

Saville Assessment Customer Check Customer Service Representatives (INT, IA, 2019) Group Description

This group consisted of 302 individuals¹, employed in a range of customer contact functions across a wide range of industry sectors. 75% worked in customer service, call centre, counter service, hospitality, education and administration. The remaining 25% worked in other fields including health, sales, law, marketing and welfare².

The breakdown of the group is provided below (with group response rates for each biographical section given in the footnotes):

Gender³

50% of the group were female and 50% were male.

Age⁴

The mean age of the group was 27 years.

Education (highest qualification)⁵

4% had a postgraduate degree as their highest qualification, 23% had a first/undergraduate degree, 39% had some college qualifications or associate degree, 27% had school level qualifications, 1% had a professional qualification with the remaining 6% of the group having other qualifications or no formal qualifications.

Management Level⁶

14% of the group were managers (including functional managers), 31% were team leaders, 36% were professional individual contributors, and 19% were non-professional individual contributors.

Work Experience⁷

8% of the group had more than 20 years' work experience, 17% had between 10 and 20 years', 21% had between 6 and 9 years', 23% had between 3 and 5 years' work experience, 16% had between 1 and 2 years', 5% had between 6 and 12 months' and 10% had less than 6 months' work experience.

Cultural Background⁸

77% of the group described themselves as White (including British, European and Irish), 16% as Asian (including Pakistani, Indian and Bangladeshi) and 1% Black (including African and Caribbean), with the remaining 6% coming from a range of other backgrounds⁹.

¹ Based on completions from 2018 to 2019

² Based on 84% group response

³ Based on 100% group response

⁴ Based on 93% group response

⁵ Based on 95% group response

⁶ Based on 35% group response

⁷ Based on 92% group response

⁸ Based on 96% group response

⁹ Other backgrounds included mixed backgrounds and Arabic



Country of Completion¹⁰

97% of the respondents completed in the United Kingdom and 1% in the United States, with the remaining 2% having completed the assessment in various other countries (including Canada, Spain and Poland).

¹⁰ Based on 100% group response