. They need more information on how to make use of available tools to assess the capabilities and the abilities of OKU candidates. The problem is that there are so many tools such as application forms, CV, psychological tests, interviews, reference letters etc. what and which tools are more practical and reliable as well as valid? Therefore, this paper will discuss with you concerning how employers can use the interview as an effective predictor of OKU candidates' performance. This paper will also discuss how employers can conduct interview sessions effectively and what are needed in order to be prepared for interviewing OKU candidates. Then, it will also provide some useful guidelines to OKU candidates on interview matters.

1.2 What is job interview?

Job interview is one of the important tools used in predicting the performance of the job applicant. It also can help to identify the most appropriate applicant as required. An interview is more than a discussion. It is a procedure designed to obtain information from a person through oral responses to oral inquiries. In fact, a selection interview can help to assess the candidate's knowledge, skills, personality, experiences, education background etc.

In order to manage the selection interview effectively, we have to plan it based on the following 3 questions. There are as follow:

1. How structured they are. An interview session can be either structured or unstructured.
2. What to ask. It refers to the content or type of questions.
3. How to administer the interview. This means the interview is conducted by one interviewer or a panel or an interviewing board.

This means employers have to decide how the interview takes place. We must plan it because normally interviewers find it difficult or panic when faced with OKU candidates. Therefore, it is better for the human resource department to plan accordingly. For example, use structured interviews. At least they know what to ask and how to assess. Otherwise, they may miss the best opportunity to explore the potentials and abilities as well as hard talk with the OKU candidate.

1.3 What to assess during an interview?

Since interviewers and interviewees are involved in the discussion, they have to sincerely and openly exchange views and reach a mutual consensus. There are some questions which you can use to assess the disabled candidates and guide you to make the interview successfully. Normally there are several aspects that you can assess like work place, supportive services, knowledge and experience, motivation, intellectual capacity, and personality. You can ask the following:

1. You can ask about disability matters. It is advised that you do not avoid disability issues. Otherwise, employers will make their decisions without the actual facts.
2. Employers and disabled candidates should openly and sincerely discuss about employment matters. It would allow both parties to clarify his or her concerns and reach an acceptable conclusion.
3. Human resource department should ask the question is there any kind of setting and arrangement that will facilitate the interview process.
4. Invite the disabled candidate to share his/her past working experience.
5. You can ask what are their strengths and weaknesses.
6. How much do you know about this job?
7. Based on the nature of the job, can you suggest how the company can work out the best approach to accommodate you.
8. You can also find out in what areas you can contribute to the organization.
9. Can you share with us what are your basic needs that you require to perform this job?
10. Employer should find out if there is any specific technology requirement. Person's with disability will have to share currently or previously use technology that can assist in the way you work.
11. Employers can ask what other kind of support that you need. This can be checked from her or his previous job experiences.
12. Are there any technology or support services that you don't have currently that would be helpful to assist you in performing the duties of this position?
13. In the past, do you experience any difficulty matching your technology skills and the company's information system and how did you overcome it?
14. Do you foresee your technology needs changing in the near future and how to go about it?
15. You can discuss the barriers or obstacles, if any that you have encountered in previous jobs. How was that addressed?
16. Do you anticipate any transportation or scheduling issues with the work schedule expected of this position?

1.4 How to conduct the interview effectively.

From human resource department, they need to do the following homework:

1. Analyze the job. Write a job description with a list of job duties, required knowledge, skills, abilities, and qualifications.
2. Identify the job's main duties. Determine each job duty based on its importance to job success. Find out the required skills to perform it.
3. Prepare interview questions. Create interview questions based on actual duties, with more emphasis on the nature of important duties and the competence of the candidate. You can assess the Job knowledge, the applicant's willingness and motivation to meet the job' requirements, situation and behavioral question as well as the necessary supportive services.
4. Create benchmarking answers. Develop ideal benchmarking answers for good, marginal, and poor rating.
5. Appoint the interview panel and conduct interviews. The panel usually consists of three to six persons, preferably the same ones who wrote the questions and answers. I it also include the job's supervisor and department manager or and CEO. The panel members generally review the job description and specification and benchmark answers before the interview. Panel members must record and rate the applicant's answers on the scale sheet.,

1.5 How to structure the interview.

1. Make sure you know the job. Do not start the interview unless you understand the job and what human skills you're looking for.
2. Structure the interview. Any structuring is usually better than none. Questions may based on actual job duties. This will minimize irrelevant questions.
3. Get organized. The interview should take place in a private room where telephone calls are not accepted and you can minimize interruptions. Prior to the interview, review the candidate's application and resume, and note any areas that may indicate strengths or weaknesses.
4. Establish rapport. The main reason for the interview is to find out about the applicant. To do this, start by putting the person at ease. Greet the candidate and start the interview by asking a non-controversial question, perhaps about the weather or the traffic conditions.
5. Ask questions. Try to follow the questions you wrote out ahead of time. Don't monopolize the interview and do ask open-ended questions. Then, Do listen to the candidate and encourage him or her to express thoughtful ideas.
6. Take break and important notes. Write the important points being presented by the interviewee and do scoring. Try to end the interview on a positive note. Tell the applicant about the outcome diplomatically.

1.6 What interviewee needs to prepare.

Preparation is essential. In order to attend the interview, the interviewee must do the necessary preparation such as:

1. Find out more about the company. You can search through website or magazine. If possible, find out their mission and vision, nature of business etc.
2. To be on time. Find your actual location and schedule your time.
3. Give a good impression. Greeting or give wishes, Show your politeness and friendliness.
4. Interacting and responding to interviewer's questions. Organize your thoughts, ideas, structure your answers and speak confidently.
5. Remember that appearance and enthusiasm are important. Take note on appropriate clothing, Good grooming, firm handshake, readiness to smile and appearance of being in control.
6. You should know your strengths and weaknesses
7. Show your genuine interest in the employer's operation and be alert / pay attention when the interviewer speaks.
8. Understanding of the employer's needs and have a desire to serve them.
9. Study more about that job position.
10. Organize your file and documents.
11. Write your impressive CV.
12. Ask questiosn.
13. Tell interviewers feel free to ask questions.
14. No sensitive issue on disabilities matters.
15. If necessary, guide the panel and find an opportunity to share your past experience with them.
16. If possible, get an assistant from the organization serving the disabled to go along with you.