

# Making Your Business More Effective with pixsys Assessment Testing

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Is your recruiting team spending too much time manually screening candidates? Are they drowning in a sea of candidates? Does this create a strain on limited hiring resources?

Are too many unqualified candidates moving forward to a face-to-face interview? Do your hiring managers feel as though they are wasting their time interviewing poorly qualified candidates?

Are you hiring and retaining technicians that meet standards of quality, customer service, production and tenure or are you managing a constant turnover churn of poor hires who fail to meet expectations?

## SOLUTION

Pixsys Technologies has a solution — Pixsys Assessment Testing — that accurately and efficiently screens out individuals who are less likely to be successful on the job while identifying and prioritizing those candidates who should progress to the next stage of your hiring process. Ultimately, this allows for improvements in hiring efficiency, accuracy, and cost savings.

The goal of Pixsys Assessment Testing is to help you streamline your hiring process while increasing the accuracy of your hiring decisions. By using these tools early in the hiring process, you can quickly reduce the size of your candidate pool before investing in more costly and time-consuming hiring phases such as interviews, physical ability tests, and background checks—all while increasing the quality of the candidate in front of your hiring manager and eventually hired into your organization.

Pixsys Technologies has developed an online pre-employment test specifically for the Satellite Television Installation and Service Technician

role. After conducting a comprehensive analysis of the Satellite Technician job, a prototype was built and implemented within a large Regional Service Provider for DISH Network. Approximately 200 technicians completed the online pre-employment test and results showed the test predicted job performance for Satellite Technicians. Higher performing technicians scored higher on the test than lower performing technicians.

The online pre-employment test is focused on measuring job-relevant attributes that are difficult to develop, but necessary for high performance in the technician role—quality, adaptability, safety awareness, customer service, and judgment.

## HOW DOES IT WORK?

- ★ Candidates complete the test online.
- ★ Candidates receive a test score of A, B, C, D, or F. This grade is communicated to you but not the candidate.
- ★ Candidates who score a D or F are rejected from the hiring process and do not proceed to a

branch office for an interview.

- ★ Candidates who a score of A, B, or C are prioritized by score — candidates who score an “A” first, followed by candidates who score a “B”, followed by candidates who score a “C.” This allows for prioritization and flexibility within the local market.
- Due to local labor market needs, some offices interview candidates who score A, B or C and other offices only interview candidates who score an A.
- Not every candidate who scores an A, B, or C is hired, only candidates who also pass other hiring phases are hired (e.g., interview, background check).
- ★ Our test is designed to take approximately 40 minutes to complete and is composed of several subscales that fall into three categories:
  - **Workplace Judgment:** This category assesses candidates’ judgment and reasoning ability as it relates to workplace situations. Candidates are asked to evaluate the effective-

ness of different responses to common workplace situations or problems.

- **Workplace Personality:** This category obtains self-reports of a candidate's preferences, dispositions, and past behaviors as they relate to critical work behaviors.
- **Motivation:** This category includes items designed to obtain self-reports about an individual's motivation in the workplace as it relates to critical workplace behaviors.

## RESULTS AND RETURN ON INVESTMENT

Pixsys Technologies collaborated with a large Regional Service Provider for DISH Network and analyzed the performance of approximately 150 new Satellites Technician hires using our online pre-employment test. Performance data is unavailable for candidates who scored D or F.

- ★ Candidates who scored an A had lower TC 12 and higher UPD than candidates who scored a B or C.
- ★ Candidates who scored a B had lower TC 12 and higher UPD than candidates who scored a C.
- ★ TC12, UPD, and CSAT were all at acceptable levels for all new hires at 120 days.

Taking these results further and exploring the cost savings associated with non-revenue generating visits to customer homes, (commonly called TC60) the evidence suggests significant impact.

New hires who scored an A or B are expected to have 15 fewer TC60s than new hires who score a C on the

pre-employment test. This results in average savings of \$978 per tech.

This trend translates to:

- ★ 3760 fewer TC60s annually per 250 new hires
- ★ \$244,400 annual cost savings per 250 new hires if you only hired A or B candidates

## BENEFITS OF PIXSYS ASSESSMENT TESTING

- ★ Screen-out unqualified candidates early in the process to support limited recruiting resources.
- ★ Recruiters and hiring managers interview only the most qualified candidates.
- ★ Quickly prioritize who to interview first.
- ★ Simple and easy to administer using the Pixsys Technologies platform.
- ★ Pixsys Assessment Testing is a standardized process that can provide objective data.
- ★ Legal defensibility is ensured through various validation approaches.
- ★ Speed of your hiring process is increased through efficient, accurate, and cost-effective tools.



**Andy Goldblatt** joined McKinney Capital and Satellites Unlimited in 2009. His focus centers on talent management programs, including employee retention, building a high performance culture, and strengthening McKinney Capital's leadership bench.

Prior to joining the company, Andy spent 7 years working as a human resource consultant in Atlanta and Birmingham, where his focus was around designing and implementing large scale selection and leadership development programs for Fortune 500 organizations. He has published research articles on topics such as personality in the workplace, training, and employee motivation.

Andy is a graduate of Indiana University. He received his Ph.D. in Industrial and Organizational Psychology from the University of Southern Mississippi. Andy and his wife, Stephanie, have two sons and reside in Birmingham, Alabama. They also have an English Bulldog named Rosie.