



ڦڇابت سوروهنجاي ڦرخدماتن عوام  
PEJABAT SURUHANJAYA PERKHIDMATAN AWAM

# COMPETENCY BASED INTERVIEW (CBI) – PSC EXPERIENCE

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# PUBLIC SERVICE COMMISSION

Established on January 1, 1962 - accordance with Section 71 (1) of the Constitution of Brunei Darussalam 1959.

## Jurisdiction

**Appointment, Promotion, Exchange, Dismissal and Imposition of disciplinary punishments on officers government** under its jurisdiction, in accordance with general orders, regulations and circulars.



# **Vision**

Fair Consideration in Service Excellence.

# **Mission**

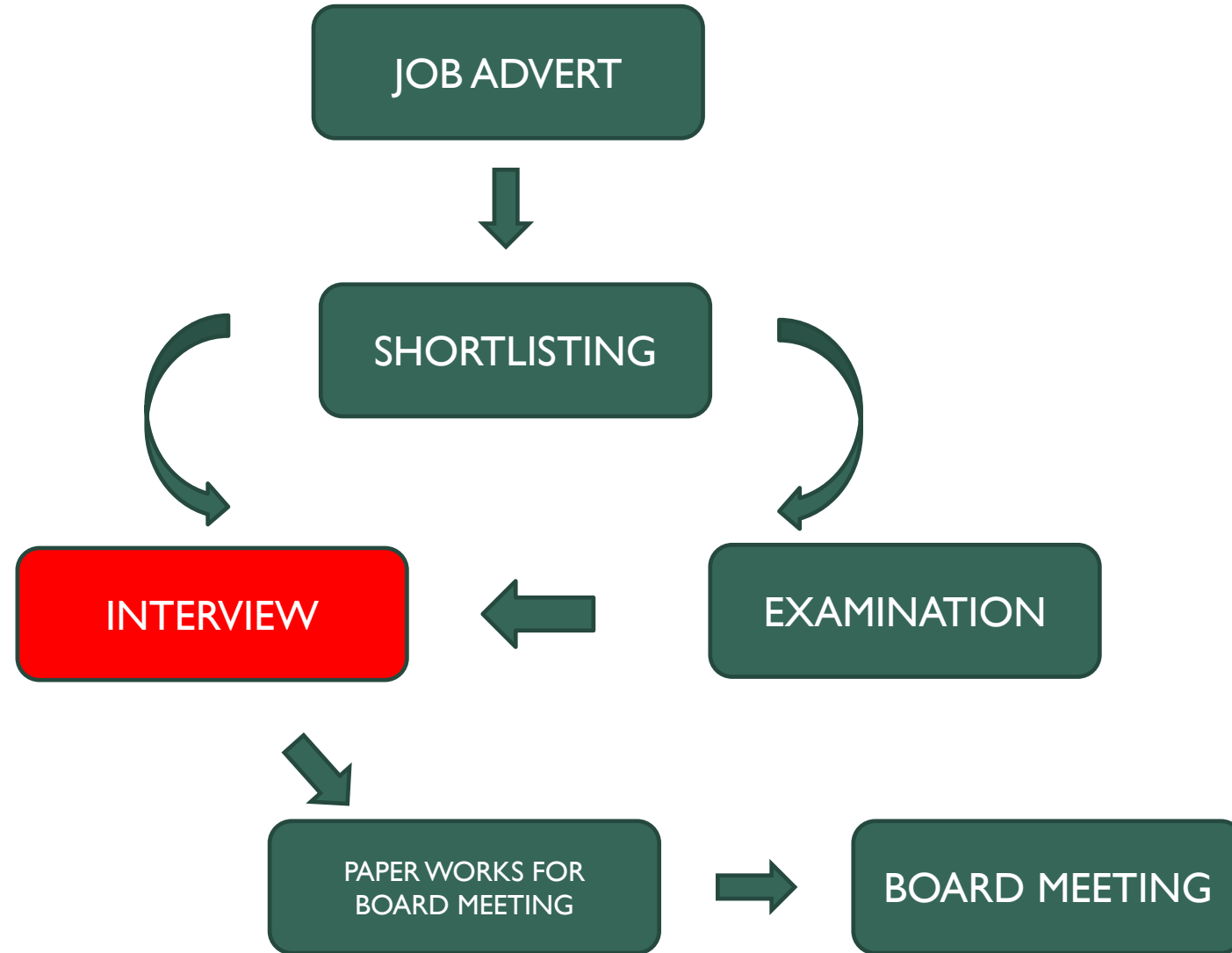
To provide quality, knowledgeable and qualified public service workforce in accordance with the needs of the country in a manner that is efficient, effective and fair consideration.



PRINCIPAL DUTIES OF PSC:

**RECRUITMENT FOR CIVIL SERVICES**

# RECRUITMENT PROCESS



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# BACK THEN...

- Conventional interview methods
- Focus on interviewer potential
- General questions and too subjective
- Assessment method too vague

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## What is Competency Based Interview (CBI)?

- More structured, systematic and targeting on specific skill or competency.
- Questions based on specific situation.
- Evidence based answers.



**When CBI is used by PSC?**

**Officially used on 15 MAY 2017**

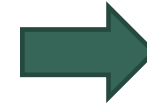


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To find the right person for the job



Why PSC choose CBI Technique?



To reduce poor selection of candidate



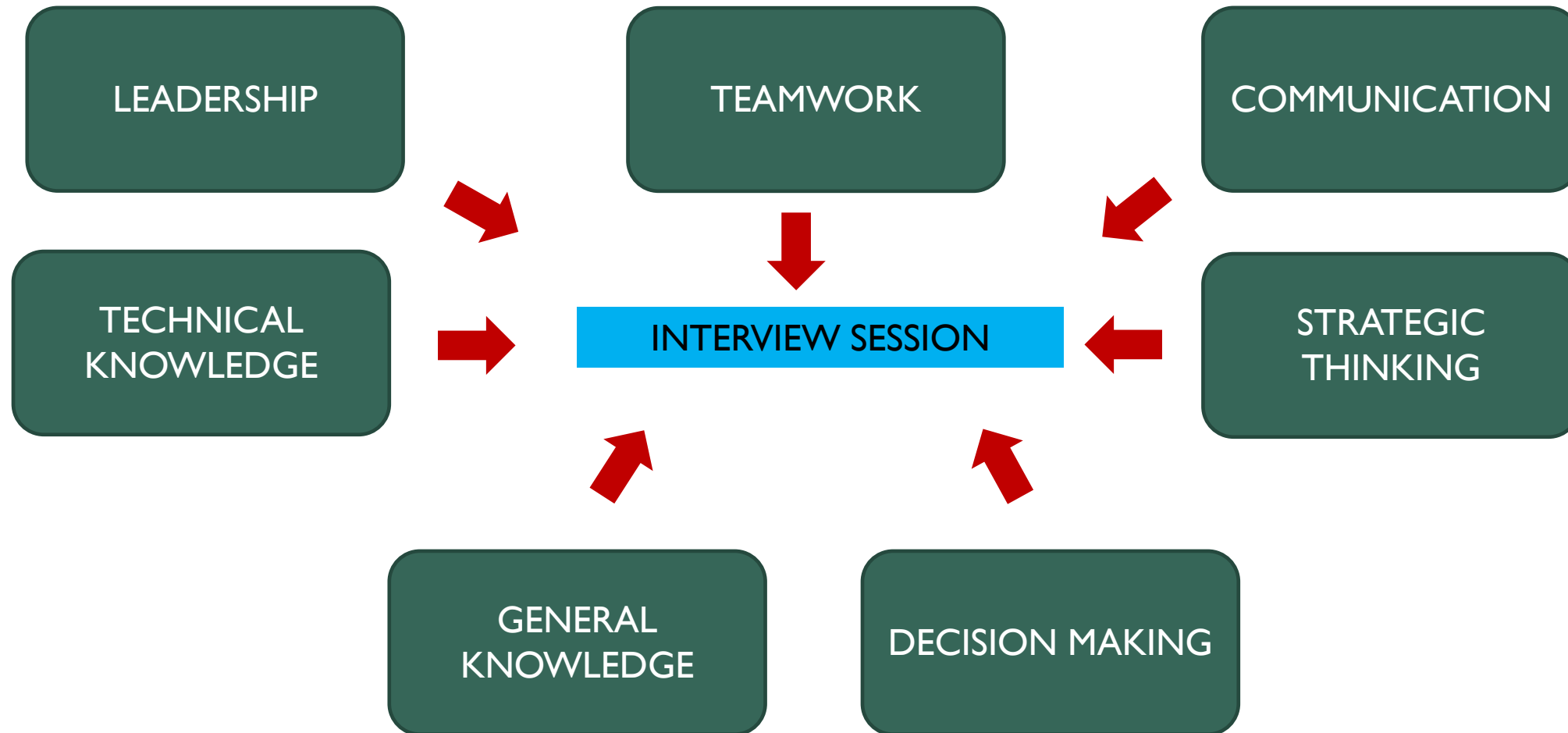
To assess candidate performance based on evidence targeting at specific skill or competency

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# TARGET GROUP

MIDDLE LEVEL MANAGEMENT –  
(B.2 Level and Above)

# What are the competencies assess during interview?



## COMPARISON QUESTIONS (EXAMPLE)

<b>BEFORE CBI</b>	<b>CURRENT</b>
What is the Vision and Mission of this Department?	Tell your experience when being a team leader to implement a given project / assignment and how you deal with problem among your team members
Who is the Minister of this Ministry?	Give examples based on your experience, what strategies you use to communicate with members of the group with different ideas and opinions?

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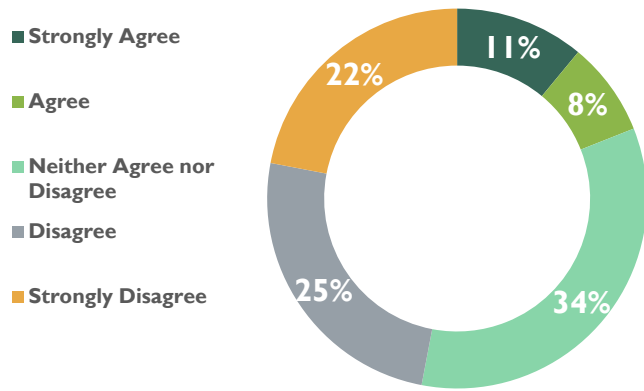
# SURVEY ON COMPETENCY BASED INTERVIEW AFTER INTERVIEW SESSION

## Objectives of the Survey :

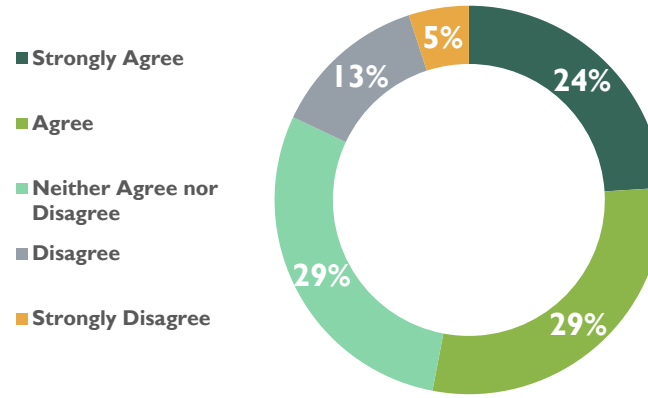
- To know the views and opinions of the public especially the candidates.
- To know effectiveness of the questions posed to the applicant during the interview.

# SURVEY RESULT AFTER IMPLEMENTATION FOR CBI FOR 10 POSTS

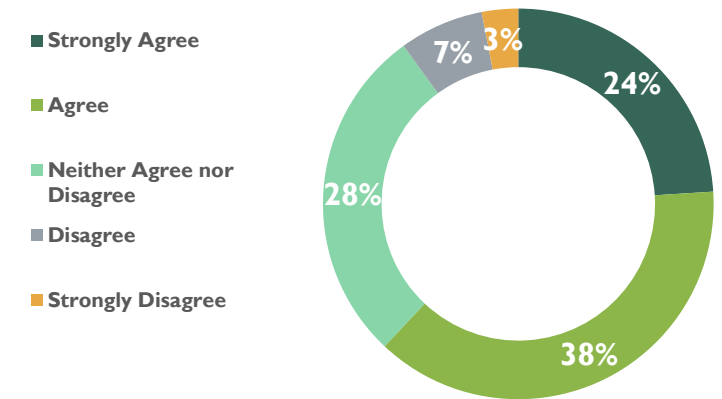
## First Impression on competency



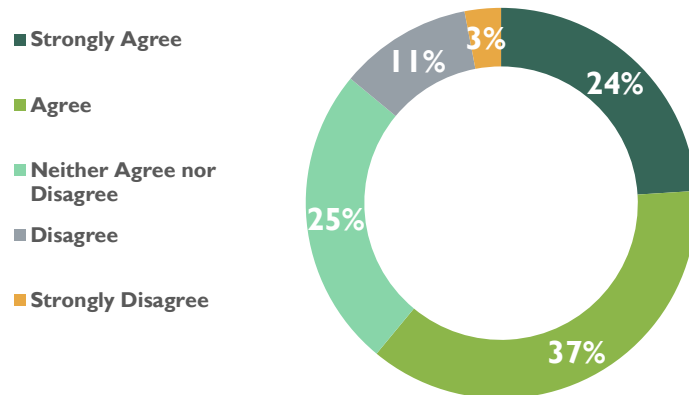
## The questions asked is based on competency



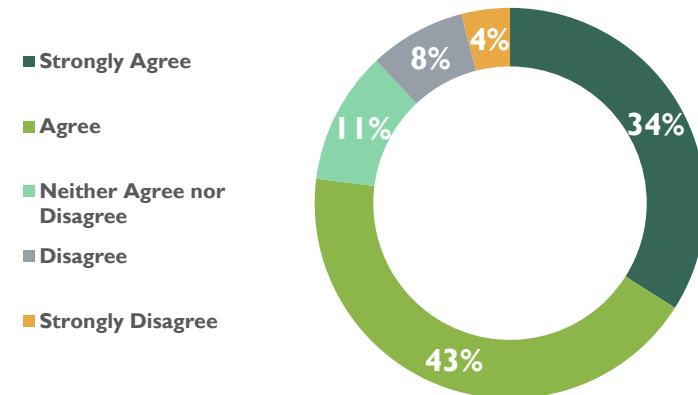
## Questions can be understood



## Questions related to job description



## Interviewers shows high Professionalism during interview



# CHALLENGES??

## Issues

1. Limited knowledge background



1. Proper Guidelines
2. Training

2. Candidates are not well prepared



2. Informing candidates

3. Limited time



3. By prioritizing competencies

## Comparison after using Competency Based Interview (CBI)

<b>Before using CBI</b>	<b>After using CBI</b>
No Proper Guideline	Proper Guideline
No Standard Marking System	Standard Marking System
Question(s) is based on competency	Competency Based Question(s) asked
Not structure	Structure and concise report based on CBI



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# Conclusion

- CBI has been widely used as best practice in Brunei and overseas.
- Public Service Commission will continually using this method to look for potential candidates based on the experience, competence, skills and knowledge available to the candidate.
- It has been proven that CBI has helped PSC in achieving its objective finding the right person for the job and reduce poor selection.

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“HIRING THE BEST  
IS YOUR MOST IMPORTANT  
TASK.” - STEVE JOBS