

[Psychometric Testing in Recruitment

Cognitive Ability Assessment for Selection Purposes

A Montréal-based software company and an EPSI client has been in business for over 30 years. It focuses primarily on the technological needs of organizations working in the health and social services sector, particularly relating to the implementation of effective and adaptive solutions as well as administrative, clinical, and user information management solutions.

[Summary

The Issue

Having recently benefited from private investments by an American partner, this company was required to review its recruitment procedures and add a psychometric testing step to ensure a more standardized hiring process and improve prediction of future job performance.

The Solution

EPSI proposed the introduction of Cognitive 20/20 (WAC-AT), a test that assesses candidates' intellectual potential, one of the best indicators of job performance. Additionally, the company mandated EPSI to carry out a calibration exercise with the current employees (more than 300) in order to ensure that the psychometric tests were adapted to the targeted population (job level, department, etc.). The data collected permitted to determine the expected test performance levels during recruitment, according to expectations for the jobs in question.

The Benefits

- + Implementation of a Canadian, bilingual, standardized, and easy-to-administer psychometric test.
- + Validation elements showing that the WAC-AT results are positively linked to the assessment of high potential individuals within the company (based on the "9-Box Talent Grid").
- + Determination of a standardization scale for each job category and operational transition thresholds in recruitment.
- + Pre-screening that reduces the number of interviews conducted (less time wasted on candidates who do not show the basic intellectual potential required within the company).

Why We Were Involved

Encouraged to standardize its recruitment process to be similar to those more commonly used by the parent company's US subsidiaries, including cognitive ability assessments, this company was searching for an equivalent available on the Canadian market and in both official languages. Furthermore, the company was seeking relevant expertise in order to respect the highest psychometric testing practices.

How We Helped

EPSI offers a variety of standardized tests (psychometric, behavioural, and technical), which have been subjected to a rigorous validation process using sample groups of Canadian participants. With Cognitive 20/20, EPSI was equipped to meet the expectations of this company by supplying it with a standardized psychometric test that includes content comparable to one of the tests used by its parent company.

Furthermore, during the calibration exercise, the participation of all of the company's employees in the test validation (more than 360 people completed the test) enabled EPSI's experts to carry out a series of statistical analyses. A number of interesting correlations were established between test scores and certain biographical information (sex, age, language, etc.) as well as professional information (job level, department, potential assessment, etc.), all while respecting the anonymity and confidentiality of the candidates' identities.

In short, EPSI noted that the more employees were identified as being productive and demonstrating the potential to progress within the company, the higher they scored on the test. The same positive correlation was observed between a person's hierarchical job level and the test score.

How Did Things Change

- + EPSI was able to supply a simple and high-quality psychometric testing solution that could be applied uniformly throughout all recruitment processes and that was standardized to match with the process of the parent company.
- + New employees identified as being more productive are now joining the company.