

# **Executive Summary the Job Task Analysis**

**for the**

**Certified Facility Manager (CFM)  
Certification Examination**



**April 10, 2017**

## EXECUTIVE SUMMARY

This Global Job Task Analysis (GJTA) Executive Summary report is delivered to the International Credentials Commission (ICC), the oversight committee in place for the work summarized in this document. It summarizes the methodology and the procedure used to conduct a global job task analysis and to develop the exam specifications for the International Facility Management Association (IFMA) Certified Facility Manager® (CFM®) certification examination. The outcome of the study will also be used to make updates to the Sustainability Facility Professional (SFP®) and Facility Management Professional™ (FMP®) certificate programs.

A job task analysis (sometimes referred to as a practice analysis, job analysis, or role delineation study) is a research study conducted in order to identify the tasks and work activities conducted, the context in which those tasks and activities are carried out, and the competencies (knowledge areas, skills, and abilities) required to perform a job role competently (Sackett & Laczo, 2003)<sup>1</sup>. The procedure was conducted by PSI Services LLC in accordance with principles and practices outlined in the *Standards for Educational and Psychological Testing* (American Educational Research Association, American Psychological Association, & National Council on Measurement in Education, 2014)<sup>2</sup>. The *Standards for Educational and Psychological Testing* describes principles and guidelines for all aspects of test development, including content validation.

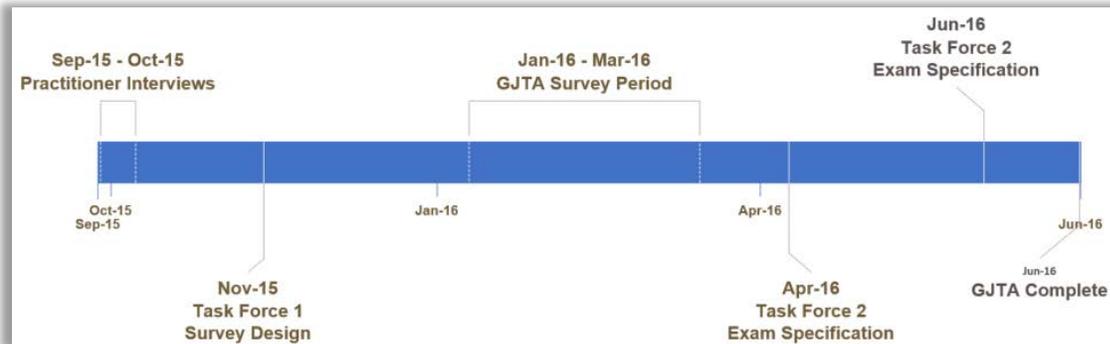
The job task analysis process utilized in this study yielded exam specifications that accurately reflect the scope of practice, allowing for the development of fair, accurate, and realistic assessments of candidates' readiness for certification. The job task analysis process is typically performed every 3 to 7 years so that the examination content outline represents the current scope of practice. Because it serves as the primary basis for content validity evidence as required by the aforementioned Standards, the job task analysis is a primary mechanism by which a certifying body or regulatory board can ensure the accuracy and defensibility of an exam. It serves as the foundation of the certification exam and is critical to the success of the entire exam development process. The three major activities that comprise the job task analysis process are as follows:

1. **Job Task Analysis Task Force Meeting** – A gathering of global subject matter experts (Task Force) to discuss and develop a description of the scope of practice
2. **Job Task Analysis Survey** – A large-scale survey to global practitioners not involved with the Task Force to validate the task and knowledge statements developed by the Task Force
3. **Development of Examination Specifications** – The development of the Examination Specifications by the international Task Force based on the results of the Job Task Analysis Survey

Facility management practitioners were assembled by IFMA to serve as subject matter experts (SMEs). The individuals selected represent a wide variety of work-related characteristics such as years of experience, work setting, geographical location, and areas of specialty. This helps in developing a scope

of practice that is reflective of the roles and responsibilities of the facility management job role and is relatively free from bias. By analyzing the experiences and expertise of current practitioners, the results from the job task analysis become the basis of a validated assessment that reflects the competencies required for competent job performance.

#### *Timeline of the GJTA:*



#### **Survey Response Rate**

The survey was sent using online survey software to a list of 15,018 individuals and 1,057 (7%) individuals responded to the survey. IFMA also sent messages to solicit survey participation through affiliate associations, through local chapters, and via social media channels. The survey was opened on 10 January 2015 and closed on 15 March 2016. The response rate is commensurate with expectations for a job analysis survey for a credentialing exam and the sample size is considered to be more than adequate for meaningful interpretation of the survey results.

#### ***Development of Test Specifications***

After the survey results were collected, an exploratory factor analysis was conducted to help determine the content domain structure. This analysis yielded five factor groupings. A second task force was convened to review the results of the job task analysis survey and finalize the tasks and knowledge that would comprise the next exam content outline. Using the proposed factor groupings, the knowledge statements were organized into content domains. The resultant Examination Specifications document (Appendix G) indicates a 160-item examination with content distribution requirements at the competency area (content domain) level as well as topic (content subdomain) level.

The eleven competency areas are:

1. Leadership and Strategy
2. Operations and Maintenance
3. Finance and Business
4. Sustainability
5. Project Management
6. Occupancy and Human Factors
7. Real Estate

8. Facility Information Management and Technology Management
9. Risk Management
10. Communication
11. Performance and Quality

In comparison to the outgoing exam specifications, the number of competency areas is unchanged but the organization of content has been revised. A number of changes to the wording of content areas were conducted to align terminology to current usage. Similarly, newer or expanded responsibilities and expectations, such as that of involvement with change management or data collection and information management, were included among the new content.

***Conclusion***

The job task analysis process utilized in this study yields exam specifications that accurately reflect the scope of practice, allowing for the development of fair, accurate, and realistic assessments of candidates' readiness for certification. In summary, this report provides the evidence to support the validity claims of the Certified Facility Manager (CFM) credential in its use in identifying practitioners with competencies required for effective practice of the facility management professional job role.

*Note: Updates to IFMA credentials are currently under review based upon the results of this survey. Future update announcements will be made on IFMA's website when applicable.*