Measures of Socio-Emotional Skills

Situational Judgement Test

Developed by the Africa Gender Innovation Lab, World Bank & Innovations for Poverty Action

Instructions I

1. **Read every story as if reading a story out loud to a child.** Read one sentence, pause briefly and make eye contact to check for understanding, and then continue to the next sentence.
2. **Withhold judgement!** You may be tempted to judge their responses "good", "really?" Please refrain from this! Just say "ok, next" or something neutral.
3. **Encourage them to relax,** it is not an assessment of their intelligence- we just want to know how they will react in a regular day. There is no right or wrong answer.
4. **What if they don't understand the story or don't remember it:** please feel free to remind them, reread the question, or answer their questions.
   a. **Exception:** For listening questions, please do not reread, as we are testing listening comprehension.
5. **Remember, one response does not depend on another** – if one person answers a inconsistently with c, don't worry about it – just continue.
6. **These questions can be very tiring** – it will be important to give respondents a "break" after every ~5 questions: this can be by asking questions in other modules, by talking about their day, or letting them sit for a couple minutes before resuming.

Instructions II

1. **Questions that require special training/practice:**
   a. **Coding responses:** Enumerators will need to know these response options well, as they will need to code on the spot! And this isn't easy but it is very important! The questions are coded below as SJTnumber_questionnumber.
      i. **Solutions to problems:** 5_1, 7_1
      ii. **How long an emotion stays with you:** 8_4, 9_4
      iii. **Methods of persuasion:** 15_5, 15_6, 16_5
      iv. **Self awareness questions:** 10_2, 10_4, 11_7, 11_9, 12_2, 12_4
         1. For all of these, they follow the same pattern
         2. Please carefully read through these. For all of them, Option 3 refers to responses that are not personal or not relevant (e.g. they are about the community or about others, rather than being FOCUSED on their PERSONAL strengths, weaknesses, goals, etc)
   b. "Other" questions (e.g. 5_2): Individual may have multiple "other" responses- especially to lists of ideas, possible solutions, etc. Please separate each idea with ***
   c. Relatedness questions (#20-22): Slider A and B are the same as that used for the Empathy Task- please practice these questions.
   d. Active Listening Questions (#28-30): Each listening question starts with questions for YOU that you shouldn't read out loud- these are questions gauging the active listening skills of the respondent as you read the story

Note: Alternative listening questions may be used during follow-up if you are concerned the individual will remember the stories from last time

Response Scale
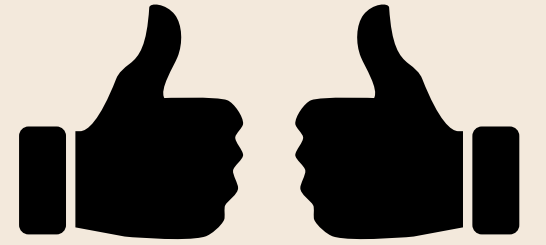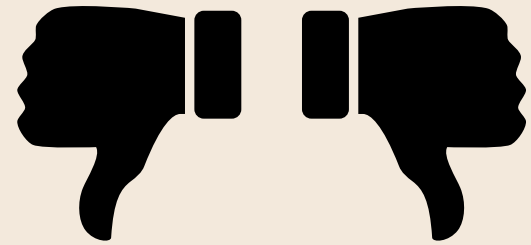
| Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
👎👎	👎	—	👍	👍👍
1	2	3	4	5

1. Emotional Awareness

Situation: You needed to complete a task for your boss, [name], but you were late! Your boss gets angry and says "how can you be so irresponsible and stupid"?
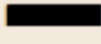
How likely are you to...

1. Notice how your boss's words made you feel.
2. Notice whether your feelings have caused any physical sensation in your body.
3. Identify that you are feeling shame.
4. Reflect on other times that people's words made you feel this way.
5. How long are you likely to feel stressed or upset?
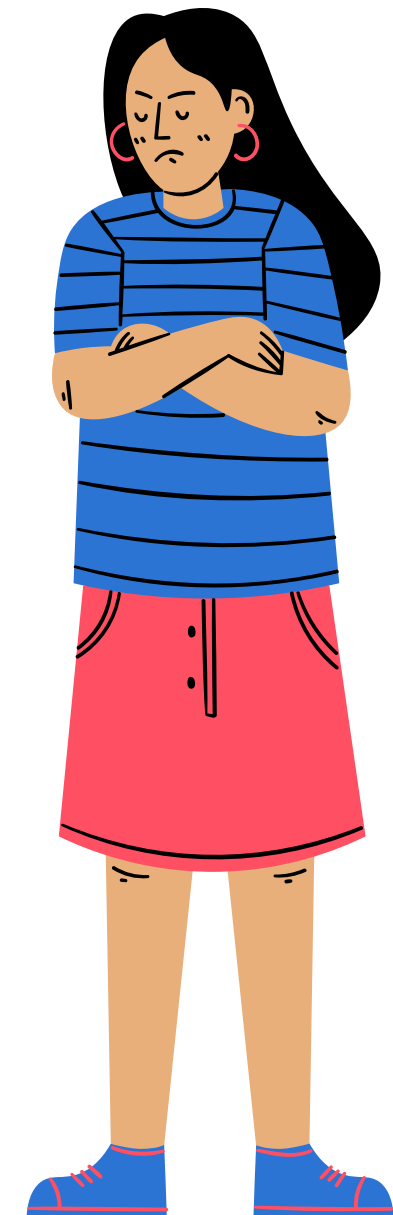
Very Unlikely   Unlikely   Neither Likely nor Unlikely   Likely   Very Likely

2. Self Awareness

Situation: You have just been selected as a local leader!

1. What personal strengths do you have that will make you good at performing your duties as a leader?
   a. Please list all of them. If you cannot think of a list of strengths, you can say "I don't know" or "I have no personal strengths".
   b. I will repeat the question now: What personal attributes will mean you are better-suited than your neighbours at managing the affairs of your community?
2. What personal weaknesses do you have that may keep you from performing your duties as a leader? Please list all of them. If you prefer, you can say "I don't know" or "I have no weaknesses".
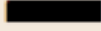
How likely is it that you will...
1. Have a good idea of what you need help with.
2. Question or critique your own abilities.
3. Actively seek feedback from your community on how to improve your performance.
4. Spend time considering what type of leader you would like to be.
5. Think of solutions if you face an unexpected problem.
6. Think deeply about how your performance could be improved.

Very Unlikely | Unlikely | Neither Likely nor Unlikely | Likely | Very Likely

3. Emotional Regulation

Situation: You are in charge of the decorations for an annual meeting. Your employee, [name], was supposed to bring the flowers and they didn't reach on time for the meeting. The customer is angry at you and threatening to not work with you next year. You feel ashamed that you failed the customer.

How likely are you to...
1. Yell at your employee, [name].
2. Talk to your employee immediately so they know how angry you are.
3. Become so stressed that you get upset at others.
4. Take time to relax and calm down before you talk to your employee.
5. Discuss your stress with someone you trust
6. Change how you think about the situation so you're less angry.
7. How long are you likely to feel stressed or upset: Less than an hour, a few hours, the whole day, a few days, or longer.

👎👎 Very Unlikely | 👎 Unlikely | — Neither Likely nor Unlikely | 👍 Likely | 👍👍 Very Likely
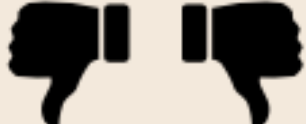
4. Self Control

Situation: Your employer is always giving you last minute requests. It is 5pm and you have a task that is due at 8am. You expect that the task will take 4 hours and it is very boring.
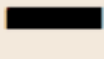
How likely is it that you will...

1. Get distracted so that you take more than 4 hours to complete the task.
2. Get bored with the task and look at your phone or talk to friends frequently.
3. While you are working, your close friend has called you. You haven't spoken to them in many months, how likely is it that you will: take time to catch up with them.
4. Sleep fewer hours than normal so that you can complete your task.
5. Tell your boss that you were unable to complete the tasks as there was not enough time.
6. Schedule to work on the task from 8pm to 12am so that you have time to also do your other responsibilities at home.
7. Stay focused on the task until it is complete.

Very Unlikely | Unlikely | Neither Likely nor Unlikely | Likely | Very Likely

5. Personal Initiative

Situation: Imagine you want to open a clothing shop and you have some savings. Unfortunately, you know very little about the clothing business. You ask your friends or family, and they also do not know about the business. You do not know any clothing shop owners.
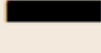
How likely is it that you will...

1. Pursue different work, since you do not have experience with the clothing business.
2. Do research on clothing shops online in your spare time.
3. Look for a training.
4. Find some clothing shop owners to ask for advice.
5. Open the shop and learn the business as you go.

Very Unlikely | Unlikely | Neither Likely nor Unlikely | Likely | Very Likely

6. Perseverance

Situation: You really want to start your own business making banana chips. You heard about a new method with high profits, but you need {round(3*monthly income)} Shillings to buy the equipment. You must decide what to do because you do not have any savings.

How likely is it that you will...
1. Let go of this business
2. Seek out a loan from a bank or family or friends, even if it is difficult to ask.
3. Keep trying to save, so that you can start the business in the future.
4. If you try these actions and they didn't work, how likely is it that you will: let go of the business.

Your business making banana chips has started! And it is becoming successful, but someone with more money has started a bigger business across the street, and they are selling the chips at a lower cost. You cannot afford to sell at that price. How likely is it that you will...
1. Let go of the business.
2. Work extra each day in order to reduce your prices.
3. Move your business to a new location even though it will take a lot of work,
4. If you try these actions and they didn't work, how likely is it that you will: let go of the business.

👎👎 Very Unlikely | 👎 Unlikely | — Neither Likely nor Unlikely | 👍 Likely | 👍👍 Very Likely

7. Problem Solving and Decision Making

Situation: Your are part of a group organizing an annual festival for the surrounding five neighbourhoods! [Name] was in charge of publicizing the event, but you just found out that most don't know when the event is, some have never heard of it, and hardly anyone is planning to come! The event is in two days.

How likely is it that you will...

1. Accept low attendance – at least it wasn't your fault
2. Contact [name] to ask what went wrong.
3. Contact [name] to ask what methods of advertising were used.
4. Think of as many ideas as possible for solving this problem.
5. Contact friends to ask for help coming up with as many ideas as possible.
6. Solve this problem and have high event attendance.

Very Unlikely   Unlikely   Neither Likely nor Unlikely   Likely   Very Likely
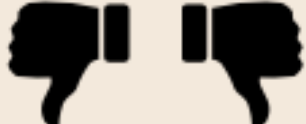
8. Listening

Situation: Imagine that I am your neighbour. I just found about a new business that you would like to learn about! Feel free to ask questions if you want to know more about the business. Ready?

My friend, [name], just started a business where he processes rice and sells different products made of rice. They are making a lot of money: Tsh 45,000 per week. They attended a training for a few hours a day for 2 months. The training is held every 6 months in training centres all over our region. The best part is that little investment or equipment is required. Two other friends went into the same business – one made the same amount – the other made a bit less because they made some mistakes.

Should you pursue this business?

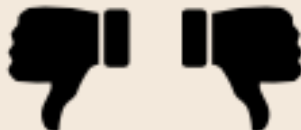| 👎👎 Very Unlikely | 👎 Unlikely | — Neither Likely nor Unlikely | 👍 Likely | 👍👍 Very Likely |

9. Empathy

Situation: You have three employees, and one named [name] has worked for you a few months. He has been hours late for work several times this week, and he has had a very bad attitude. You are very annoyed. As there are many people looking for jobs, it would be easy for you to replace [name].

How likely is it that you will...
1. Give them more chances.
2. Notice how [name] is feeling.
3. Ask them why they have been late.
4. Fire them.
5. Consider [name's] likelihood of finding a new job before determining your action.

👎👎 Very Unlikely | 👎 Unlikely | ➖ Neither Likely nor Unlikely | 👍 Likely | 👍👍 Very Likely

10. Expressiveness

Situation: The family budget has been very tight. Your cousin, [name], has been living with your family and has income, but is not paying or contributing to household expenses. You are frustrated.

How likely are you to...

1. Avoid saying anything as it might create conflict.
2. Wait until someone else in your family brings up the problem (your cousin not paying), and then agree with them.
3. Ask your cousin directly to contribute.
4. Tell your cousin about your feelings of frustration.
5. Tell your cousin WHY it bothers you that they are not contributing.

| 👎👎 Very Unlikely | 👎 Unlikely | — Neither Likely nor Unlikely | 👍 Likely | 👍👍 Very Likely |

11. Interpersonal Relatedness

Situation: A customer, [name], who you have seen before but don't know well comes to your shop. [Name] really wants to buy rice but they have had troubles this week and they don't have enough money to pay this time. There are others in line and [name] is taking time.
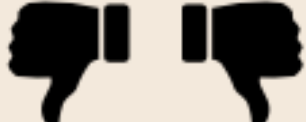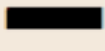
- Which picture best describes your tone?

How likely are you to...
1. Dismiss [name].
2. Tell [name] to return to your shop another time
3. Allow [name] to pay back later
4. Make sure [name] know you are assessing their trustworthiness
5. Encourage [name] to share why they cannot pay
6. Reassure [name] that things will get better

Very Unlikely | Unlikely | Neither Likely nor Unlikely | Likely | Very Likely

12. Interpersonal Influence

Situation: You want to start a new business, making banana chips with a new method. To start the business, you need your family's support because it will affect their financial situation. Currently your family does not want you to start the business.

How likely is it that you will...

1. Try to convince your family to let you start the business.
2. Ask questions to understand why your family opposes you.
3. Analyze your family's behaviour carefully, to decide the best time to convince them.
4. Discuss the benefits and consequences of starting the business with them.
5. Would you use any other methods to persuade your family?
6. Now imagine that your brother recently failed in his business. Would you use any other methods to persuade your family?
7. Which other methods would you use to persuade your family?
8. How likely is it that you will not be able to change your family's perspective?

| 👎👎 Very Unlikely | 👎 Unlikely | — Neither Likely nor Unlikely | 👍 Likely | 👍👍 Very Likely |

13. Negotiation

Situation: Your work has become busier and you have less time for household responsibilities. If you have help at home, your income could increase! However, your 15 year old son does not want to help with cleaning or caring for the younger children. If he has extra time, he just wants to play football with his friends.

How likely is it that you will...
1. Accept the situation and don't say anything.
2. Tell him he has to do some household work and has no choice.
3. Explain that if he helps, the whole family will benefit.
4. Allow him to go play football if he completes his responsibilities.

You tell your son that working so hard is making you very tired. Your son says he still cannot help, and you feel hurt. How likely is it that you will...
1. Listen to his misgivings even though you feel hurt.
2. Accept the situation and stop discussing the problem.
3. Ask him to propose a solution.
4. Come up with an idea for a solution that will benefit you both.

👎👎 Very Unlikely | 👎 Unlikely | — Neither Likely nor Unlikely | 👍 Likely | 👍👍 Very Likely
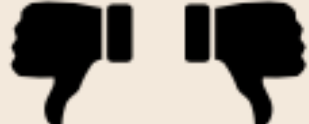
14. Collaboration

Situation: A meeting of you and 4 other people is called to organize an annual festival for the village! You do not know the other people very well. Your group must organize the festival and present your plan to the community leader in two hours.

How likely is it that you will...

1. Let others determine the plan without sharing your thoughts.
2. Arrive with your own plan and give orders to the group.
3. Gather information on everyone's time availability and skills.
4. Work together to assign tasks based on each person's abilities.
5. Remember that you are working with 5 group members to organize a festival and present your plan to the community leader. How likely is it that you will: tell the leader that the best idea is your idea, to improve your reputation.
6. How likely is it that you will: clarify what everyone agrees on.
7. If some in the group are quiet, how likely is it that you will: encourage them to speak.
8. You do not like the task you were assigned, how likely is it that you will: complete the task anyway.

👎👎 Very Unlikely	👎 Unlikely	— Neither Likely nor Unlikely	👍 Likely	👍👍 Very Likely