

Profiles International Assessments

Case Study Summaries from the Profile XT Technical Manual

CASE STUDY: Sales Company

A study for a large, nationwide sales company is presented in the Technical Manual as a typical application for the Profile XT. The results demonstrate how the Profile XT produces information that significantly improves the employee selection and placement process within an organization. More importantly, this process improvement saves companies a substantial amount of money and time.

The employer initially provided a list of the 12 top performers so that they could be used to develop the Job Match Pattern. The criterion was from an in-house process that the company routinely uses to assess the performance of their sales people. The standard software was utilized to build a Job Match Pattern using the 12 top performers. This was done using the software's integral Concurrent Study process. The resulting Top Performer Job Match Pattern was used for all subsequent job matching.

All subjects (including, but not limited to the original set of top performers) were matched against the resulting Top Performer Job Match Pattern with a 79% or greater match designated as an acceptable matching point. Analysis yielded the following results:

- Of those twelve Top Performers identified by the employer, 92% matched the pattern at or above the matching point.
- Of the 15 bottom performers (as identified by the employer), only 20% matched the pattern at or above the matching point.
- Of the remaining subjects who were identified as performing in the middle range, approximately one-half matched the pattern at or above the matching point (selection rate, 52%).

To summarize this study:

- Approximately 9 out of 10 of the top performers were selected as a good match to the Job Match Pattern while 4 out of 5 of the poor performers were not selected.
- While only 54% of the current sales people were selected as a good match to the Job Match Pattern, 92% of the most successful sales persons were included in that selected group, and only 20% of those who seem to be challenged by the position were included.
- More than half of the salespersons selected were proven top performers (52%).

CASE STUDY: Credit Union

This twelve-month study, conducted by a financial institution, ended in March 2002. The focus was on turnover for a credit union's Member Services representatives and its correlation with scores on the Profile XT.

Summary

These data suggest that had only those who scored an overall Job Match Percent of 75% or greater been hired, the turnover would have been 25 percent (25% x 60 hires x \$6,000 each hire = \$90,000 turnover cost). This would have resulted in a savings of \$198,000.

Case Study: Psychiatric Hospital

A mental health facility found itself devoting a great deal of time to a weekly hiring board. Turnover was increasing year by year and an intervention was needed. The Profile XT was utilized to help identify top performers and decrease the turnover (and the associated time spent in hiring board meetings) at the facility. The reduction in turnover of 52% yielded a savings in excess of \$300,000.

Summary

During the study, new employees maintained better retention rates and involuntary terminations dropped significantly, while the time and expense for terminations and rehiring also decreased to more favorable and efficient levels. The process of identifying top performers through a Job Match Pattern proved to be a valid means for the selection and retention of Mental Health workers.

Case Study: Travel Agency

A travel agency conducted two studies between March 2001 and September of 2002. The intent of the first study was to identify trends based on performance data and the relationship of these trends to the Overall Job Match Percent on the Profile XT. The second study focused on analyzing turnover rates and the use of the Profile XT.

Study Summary: Performance Issues

By selecting candidates based on an objective Overall Match on the Profile XT, more top performers can be selected than bottom performers, saving on training budgets and enhancing overall sales performance. The process of identifying top performers through the Job Match Pattern is definitely a valid means for improving productivity of a sales department.

Study Summary: Turnover Issues

During the study, one hundred and eighty-one new employees were hired, while twenty-nine separated from the company. This represented a 43% reduction in turnover (down to 16% turnover from the pre-treatment rate of 28%). The company reported a savings of \$330,000 in hiring costs alone. The process of identifying top performers through a Job Match Pattern proved to be a valid means for selection and retention in the study.

Case Study: Retail Company

A retail office supply business conducted this twenty-two month study, January 2001 through October of 2002. The focus was on turnover and performance for their corporate account managers and their relationship to Job Match on the Profile XT. Three hundred and seventy account managers were used for this study.

Summary

Matching to a well-developed Job Match Pattern helped to decrease turnover, save money, and save training time. Additionally, top and bottom performance could be predicted before a candidate was selected and this greatly enhanced sales for the company. The process of identifying top performers through the Job Match Pattern was definitely a productive means for selection and retention at this company.

Case Study: Hospital

A large hospital system provides an example of the Profile XT in the selection of Registered Nurses. The study was conducted to investigate the possible use of the Profile XT Job Match Pattern program to further refine their selection process and identify those with the potential to become top performers.

Summary

If an Overall Job Match percent of 83% had been used to select the individuals into two groups (Top Performers and Not Top Performers), eighty-three percent of the top performers would have been selected for the Top Group, and none (0%) of the bottom performers would have been selected for the Top Group. Also, 71% percent of the Moderate Performers would have been selected for the Top Group. Clearly selection will be enhanced by identification of potential Top Performers using the Job Match Pattern system found in the Profile XT.