



29 July 2022

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 12 July 2022. You requested the following:

*There have been media reports that Inland Revenue now uses psychometric testing as part of its employment process, which was an excellent decision, and most laudable.*

*But I should like to know which test is being used, and in particular whether it is the gold standard, the MMPI (Minnesota Multiphasic Personality Inventory).*

### **Psychometric assessments at Inland Revenue**

Inland Revenue currently use psychometric assessments in the recruitment process for Customer Service Officer roles. These assessments are used to measure verbal and logical reasoning, as well as data entry speed and accuracy.

In response to your question, Inland Revenue currently uses Talegent as the provider for these assessments. I can confirm that Inland Revenue do not use the MMPI test.

### **Publishing of OIA response**

Please note that Inland Revenue regularly publishes responses to requests that may be of interest to the wider public on its website. We consider this response is of public interest so will publish this response in due course. Your personal details or any information that would identify you will be removed prior to it being published.

Thank you for your request.

Yours sincerely



Erina Clayton  
**Enterprise Leader – People and Workplace Services**