

» Talassure™MX

Industry: Insurance
Challenge: Job Performance



CASE STUDY

Using the TalassureMX to Increase Performance for Insurance Adjusters



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The Future of
Workforce Solutions

Challenge

An insurance company was experiencing low job performance among its claims adjusters. Their individual job performance scores were calculated from a combination of the number of claims worked per hour and supervisor ratings. Performance scores ranged from 85 to 200.

Solution

This company performed a study to determine the predictability of TalassureMX Job Match Percent in selecting high-performing claims adjusters. A total of 58 claims adjusters took the TalassureMX and had the results compared with their individual job performance scores.

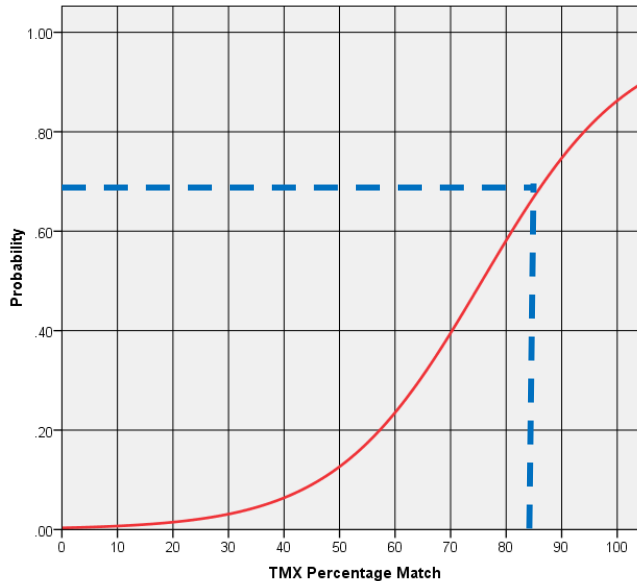
The TalassureMX Job Match Percent was significantly correlated with overall performance ($r=.39$, $p<.01$) and proved to be a significant predictor in a linear regression analysis accounting for nearly 16% of the variance in performance among adjusters. To further study the efficacy of TalassureMX Job Match Percent on predicting performance, the study group was divided into two categories based upon overall performance. The groups were:

Categories	N	Mean Performance Score	Mean TMX Job Match Percent
High Performance	26	166.47	89%
Low Performance	32	132.06	81%

A binomial logistic regression was conducted to determine the significance of the TalassureMX Job Match Percent in predicting the probability of an applicant being a member of the High Performer group. As expected, Job Match Percent was a significant predictor of group membership.

The graph below shows the relationship between the TMX Job Match Percent and the probability of an applicant being in the High Performance group.

Probability of High Performance by TalassureMX Job Match Percent



The dotted line provides an example: If the hiring manager determines that a qualified applicant should have at least a 70% chance of being a high performer, then the best applicants would be defined as those who had a TalassureMX Job Match Percent of 85 or above.

Further analysis of variance indicated the mean TalassureMX Job Match Percent for the High Performer group differed significantly from the Low Performer group ($F=6.57, p<.01$).

Result

As evidenced by the graph, there is a strong relationship between the TalassureMX Job Match Percent and the probability that one will be a high performer.

