

New WCQ Proves Its Ability to Identify Successful Employees

The Client: The City of Raleigh Public Utilities Department provides water and sanitary sewer service to approximately 180,000 metered water and sewer customers and a service **population of approximately 530,000 people. The department's Customer Care Center** supports each of these customers. In early 2016, E·A·S·I·Consult® partnered with the Customer Care Center to pilot the use of the Worker Compatibility Questionnaire™ (WCQ).

The Challenge: How to Hire High Quality Customer Care Workers

The Solution: **Rebekah Cardenas, Ph.D., met with key leaders within the City of Raleigh's** Public Utilities Customer Care Center to discuss its current hiring strategies and needs and goals for the future. A plan was set into motion to pilot an assessment tool called the Worker Compatibility Questionnaire (WCQ). According to Cardenas, vice president of business development and assessment solutions, the strength of this tool is that it is applicable for any non-supervisory position. She noted that all employees should be strong in the areas of dependability, adaptability, learning and problem-solving and working well with others, all dimensions measured by the WCQ.

Testing out the WCQ for this client involved a three-step process:

- Step 1: A group of more than 50 employees were e-mailed links to take the WCQ.
- **Step 2: Each employee's supervisor was asked to complete a brief online performance** evaluation form that assessed the same dimensions as the WCQ (dependability, adaptability, learning and problem-solving, and working well with others) as well as overall effectiveness measures (this includes turnover, absenteeism and overall effectiveness) for that employee.
- Step 3: E·A·S·I·Consult's consultants conducted data analysis to compare employee results on the WCQ with the supervisor evaluations.

Results: Results indicated that the WCQ is a strong predictor of performance for employees **at the City of Raleigh's Customer Care Center. Overall Score from the WCQ positively correlated ($r = .40, p < .05$) with supervisors' ratings of employees' overall effectiveness.**

That means that the strongest employees scored highest on the assessment, Cardenas said. **She further explained that each dimension on the WCQ is a strong predictor of supervisors' ratings of that dimension.** For example, the employees who were rated most adaptable by their supervisors also scored highest on adaptability on the WCQ. In simplest terms, this **means the assessment "works;" it correctly identifies those who will be most successful on the job.**

This is great news, according to Cardenas. “The WCQ is a solid assessment tool that can be used by any of our clients at a moment’s notice. We have confidence in its ability to help our clients identify successful performers,” she said. The WCQ is now being used to screen applicants across the City of Raleigh for the Customer Care Center within the Public Utilities Department.

According to Robert Jones, talent acquisition manager for the City of Raleigh, “I was introduced to E•A•S•I-Consult to learn more about how they could be a resource for the City of Raleigh in our talent acquisition area. I piloted two of their services with departments and received great feedback. Now we have presented their interview tool and assessment tool to four departments. The response has been very positive, and we are getting more requests to use these tools with our selection processes.”

About the Author

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