



## *Employee Reliability Inventory Screening System*

### ERI® UPDATE: CLIENT SURVEY

Bay State Psychological Associates is constantly striving to provide you with the best product and service possible. For this reason, we frequently conduct surveys of our clients in various industries, in an effort to see how the ERI® system is working for them. We can then use their input to evaluate our customer service, training and product support.

Our most recent survey was conducted within the hospitality industry. We surveyed all sites (78) of a major chain of hotels. They have been using the ERI® System for over three years. The survey asked the Managers at each of the properties to rate the *overall* usefulness of the ERI® system.

Of the responding Managers, 92% indicated that use of the ERI® System has had a positive impact on helping them to make hiring decisions.

In addition, the Managers were asked to list the *specific* features of the system that they found most helpful. Here is some of what they said:

- The system helps them to map out a systematic way to evaluate applicants.
- It identifies potential problem areas that otherwise may have been missed.
- The follow-up questions help to “draw out” additional information that is useful in evaluating the applicant.
- The results help to dismiss or confirm concerns about a particular aspect of an applicant.

- The score profile helps to pinpoint specific areas of concern.
- It helps to determine whether or not an applicant has the attributes that are important in a particular position.

Here are some of the Managers’ specific comments:

“It helps me to map out a systematic way of discerning the applicant.”

“I feel that the ERI® system is very effective.”

“It gives us an opportunity to refocus our attention to areas of concern.”

“I get an overall idea of the person’s attitude, work ethic and personality before I even hire them.”

“I feel this system is a great tool.”

Recently, we also conducted a research study to determine the overall effectiveness of the ERI® System in reducing this client’s turnover rate. Here are the results:

- Across *all* properties, the average decrease in the rate of turnover for one year was 14.4%.
- This decrease in turnover resulted in a *net* annual savings of at least \$260,000.