

## Exam case selection

Scholarios, D. (2017). Moneyflow (Case Study 4.1). In A. Wilkinson, T. Redman, & T. Dundon (Eds.), *Contemporary Human Resource Management. Text and Cases* (5th ed., pp. 122). Harlow, UK: Pearson Education.

### Questions:

1. What is the overall psychometric quality (predictive validity) of this procedure?
2. What recommendations would you give the call centre on their selection process?