

government requirements. He felt, however, that a well-designed test might be worth the effort and should at least be considered.

The meeting ended with all four participants agreeing that the suggestion of trying to develop an attitude test was probably the most promising. The assistant human resource director and chief supervisor of patient escorts stated that they would conduct a thorough job analysis covering the patient escort position and develop a list of attitudes that are critical to its success. A second meeting would then be scheduled to prepare the actual test questions.

QUESTIONS

1. Critique each of the alternative approaches suggested for solving the problem of selecting patient escorts at City Hospital.
2. Recommend a procedure for recruiting and hiring patient escorts.
3. Besides improving its selection procedures, what other actions could the hospital potentially take to improve the behavior of the patient escorts?