

CASE STUDY: Boosting Productivity



THE CHALLENGE

The client, a top-tier business process outsourcing company, sought an assessment provider that not only validated their hiring process but also enhanced the candidate experience. They needed a solution that seamlessly integrated remote testing, ensured high validity, and improved hiring accuracy.

THE SOLUTION

HR Avatar's science team conducted a validation study to analyze the correlation between assessment scores and job performance metrics. Answering the question: Is the assessment helping improve our quality of hire? This provided custom scoring insights and reinforced the effectiveness of HR Avatar's assessments in hiring top performers.

KEY FINDINGS

- **High Productivity (Figure 1): Customer Service Rep**
 Average Call Handling Time was 30% lower for high scoring applicants than for low scoring applicants.
- **Improved Quality (Figure 2): Customer Service Rep**
 Worker Quality Score (a performance measure) a performance measure was 31% higher for high scoring applicants compared with low scoring applicants.
- **Greater Job Knowledge (Figure 3): Admin Case Manager**
 Accumulated Job Knowledge (after 1 year) was 16% higher for high scoring applicants compared with low scoring applicants.
- **Enhanced Adaptability (Figure 4): Admin Case Manager**
 Flexibility (independent performance measure) was 28% higher for high scoring applicants compared with low scoring applicants.

IMPACT

- **Data-driven hiring led to faster, more productive employees.**
- Higher assessment scores correlated with stronger job performance.
- Ongoing validation ensures continuous hiring process improvements.

RESULTS

Role 1: Customer Service Representative

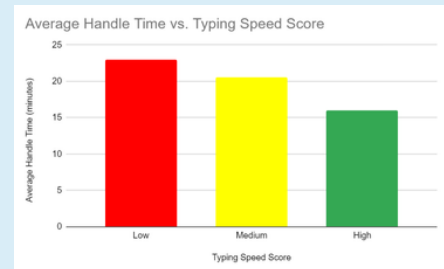


Figure 1

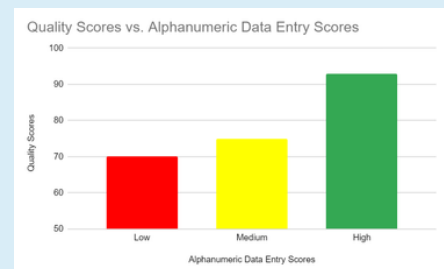


Figure 2

Role 2: Administrative Case Manager

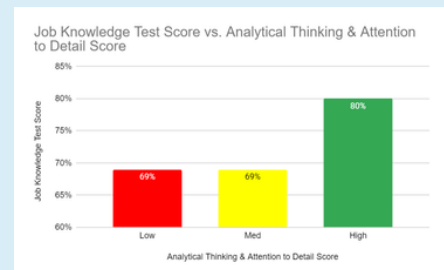


Figure 3

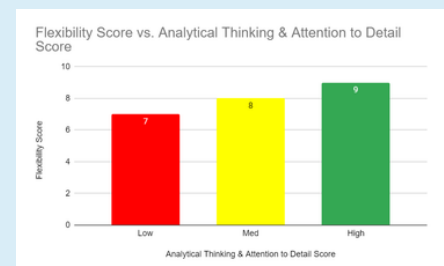


Figure 4